

Integrated corporate policy

ISO 9001:2015

ISO 45001:2018

ISO 14001:2015

Vers.	Date	Status	Editor	Approval
7.0	18.06.2024	Final	Nicodemo Leto	Luca Rossello

VERSION CONTROL SECTION

Vers.	Date	Description
1.0	26/10/2015	Check with Service Manager
2.0	03/11/2015	Update with Service Manager
3.0	13/11/2015	Put into format
4.0	16/10/2017	Modification and integration with Wolters Kluwer Corporate Values
5.0	26/06/2018	Update for ISO 9001:2015
6.0	09/01/2019	Integration with ISO 45001:2018
7.0	18/06/2024	Integration with ISO 14001:2015



Wolters Kluwer's Corporate Values must be considered a benchmark for all companies operating within the Group: they are at the heart of Wolters Kluwer's success and represent the common denominator that allows the company to do business responsibly and with respect for the rules and people who, in various capacities, establish relations or relationships with it.

The Company's main values are:

- **Focus on Customer Success:** "Customers are at the centre of everything we do"
- **Make it Better:** "We are constantly striving to improve and innovate"
- **Aim High and Deliver:** "We are responsible for our results"
- **Win as a Team:** "Together we are stronger"

In full accordance with Wolters Kluwer's Corporate Values, the development policy of TAGETIK SOFTWARE S.r.l. has always been focused on the pursuit of full customer satisfaction and that of all stakeholders, including, first and foremost, employees and collaborators, the company's true strength and driving force.

Our commitment, in the 'logic of the future', must be directed to always acquire new customers who turn to TAGETIK SOFTWARE S.R.L. looking for accurate service, professionalism and quality of work, but also and above all maximum availability, as well as the search of customised and high-performance solutions in terms of simplifying processes and reducing management time.

*To the employees and collaborators of TAGETIK SOFTWARE S.R.L. we demand and offer a relationship based on transparency and proactivity, seeking, as far as possible, maximum agreement in the management of work. Furthermore, we strive every day to provide an adequate, suitable and safe working environment that can meet the needs of employees and be an incentive to work better and **respect the environment** around us.*

Fundamental to this aspect will be, day by day, the absolute clarity of decision-making roles, participation and involvement in decisions, availability for work and professionalism, understood as the ability to identify, even in everyday life, the critical activities to which the maximum attention and precision must be devoted.

*TAGETIK SOFTWARE S.R.L. also undertakes to manage its activities, **workplaces** and **external environment** in full compliance with the applicable legal and other requirements subscribed by the company, and to analyse the dangers associated with all the activities carried out in order to identify the risks involved and take the necessary measures to manage them.*

In order to ensure the implementation of this policy, the Management of TAGETIK SOFTWARE S.R.L. is constantly committed

- *to recognise the economic importance of investments in health and safety at work;*
- *to prevent and promptly manage any type of **accident** or **emergency**, including **environmental** ones, through the application of specific procedures;*
- *to train all employees on work-related safety and **environmental** management issues;*
- *to ensure that the Policy is understood and implemented at all levels of the organisation;*
- *to take an active role in promoting and guiding all activities concerning occupational health and safety and the **environment**.*



For environmental management, the Management is specifically committed to

- *Comply with legal and other subscribed environmental requirements and voluntary UNI EN ISO 14001:2015 Standards;*
- *Define and implement procedures to prevent pollution (reducing the use of plastic on sites) and to reduce carbon dioxide emissions from the use of cars by choosing vehicles with a lower impact;*
- *Continuously monitor and improve the performance of the Environmental Management System with the objective of improving performance each year;*
- *Increase the amount of reusable in a circular economy and life cycle perspective with the involvement of the entire supply chain;*
- *To inform and train all employees and all workers who work on behalf of Tagetik Software on environment-related aspects;*
- *Encourage constructive communication with employees, suppliers, customers and shareholders on the management of environmental protection issues, raising awareness of the sustainable use of raw materials and recycling of waste in a life-cycle perspective.*
- *Consider the effects on the environment in all product and process development activities.*

These goals are pursued through the development and continuous improvement of an Environmental Management System integrated with the other management systems, and implemented through the Manual and the referred procedures, according to the following chain of responsibility:

- *Management assesses all risks present in the company and implements the necessary measures for their mitigation*
- *Management allocates the necessary resources to implement the Policy.*
- *Management delegates the 'Director, IT Infrastructures & Operations' to manage, control and review the Improvement Projects related to environmental protection, health and safety.*
- *Operators and employees, in the performance of their duties, act in accordance with the directives arising from environmental, health and safety programs.*

For this purpose, the Company Management has set up a specific internal organisational structure that ensures:

- *the continuous monitoring of the management system;*
- *the application of the company policy by identifying the correct operating methods;*
- *the application effectiveness of the integrated management system and the company policy adopted.*

We are confident that the pursuit of customer and stakeholder satisfaction, as well as continuous improvement, is the key to steady growth that will ensure an excellent future for TAGETIK SOFTWARE S.R.L. and all its employees.

Lucca, 18 June 2024

The Management