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COMPANY CODE OF ETHICS

GENERAL PRINCIPLES

Present in the sector for over 40 years, with recognized expertise and professionalism, *TecnoStar* has always operated in compliance with fundamental principles such as loyalty and honesty, which we consider essential values for developing correct and lasting collaborative relationships over time.

WORK RELATIONSHIP ETHICS

Compliance with applicable laws and regulations

TecnoStar operates in total and absolute compliance with applicable laws and regulations, in accordance with the principles defined in this 'Code of Ethics' as well as internal procedures. Moral integrity and respect for the aforementioned principle are a constant duty of all those who have relationships with *TecnoStar* and must characterize the behavior of the entire organization. *TecnoStar's* administrators and employees, as well as those who work with the company in various capacities, are therefore required to know and observe applicable laws and regulations.

Relationship with customers

TecnoStar's activities are focused on the satisfaction and protection of its customers, with a constant inclination to receive any requests or suggestions that may favor an improvement in the service provided; the related collaborative relationships are therefore entirely based on mutual principles of fairness and transparency.

Relationship with suppliers

TecnoStar collaborates with suppliers who are consistently qualified both in terms of performance and ethics; in addition to professionalism, each of them is required to align with the principles mentioned above, specifically outlined in the company's "Responsible Purchasing Charter." Transparency and loyalty are considered fundamental requirements; if a supplier adopts behaviors

not in line with the principles of this Code of Ethics, *TecnoStar* is entitled to take appropriate measures, up to the possible termination of existing relationships.

Relationship with competitors

TecnoStar aims to protect the value of fair competition, refraining from collusive or abusive behaviors, confident that collaboration and comparison are opportunities to improve its quality standards.

Relationship with collaborators

Evaluations regarding personnel to be hired and employed are primarily based on the correspondence of candidates' profiles to expected ones and company needs, always respecting equal opportunities for all interested parties. The information requested is strictly related to verifying aspects required by the professional or psycho-attitudinal profile, respecting the candidate's privacy and opinions. Personnel is hired with a regular employment contract, and no form of irregular work is tolerated. Upon establishing the employment relationship, each collaborator receives accurate information regarding:

- ✓ characteristics of the role and tasks to be performed;
- ✓ regulatory and remuneration elements governed by the national collective labor agreement;
- ✓ rules and procedures to be adopted for their work activities.

This information is presented to the collaborator so that the acceptance of the assignment is based on an actual understanding. *TecnoStar* avoids any form of discrimination against its collaborators. In personnel management and development processes, as well as during selection, decisions are based on the correspondence between expected profiles and those possessed by collaborators and/or merit considerations. Managers fully utilize and value all professional skills within the structure by activating available tools to promote the development and growth of their collaborators. Training is assigned based on specific work and professional development needs within the company. *TecnoStar* is committed to constantly preserving the environment, health, and safety of workers, in accordance with the provisions of Legislative Decree No. 81/2008 and subsequent updates.

Relationship with the community

TecnoStar's external communications are based on respect for laws, rules, and professional conduct practices; they are carried out with clarity, transparency, and timeliness, particularly safeguarding



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sensitive information. Any communication made with the aid of presentations or promotional material must be strictly truthful and reflect each behavioral mode defined by this Code of Ethics.

RULES OF CONDUCT

Compliance with company procedures

TecnoStar has implemented a Quality Management System in compliance with the requirements of the ISO 9001:2015 standard. Within it, the main procedures/methodologies of work are defined and formalized, which each employee is required to apply with seriousness, professionalism, and consistency. Failure to comply with procedures or any other violation of this Code of Ethics may compromise the trust relationship between *TecnoStar* and those who interact with it in any capacity.

Health and safety protection

TecnoStar guarantees compliance with its duties related to workers' health and safety in accordance with legal provisions, particularly Legislative Decree No. 81/2008 and subsequent updates.

Protection and proper use of company assets

TecnoStar owns assets of various types and values, from tangible ones to those concerning information or intellectual property; all company employees are required to protect their integrity through proper use and appropriate behavior. IT tools and communication systems (including internet connections) must be used solely for purposes related to work activities; any other purposes must be expressly authorized by Management.

Tecno Star Srl
Alpignano, April 15th, 2025
The Managing Director
Sujatha Venkatesan


TECNO STAR SRL
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last update: April 15, 2025