

PREAMBLE

This internal regulation has been drawn up by Eco Coop Multiservice Soc. Coop. S.p.A. It supplements the provisions of the National Collective Labour Agreement (CCNL) for employees of companies providing cleaning and integrated/multi-services ("CCNL Multiservizi") and aims to regulate the conduct of work activities by personnel, both within the Company's premises and at external sites. This regulation shall be made known to all workers by posting it on the company notice board, alongside the organizational chart detailing the breakdown of internal staff, departments, responsibilities, and duties.

1) HYGIENE AND CONDUCT IN THE WORKPLACE

Employees must arrive at the workplace on time and always wear a clean company uniform; a presentable and respectable personal appearance is also required. A cordial attitude towards colleagues and clients must be maintained at all times; employees must always greet clients or other company personnel upon arrival at the workplace. Employees must not speak directly to clients; therefore, should any communication be necessary, they must refer the matter to their team leader or supervisor. Tone, language, and communication styles must be appropriate for the specific workplace environment; raising one's voice, using profanity, or uttering insults or offensive remarks is prohibited. Employees must refrain from arguing with colleagues in the workplace; should any friction arise, it must be reported to the team leader or supervisor, who will handle the issue either directly or indirectly. Bringing minors or personnel not authorized by the company onto the premises is prohibited. Arriving at work in a state of intoxication or under the influence of substances affecting one's physical or mental state is prohibited. The use of mobile phones and headphones in the workplace is prohibited. Smoking in the workplace is strictly prohibited, except in designated areas and during authorized breaks within working hours. You must take great care of the issued keys/badges, which must be returned upon termination of employment.

2) WORKING HOURS

Start and end times must always be strictly observed. Service continuity must always be guaranteed; should an urgent matter arise for any reason, the relevant site supervisor must be called immediately. If the relevant site supervisor cannot be reached, you must immediately contact Stefano Radaelli at 3332264025—available 24 hours a day as a backup—to report the urgent issue. Failure to comply with this rule will be considered grounds for disciplinary action. You must always treat the work site and the vehicles/machinery you use with respect, as if they were your own; failure to do so may result in a requirement to pay damages commensurate with the extent of the loss (following a determination of liability due to negligence, incompetence, and/or fault). Work schedules may not be changed unless expressly authorized by Stefano Radaelli.

3) VACATION AND LEAVE

Requests for time off must always be submitted to your direct supervisor at least one week in advance. To take vacation days, you must complete a request form four months in advance and await approval from the cooperative's relevant department. Summer vacation requests must be submitted no later than February 28th; the cooperative's relevant department will then provide a response indicating approval or denial.

4) WORK PROCEDURES

All personnel are expected to be proactive—that is, capable of anticipating problems or operational needs related to their work in order to organize tasks effectively.

If work is not completed, if equipment breaks during service, or if the work is not performed to a professional standard, the issue must be reported immediately to your supervisor. A monthly check of products and consumables must be carried out in order to place an order with the site manager and ensure timely restocking; failure to place the order on time would result in a loss for both the cooperative and the client.

Work reports must always be completed for any work falling outside the scope of routine tasks (i.e., excluding standard operations).

Daily hours must be recorded on a timesheet, specifying the work location, start time, end time, and total daily hours.

The timesheet must be submitted to the designated supervisor no later than the 1st day of the following month.

5) HEALTH PROTECTION AND ACCIDENT PREVENTION (Legislative Decree 81/08)

The Company has always complied with current regulations regarding accident prevention and workplace safety—both those adopted by the cooperative and those adopted by the client.

Workers must take care of their own safety and health, as well as that of others present in the workplace who may be affected by their actions or omissions.

Workers must use all Personal Protective Equipment (PPE) provided by the employer and acknowledge receipt by signing the relevant form.

Workers must never perform work without using the provided PPE.

Any defect discovered in a machine must be reported immediately to the direct supervisor.

Machinery and safety devices must under no circumstances be modified, disabled, or removed.

Always notify supervisors, the Workers' Safety Representative (RLS), and the Prevention and Protection Service Manager (RSPP)—in accordance with current procedures—of any anomalies encountered that could cause harm or health risks to anyone.

Leave work areas and equipment in good condition for colleagues taking over the work.

Refer to the guidelines in the safety manual.

Do not engage in behavior that could jeopardize your own safety or that of others.

6) SUPPLIED EQUIPMENT – HANDOVER AND RETURN (Pursuant to Art. 75, Legislative Decree 81/08)

Equipment must never be removed from the work site, not even to take it to another site.

