

Established in 1999, **ACQUATICA SPA** has quickly become well-known in the larger regions of northern Italy. **ACQUATICA SpA** can count on a number of sales outlets; the network of branches and agents, combined with the professionalism of the services offered, ensures widespread coverage and an immediate and constant update on market novelties. Furthermore, it offers a constantly updated catalogue of products of the best brands in sectors such as plumbing and sanitary, air-conditioning, bathroom furnishings and alternative energy sources. **ACQUATICA SpA** is a member of the CISEITE consortium, which was set up to optimise the purchase and storage of the most sold products. An internal network for connection to the company's own fleet of vehicles makes it possible to reduce delivery times. **ACQUATICA SpA** is geared towards retailers, installers, designers, building contractors and all industry professionals that look for quality products and customised solutions. Our technical offices perform cost estimations and executive design and projects for residential and industrial plumbing and heating systems, as well as any technical-administrative paperwork required by law for the various types of systems. **ACQUATICA SpA** guarantees the same commercial conditions and discounts at all points of sale. **ACQUATICA SpA** also caters for private customers by offering a wide range of bathroom products in its showrooms. Private customers are presented with numerous furnishing solutions, designed for every taste and need and aligned with the industry's latest offerings in terms of technology and design. The continuous improvement and targeted training of personnel, the definition of clear objectives and relevant key performance indicators, as well as the comparison with competitors, sets **ACQUATICA SpA** as a benchmark in the market.

**Cologne  
(Brescia)**

**Brescia**

**Verona**

**Venaria  
(Turin)**

**Dolzago  
(Lecco)**

**Piacenza**

**Ghedi (Brescia)**



As part of its integrated management system, **ACQUATICA SpA** has adopted a **CODE OF ETHICS**, made known to all the stakeholders, whose main points are given below.

**RULES OF CONDUCT:**

**LEGALITY:** RESPECT FOR THE LAW IS INALIENABLE. A violation of this principle is not justified under any circumstances, not even if it is in the interests or to the benefit of the organisation.

**RESPECT for people:** Valuing and protecting the physical and moral integrity of all stakeholders involved in **ACQUATICA SpA**'s activities by maintaining professional and transparent relations

**IMPARTIALITY:** Non-discriminatory behaviour in terms of: access to employment, development, career progress, training, remuneration

**FLEXIBILITY:** Ability to tackle problems without being conditioned either by reference schemes or by prejudices and closed-mindedness, and being able to integrate all available information in the search for the best solution

**PROACTIVE ENGAGEMENT:** Seize and develop the opportunities present in the reference context within the limits of the principles set out in this CODE OF ETHICS and in national and international legislation, even in the case of unclear and non-detailed directives

**INTEGRITY AND TRANSPARENCY:** Integrity in behaviour, characterised by honesty and respect for professional ethics. Transparency in acting, communicating and informing all internal and external contacts.

**GENERAL OPERATIONAL CRITERIA:**

**Assignment of powers and responsibilities** in compliance with the tasks and activities assigned, which are described in the job descriptions and summarised in the company organisational chart

**Separation of functions**, meaning to ensure – while respecting the pursuit of maximum efficiency – that responsibilities are divided between those who authorise the performance of an activity and those who must operatively perform the supervision of the same, providing evidence of its correct execution

**Definition of rules of conduct** consistent with the requirements of laws, rules and regulations, aimed at safeguarding the integrity of persons and corporate assets

**Preparation of reference documentation** for individual company activities, consisting of proxies, details of powers and delegations, instructions and registration forms

**Traceability of operations** (both operational and supervision activities), aimed at ensuring that each operation, transaction and/or action is verifiable, documented, consistent and appropriate

**GENERAL PRINCIPLES:**

**CONFIDENTIALITY:** Any person acting in the name and on behalf of **ACQUATICA SpA**, in whatever capacity, shall be bound by the obligation of confidentiality for any information of which he/she may become aware.

**LOYALTY:** All persons acting in the name and on behalf of **ACQUATICA SpA** are required to behave loyally, diligently and in compliance with the employment contract and the company regulations.

**CONFLICT OF INTEREST:** All those operating in the name and on behalf of our organisation must avoid actions and activities that could lead to a conflict of interest

**REJECTION OF ANY FORM OF TERRORISM AND EVERSION OF THE DEMOCRATIC ORDER:** **ACQUATICA SpA** repudiates any form of terrorism and intends to adopt, within the scope of its activity, the appropriate measures to prevent the danger of involvement in any fact ascribable to such offence.

**IMPROPER PAYMENTS:** Anyone acting in the name and on behalf of our organisation is prohibited from offering, sending, receiving or promising improper payments of any kind (money, currency, travel, gifts, etc.) to anyone, for any reason whatsoever, in particular to and from public officials or clients (or potential clients). Offering money to staff of **ACQUATICA SpA** or to employees of customers, suppliers or third parties constitutes an offence punishable by law.

