

## **DECLARATION FOR POLICIES ON QUALITY, HEALTH AND SAFETY AT WORK**

Mitsubishi Electric Corporation aims to ensure a better future through cutting-edge environmental technologies and manufacturing know-how  
This is based on seven guiding principles: trust, quality, technology, ethics and compliance, solidarity, environment, society.

With this in mind, the Management of the Italian branch of Mitsubishi Electric Europe B.V. (MEU-IT) has defined an Integrated Policy to define the company's guidelines towards the **ISO 45001** and **ISO 9001** standards, which it has decided to adopt as internal organisational requirements aimed at satisfying the expectations of the company's main stakeholders.

By establishing 'health and safety management' and 'service quality management' through employee involvement, sustainable management can be achieved.

The Management of MEU-IT, in line with Mitsubishi Electric Corporation, has adopted the principle "*Protecting the health and safety of employees in every country/region is our first priority*". Therefore, based on a spirit of respect for all human beings, the Management supports and fosters an atmosphere that prioritises health and safety in all social and work environments as a corporate responsibility, creating a working environment in which everyone can maintain their physical and mental health and work in a lively and energetic manner.

Thanks to its integrated management system, MEU-IT provides services that sustainably meet the needs and requirements of its customers, in the light of legal requirements and ensuring the constant improvement of its activities to enable it to achieve the highest quality levels while respecting the health and safety of workers.

For MEU-IT, pursuing the Occupational Health and Safety Management System in according to the international standard ISO 45001 means

- ensure the commitment to the protection of the occupational safety of its employees also through adequate education, information and training, in order to prevent work-accidents and occupational diseases;
- ensure commitment to the elimination of hazards and the reduction of occupational health and safety risks by accurately identifying the causes of hazards and health risks,
- establish objectives and necessary implementation plans for accident prevention through regular surveillance and audits;
- identify and pursue, on the basis of risk and opportunity analysis, objectives to improve health and safety performance, preventing and minimising accidents, accidents and near misses and occupational diseases;
- ensure compliance with occupational health and safety legislation;

- disseminate the occupational safety culture in the relevant context, ensuring a commitment to consultation and participation of workers and their representatives.
- Strengthening the safety culture through an understanding of the actual causes of accidents at work and through a system of collecting and communicating information on such accidents in order to eliminate them completely.

In the context of the reference context and in particular the Service market in Air Conditioning, Refrigeration and IT Cooling, MEU-IT has decided to adopt and operate a Quality Management System (QMS) in according to ISO 9001.

It therefore entrusted the management of LES Service with the task of:

- pursue the full satisfaction of its customers by listening to them, understanding their needs, and creating a value proposition that enables them to conduct their lives or business more comfortably, efficiently and effectively;
- increase levels of market competitiveness through the implementation of QMS processes and optimal utilisation of internal resources;
- bring the activities provided into conformity with the requirements of the QMS reference standards through the implementation of the prescriptive documents issued for this purpose;
- continuously improve the activities provided through a third-party comparison with an independent CB that constantly verifies the conformity, adequacy and effectiveness of the QMS;
- make this policy and relevant QMS documentation familiar and implement the policies and procedures in their work in order to achieve their objectives;
- provide customers with a monitored and controlled quality service with the aim of pursuing continuous improvement in the quality provided and perceived;
- streamline and continuously improve process management activities in order to reduce overall operating costs;
- promote the professional growth and motivation of employees at all levels;
- operating in accordance with the needs of the customer (internal and external) and measuring their level of satisfaction by obtaining feedback;
- use appropriate technologies and organisational methods.

In pursuit of its goals LES Service:

- pays special attention to the safety and well-being of its employees, partners and customers, giving this top priority.
- favours environmentally friendly processes and products, proposes solutions that improve the energy efficiency of buildings and uses the most advanced technologies and digital solutions available in the industry.

This Health and Safety and Quality Policy Statement is available and communicated within the organisation and made available to interested parties.

Vimercate.

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**MITSUBISHI ELECTRIC EUROPE B.V.**  
Italian branch

Digitally signed