MITSUBISHI ELECTRIC
Changes for the Better

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STATEMENT ON QUALITY, HEALTH AND SAFETY POLICIES IN THE WORKPLACE

Mitsubishi Electric Corporation aims to ensure a better future through cutting-edge environmental technologies and manufacturing expertise
To this end, it adheres to seven guiding principles: trust, quality, technology, ethics and compliance, solidarity, the environment and society.

With this in mind, the management of the Italian branch of Mitsubishi Electric Europe B.V. (MEU-IT) has defined an integrated policy that sets out the company's guidelines in accordance with the requirements of the ISO 45001 and ISO 9001 standards, which it has decided to adopt as internal organisational requirements aimed at meeting the expectations of the company's key stakeholders.

Establishing 'health and safety management' and 'service quality management' through the involvement of employees enables the achievement of sustainable management.

The Management of MEU-IT, in line with the guidance provided by Mitsubishi Electric Corporation, has embraced the principle that "*Protecting the health and safety of employees in every country and region is our top 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 working environments as a corporate responsibility, creating a working environment in which everyone can maintain their physical and mental health and work with vigour and energy.

Through its Integrated Management System, MEU-IT provides services capable of sustainably meeting the needs and expectations of its customers, whilst complying with applicable statutory requirements and ensuring the continuous improvement of its performance, with due regard for the health and safety of its workers.

In pursuing its strategic and operational objectives, MEU-IT is committed to ensuring high standards of health, safety and wellbeing for employees, partners and customers, placing these values at the heart of its activities and decisions.

For MEU-IT, implementing the principles of the Occupational Health and Safety Management System, in accordance with the ISO 45001 standard, means:

- ensuring a commitment to protecting the occupational safety of its employees, including through appropriate training, information and instruction, with a view to preventing work-related accidents and illnesses;
- eliminating hazards and reducing risks to health and safety at work through their systematic identification, assessment and control;
- establishing objectives and the necessary implementation plans for the prevention of accidents through periodic monitoring and audits;
- to identify and pursue, on the basis of an analysis of risks and opportunities, objectives for improving health and safety performance, by preventing and minimising accidents, incidents and near-misses, as well as occupational diseases;

- ensure compliance with legislation on health and safety at work;
- promote a culture of safety at work within its own context, ensuring a commitment to consultation and participation by workers and their representatives;
- strengthen the safety culture by understanding the root causes of workplace accidents and through a system for collecting and reporting information on such accidents, with the aim of eliminating them entirely.

Within its operational context, and with particular reference to the Air Conditioning, Refrigeration and IT Cooling Service sectors and the Process & Solutions sector of the Factory Automation Division, MEU-IT has adopted and implemented a Quality Management System (QMS) compliant with the requirements of the ISO 9001 standard.

In implementing this Policy, the Management of MEU-IT has assigned responsibility to the Management of LES Service and Process & Solutions – Factory Automation for achieving the following objectives:

- to strive for the full satisfaction of its customers by listening to them, understanding their needs and creating a value proposition that enables them to lead their lives or run their businesses in a more comfortable, efficient and effective manner;
- to increase competitiveness in the market through the implementation of QMS processes and the optimal use of internal resources;
- to ensure that the activities carried out comply with the requirements of the QMS reference standards through the implementation of the relevant policy documents issued for this purpose;
- to continuously improve the services provided through external review by an independent certification body which constantly verifies the compliance, suitability and effectiveness of the QMS;
- to ensure the dissemination of this Policy and the QMS documentation so that all staff are aware of its contents and apply the relevant procedures to achieve the established objectives;
- to provide customers with a service of monitored and controlled quality, with the aim of pursuing continuous improvement in both the quality delivered and the quality perceived;
- to streamline and continuously improve process management in order to reduce overall operating costs;
- to promote the professional development and motivation of staff at all levels;
- operate in accordance with the needs of both internal and external customers, monitoring and measuring their level of satisfaction through appropriate feedback mechanisms;
- to use appropriate technologies and organisational methods.

As part of its activities, LES Service prioritises environmentally friendly processes and products, offers solutions that improve the energy efficiency of buildings, and utilises the most advanced technologies and digital solutions available in the sector.

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As part of its activities, Process & Solutions – Factory Automation develops and supplies process automation systems and support services through innovative solutions for industrial automation, utilising the most advanced technologies available in the sector.

This Health, Safety and Quality Policy is communicated, understood and implemented at all levels of the organisation, and made available to relevant stakeholders.

Vimercate.

Firmato da:
Andreas Wagner
Legale Rappresentante
Data: 14/09/2026
18:23:20

MITSUBISHI ELECTRIC EUROPE B.V.
Italian Branch

Digitally signed