

Towards sustainable mobility: Our commitment to safe and responsible intermodal transport

Integrated management system policy on quality, environment, health and safety

Our principles

Sustainable development of intermodal transport

For more than 50 years, we have been committed to safe and reliable rail transport, thus making an important contribution to the transfer of freight traffic from road to rail. The constant pursuit of this goal enables the sustainable growth of transport, helps protect the environment and meet climate neutrality goals by contributing to the decongestion of roads for the benefit of safer and more environment-friendly mobility.

The efficient management of the network represents the greatest challenge, as eco-friendly transport must be neither more expensive nor qualitatively inferior to competing transport offers. Hupac, together with its partners such as railway undertakings, terminal managers, partner operators, manufacturers and maintainers of rolling stock, is constantly engaged in the development of this sector.

We want our customers to be satisfied

We want to meet the market needs and expectations by offering our customers high quality services, in compliance with contractually defined performances, with the aim of constantly improving the quality level of our Group. Quality has to characterise all our services. It represents a strategic lever to gain competitive market advantages and allows us to continuously improve both our offer and our company's competitiveness through the efficient use of resources. Technological progress and innovation allow the use of new digital technologies that we want to make available to our customers, in order to make information more proactive and transparent in the various transport phases. Through the intelligent use of resources, the development of data integration processes within our Group and ever-improving collaboration with our partners, we aim at increasing productivity, optimising processes and boosting efficiency in our business sector. All this to the benefit of the service offered.

Respect for the environment and climate

The use of our intermodal network allows to significantly reduce CO₂ emissions and is also efficient in terms of energy consumption. The Group constantly monitors the relationship between the production activities and the surrounding environment, in order to manage the environmental impacts of our organisation in the different stages of the production cycle. Environmental impact analysis and monitoring takes into account the efficient use of resources, the energy consumption, the environmental protection, the soil pollution and contamination as well as the waste reduction and cycle. The aim is to manage any potential negative effect in a preventive way and to develop solutions with a view to continuous improvement.

We protect the health and safety of our employees and are committed to offering a safe transport system

The protection of the health and safety of our employees as well as of other people in our company premises is an indispensable principle for the conduct of our business and is firmly rooted in our corporate culture. The management of the Hupac Group promotes the constant development of the necessary skills and demands a strong sense of responsibility at all organisational levels, as they believe that this can represent an added value in the prevention and reduction of accidents, injuries and occupational diseases. We are constantly in

contact with the various players of the transport chain to maintain high safety standards both at terminals and during rail transport.

Our commitment

The Hupac Group offers fast, safe and reliable intermodal transport services to meet the multiple requirements of European freight traffic, with the aim of satisfying customers through flexible and efficient services.

The quality of our services is measured in terms of effectiveness, namely the degree to which we meet our customers' needs, the punctuality of our trains and, in terms of efficiency, the degree to which we make optimal use of our internal resources.

All our activities are carried out within the corporate Group with full environmental awareness, always taking into account the protection of the environment as a fundamental value in operations, business decisions, investments and infrastructure management.

As far as health and safety are concerned, the Group's management is committed to providing all employees with a safe, ergonomic working environment that does not harm their health and protects their mental and physical well-being. We make all collaborators, namely company employees and external suppliers, responsible for identifying dangers and immediately stopping all activities carried out under unsafe working conditions.

Integrated management system

The Group's principles and commitment, set out in the "Integrated Management System Policy on Quality, Environment, Health and Safety" are shared and applied by all employees. In order to ensure the effective implementation of the principles and commitments made and to comply with the mandatory requirements, the Group's management decided to implement an integrated management system highlighting its own commitment to the provision of quality services in accordance with ISO 9001-2015, in compliance with the principles of the environmental management system according to ISO 14001-2015 and in the prevention of accidents and occupational diseases pursuant to ISO 45001-2018. The implementation of the management system shall have, as one of its objectives, the commitment to ensure the continuous improvement of quality, environment, health and safety processes, by taking into account the risks and opportunities of the sector in which we operate.

All employees of the Hupac Group are committed:

- ▶ to pursue the **fulfilment of our customers' requirements and expectations**;
- ▶ to ensure **continuity in the customer relationship** by providing timely and transparent assistance;
- ▶ to contribute to **the achievement of the objectives** regarding the "Integrated Management System Policy on Quality, Environment, Health and Safety";
- ▶ to ensure **the continuous improvement** of the "Integrated Management System Policy on Quality, Environment, Health and Safety";
- ▶ to **analyse any problem, complaints and reports from customers** with the aim of finding efficient solutions, involving the management and/or process managers, when needed, in order to identify opportunities for improving the services offered;
- ▶ to recognise, analyse and eliminate any **harmful aspect for the environment**;
- ▶ to act with the utmost care to **prevent pollution**;
- ▶ to carry out activities and operations **in compliance with the current environmental legislation** and internal regulations;
- ▶ **to eliminate hazards, reduce risks to employees** and take into account opportunities for improvement;
- ▶ to ensure **scrupulous compliance with the current legislation on health and safety at work** and any freely undertaken commitment;

- ▶ **to assess the risks of the activities carried out** and choose the most appropriate measures to eliminate or mitigate them;
- ▶ to design workplaces and activities in such a way that **worker protection** is guaranteed;
- ▶ **to improve all company performances**, including **health and safety**, by keeping the company up-to-date with modern prevention technologies and aiming at high standards to ensure the best conditions for everyone who works in our area or even just accesses it;
- ▶ **to prevent road and rail accidents, injuries, occupational diseases and environmental damage** above all related to the spillage of dangerous goods, especially by acting to limit the main risks such as fire emergency, chemical risk related to the handling of dangerous goods, the risk of rail, road or vehicle handling accidents;
- ▶ **to co-operate with authorities in an open and transparent way**, in order to prevent accidents impacting on environment and safety.

The management is particularly committed:

- ▶ to ensure a **continuous dialogue with employees and all interested parties and institutions**;
- ▶ to regularly **sensitise and train employees** on the importance of everyone's role in guaranteeing the pursuit of the commitments set out in the policy through the corresponding procedures;
- ▶ **to involve employees and their representatives in continuous safety improvement** especially by reporting missed injuries, accidents and risk situations in order to assess and resolve them.

The necessary resources

The management of the Hupac Group makes available the necessary human, technical and economic resources to achieve the objectives set out in the “Integrated Management System Policy on Quality, Environment, Health and Safety”, makes use of specialists in environmental, health and safety matters, and encourages the constant commitment and participation of all employees according to their role and aptitudes.

The sharing process

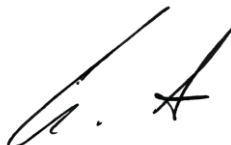
This “Integrated Management System Policy on Quality, Environment, Health and Safety”:

- ▶ is periodically reviewed to ensure continuous improvement and be adapted to the needs of the Hupac Group;
- ▶ is communicated to the employees of the Hupac Group;
- ▶ is made known, in the appropriate forms, to suppliers and all who come into contact with the Hupac Group, who are asked to operate in compliance with these principles.

CEO of the Hupac Group
Michail Stahlhut

A handwritten signature in black ink, appearing to read "M Stahlhut", written in a cursive style.

Risk and Safety, HSEQ, DG Group Coordinator
Fabio Contrafatto

A handwritten signature in black ink, appearing to read "F. Contrafatto", written in a cursive style.