**ENVIRONMENT AND SAFETY AT WORK:** **ACQUATICA SpA** is committed to providing healthy and safe working environments and to being a united and environmentally responsible organisation

**ACCOUNTING AND MANAGEMENT DOCUMENTATION:** Employees and collaborators of **ACQUATICA SpA** are obliged to create, maintain, modify and delete company documents ONLY in accordance with what is described in the management system and in the company instructions and procedures.

It is prohibited to include false or misleading information in corporate records, as well as to establish or maintain corporate accounts that are not recorded in corporate books and records. The Organisation undertakes to comply with all national and international rules and regulations on money laundering.

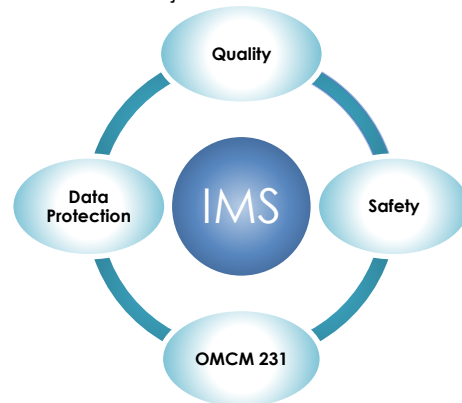
REFERENCE STANDARDS

**ACQUATICA SpA** is aware that the key factors for the success of any organisation are the satisfaction of its customers and all stakeholders, both internal and external, as well as an efficient and effective business organisation. Consequently, it has recognised the need to equip itself with a management system in accordance with the requirements of the **ISO 9001** standard.

**ACQUATICA SpA** aims to optimise health and safety conditions in the workplace, both for its own staff and for all stakeholders, such as visitors and customers, suppliers, supervisory bodies, so it has integrated its management system with the requirements of **ISO 45001** standard.

**ACQUATICA SpA**, is sensitive to the need to ensure conditions of fairness and transparency in the conduct of corporate activities, in order to protect its position and image and the expectations of its internal and external stakeholders. It has therefore decided to adopt the Organisation, Management and Control Model (**OMCM**) defined pursuant to Legislative Decree 231/01

**ACQUATICA SpA**, as data controller under the terms of **EU Regulation 2016/679**, as well as the relevant national legislation, has defined a personal data management and protection system that provides for adequate technical and organisational measures to guarantee the rights of data subjects



PRINCIPLES OF THE INTEGRATED MANAGEMENT SYSTEM

**FOCUS ON CUSTOMERS:** **ACQUATICA SpA** considers the satisfaction of customers and all stakeholders, and the fulfilment of their expectations, to be central to all company activities.

**LEADERSHIP:** **ACQUATICA SpA** employs a group of collaborators who work in accordance with the company mission, where each one is called upon to contribute in a positive way to the organisation of activities and the achievement of objectives

**ACTIVE PARTICIPATION OF PEOPLE:** people working in the name and on behalf of **ACQUATICA SpA** are competent, endowed with a sense of responsibility and actively engaged at all levels for their own and the Company's success; they are periodically consulted also through their Workers' Safety Representative (WSR). Specific training and refresher meetings are organised and offered for each professional profile

**PROTECTION OF THE SAFETY AND HEALTH OF ALL STAKEHOLDERS:** **ACQUATICA SpA** implements with great attention the provisions of the regulations in force to protect the health and safety of workers. The following are carried out: maintenance and control of equipment, PPE, environmental and safety facilities and work environments.

All the measures and actions defined in the health surveillance plan are timely and precisely implemented. Accidents, incidents and near misses are monitored in order to identify possible room for improvement

**PROCESS-BASED APPROACH:** **ACQUATICA SpA** constantly monitors the activities carried out, defining the information flows and responsibilities of each individual to ensure an effective organisation of its decision-making and operational processes

**IMPROVEMENT:** **ACQUATICA SpA** does not content itself with the results achieved. It painstakingly strives towards having everyone in the company constantly focused on identifying margins for improvement, both in the effectiveness and efficiency of individual activities, and in the offer proposed to all customers, whether private or professional.

**EVIDENCE-BASED DECISION-MAKING PROCESS:** **ACQUATICA SpA** bases its strategic decisions on the analysis and evaluation of objective and verified data based on experience, so as to ensure an effective evaluation of business processes and the ability to achieve expected results

**MANAGEMENT OF RELATIONS:** **ACQUATICA SpA** ensures that its relations with all stakeholders (in particular customers, suppliers and partners) are based on principles of transparency and fairness, in order to guarantee the lasting success and optimisation of its performance

**COMPLIANCE WITH LAWS AND REGULATIONS:** **ACQUATICA SpA** guarantees compliance with all applicable laws and regulations. It periodically checks for updates to the current standards and ensures that its organisation is updated to the new specifications in a timely manner