Upon termination of employment, all supplied clothing, uniforms, tools, and instruments must be returned to the employer.

7) EQUIPMENT PROVIDED – DAMAGE, BREAKAGE, AND LOSS

Personnel are responsible for the equipment and tools entrusted to them for the performance of their work duties. Each employee must safeguard, maintain, and use said equipment with reasonable care and diligence. The foregoing also applies to company vehicles (cars, vans, etc.). In the event of breakage, damage, or loss of the aforementioned equipment, the employee is liable for compensation in an amount to be determined at the time of the incident—based on the cost of repair and/or replacement—without prejudice to any disciplinary measures provided for by applicable contractual regulations.

If the person responsible for the infraction cannot be directly identified, the cost of the damage will be apportioned proportionally among all personnel assigned to the relevant department.

In the event of theft or confirmed damage caused by third parties, personnel must promptly notify the Company and demonstrate that they exercised reasonable diligence in safeguarding the items, where such items were entrusted to their care.

8) NON-COMPLIANCE WITH RULES

Failure to comply with the rules set forth in these internal regulations, any other breach of duty by employees, and/or any violation of the rules of the applicable National Collective Labour Agreement (CCNL) will be considered grounds for disciplinary action.

This will result in the application of the disciplinary measures provided for by the applicable CCNL currently in force; the full text of said agreement is available for review by interested parties at the Management office.

9) ENTRY INTO FORCE

These regulations come into effect upon delivery to the workers.

Responsibility for their implementation lies with the Managers and the Employer.

RULES REGARDING MATERIAL DAMAGE CAUSED BY WORKERS – COMPENSATION AND EXTENT OF LIABILITY:

With this document, Eco Coop Multiservice Soc. Coop. a.r.l. supplements the provisions of the National Collective Labour Agreement (CCNL) for employees of companies providing cleaning and integrated/multi-services, as well as the Company Regulations. The aim is to establish rules and procedures regarding compensation for material damage caused by a worker while performing their duties due to negligence, lack of professional skill, imprudence, fault, or willful misconduct.

This document will be made known to all workers by posting it on the company notice board, alongside the organizational chart detailing the breakdown of internal staff, departments, responsibilities, and job roles.

Pursuant to Art. 45 of the applicable CCNL, the worker's duties include the obligation to take the utmost care of all equipment, objects, premises, and personal gear owned by the company. The worker is financially liable for damage caused through their proven fault—subject to any greater liability—via deductions from their wages, following written notification of the charge.

1. UNIFORM AND SAFETY SHOES:

1.1. The worker shall be provided with two complete uniforms per calendar year, as well as one pair of safety shoes per calendar year, in accordance with the PPE issued to the worker.

1.2. The worker is obliged to take the utmost care of company-issued equipment and to report to work wearing a clean uniform, maintained at their own expense.

1.3. In the event that the worker loses the uniform and/or safety shoes, thereby necessitating a new issue within the calendar year, the worker shall be held liable to the cooperative for the resulting loss, in an amount equal to the value specified for each individual uniform item as listed in the PPE documentation.

1.4. The amount of the loss shall be deducted from the worker's first subsequent paycheck.

2. VEHICLE DAMAGE:

- 2.1. Upon taking possession of a vehicle to perform their duties, the employee must sign the relevant handover form, indicating the date and time, and must also sign it upon returning the vehicle.
- 2.2. All vehicles are handed over to the employee in good condition; the employee must use the vehicle with the utmost care and return it in the same state of repair.
- 2.3. In the event of damage to the vehicle, the employee shall be held liable, and the cost of the damage—calculated based on a repair estimate from an authorized workshop—will be charged to them.
- 2.4. The cost of the damage will be deducted from the first available paycheck; for damages up to €150 (one hundred and fifty), the deduction will be made in a single payment, whereas for higher amounts, the cost will be charged in monthly installments of up to €150 (one hundred and fifty) until the total cost of the damage has been recovered.

3. FUEL CARDS:

- 3.1. All company vehicles are provided to the employee with an electronic fuel payment card linked to the vehicle's license plate; this card must be returned along with the vehicle when use ceases.
- 3.2. The employee must take care not to lose the card and must keep it in good condition.
- 3.3. The employee is expressly prohibited from using the card improperly for purposes unrelated to work activities, removing the card, taking it home, or damaging it; by way of example, the card must not be bent, heated, cut, stepped on, etc.
- 3.4. In the event that the card is lost and/or damaged to the point of becoming unusable, the worker shall be held liable for the resulting loss incurred by the cooperative—amounting to €150.00 (one hundred and fifty euros) to cover the cost of the card and the administrative work required to reissue it—which sum shall be deducted from the worker's next paycheck.

4. ASSETS AND WORKTOOLS:

- 4.1. The worker shall be provided with the assets and tools necessary to perform the duties assigned to them.
- 4.2. The worker is required to use the assets and tools diligently and without causing damage; they must be returned in the same condition in which they were received, subject to normal wear and tear.
- 4.3. The worker must compile a list of the assets and tools taken and, before leaving the work site, verify that they have with them all the assets and tools received.
- 4.4. The worker is expressly prohibited from losing the assets and items received and from damaging them.
- 4.5. In the event of the loss of work assets and tools and/or damage rendering them unusable, the worker shall be held liable for the resulting damage suffered by the cooperative, as quantified by a specific repair and/or replacement estimate issued by a specialized company.
- 4.6. The cost of the damage shall be deducted from the first available paycheck—in a single lump sum for damages up to €150 (one hundred and fifty), or, for higher amounts, in monthly installments of a maximum of €150 (one hundred and fifty) until the total amount of the damage has been paid off.

5. CLIENT KEYS:

- 5.1. Should the worker be entrusted with client access keys for the performance of their duties, they must take care not to lose them and must keep them intact.
- 5.2. The worker is expressly prohibited from making improper use of the keys for purposes unrelated to their work activities.

5.3. In the event of the loss of the keys and/or damage rendering them unusable, the employee shall be held liable for the resulting loss, equivalent to the cost of their replacement, which amount shall be deducted from the subsequent paycheck.

5.4. The Cooperative also reserves the right to claim compensation for any additional damages suffered (including, but not limited to: work stoppage at the site, costs associated with workers unable to perform their duties, etc.), the amount of which will be quantified on a case-by-case basis.

In light of the above, the worker is hereby informed that failure to observe the duty of diligence entails—in addition to liability for damages—the imposition of disciplinary sanctions and the obligation to compensate the Company for damages caused due to contractual or non-contractual liability. Consequently, the worker will be notified of the alleged damage attributed to them via specific, explicit communication indicating the extent of said damage.

The amount corresponding to the damage suffered by Eco Coop Multiservice Soc. Coop. a.r.l. will be deducted from the worker's monthly remuneration; should the remuneration prove insufficient to cover the amount (e.g., due to illness, resignation, dismissal, etc.), the sum will be deducted from the accrued severance pay (TFR) and any other final settlement amounts due.

No disciplinary sanctions will be applied if the worker provides a written admission of liability and acknowledges the obligation to compensate for the damage.

DECLARATION OF RESPONSIBILITY

By signing this document, I declare, under my own direct responsibility, that I am aware of the obligation to use personal protective equipment and to use it in accordance with the directives issued by the Employer.

I undertake to use the personal protective equipment provided to me by the Company.

PPE OR CLOTHING TYPE

Safety shoes €80

Fleece jacket €19

T-shirt €13

Trousers €23

High-visibility vest €16

Gilet €37

Cap €15

High-visibility jacket €55

Safety boots €80

Boots €20

Neck gaiter €7

Work gloves €8

Cut-resistant gloves €40

Cut-resistant bib overalls €150

Hearing protection €50

Protective visor €15

Anti-spark goggles €10

Fall arrest device and accessories €200

Hard hat €25

Waist bag €12

Window squeegee €70

Obligations incumbent upon workers as set out in Article 20 of Legislative Decree 81/08.

Each worker must take care of their own health and safety and that of other persons present at the workplace who may be affected by their actions or omissions, in accordance with the training provided and the instructions and means supplied by the employer.

2. In particular, workers shall:

- a) comply with the provisions and instructions issued by the employer, managers, and supervisors regarding collective and individual protection;
- b) correctly use machinery, equipment, tools, hazardous substances and preparations, means of transport, and other work equipment, as well as safety devices;
- c) appropriately use the protective equipment made available to them.

Therefore:

workers shall sign this receipt upon delivery of the PPE. At the time of delivery, each worker receives information on the procedure for replacing worn-out PPE; specifically, workers are required to contact the designated distribution officer for PPE replacement;

all workers receiving PPE are provided with and shown the manufacturer's instructions for use (where applicable);

the equipment provided to you must be used for your personal protection against risks arising from work activities, in accordance with the information and training received;

you are responsible for the care and safekeeping of the equipment. For the replacement of PPE due to wear and tear, you must contact the designated distribution officer.