



At UNOX S.p.A we design, produce and market professional ovens for the food service, retail, pastry and bakery industry. Our aim is to help people and businesses in Italy and throughout the world in the challenge of building their own success, providing them intelligent technology applied to our products.

Efficiency, optimization and perseverance. These values have not changed since 1990. When we design and manufacture our processes and products, every detail matters. We always pursue continuous improvement not only in manufacturing processes but also in the tools and technologies we use to design our products.

Quality, Environment, Well-being, Health and Safety at Work are fundamental aspects for the company's management. For this reason, we have implemented a management system that complies with ISO 9001, ISO 14001 and ISO 45001. We comply with all applicable legal requirements and compliance obligations, striving to go beyond the minimum required standards. Our commitments set out here are the framework to fix targets for Quality, Environment, Health and Safety at work.

We are committed to ensuring Customer Satisfaction:

- we respond to requests and orders in a short time and with accuracy, trying to meet the needs of the customer;
- we train staff in order to meet the requirements of customers and markets;
- we constantly seek quality, value and reliability in the products and services provided with competitive prices;
- we work closely with customers trying to establish ever higher quality standards;
- we have adopted a "vision" to seize market opportunities;
- we invest in the latest generation technologies, we set challenging goals to go beyond the customer's expectations.

We invest in our Net-zero E-MIXION 2030 program for a Sustainable Environmental development of UNOX, committing ourselves to protecting the environment, preventing pollution and using sustainable resources, taking into account the purpose, context, nature, size and environmental impacts of UNOX and our activities, products and services:

- we reduce the customer's energy consumption by continuously improving the products' performance;
- we encourage the use of recyclable materials and packaging;
- we continue to work to reduce the environmental impact of our production processes and our plants;
- we eliminate waste by reducing environmental impacts through the lean economy;
- we promote sustainable mobility by buying electric cars and installing charging points;
- we support renewable energy by installing, where possible, photovoltaic systems;
- we encourage employees and customers to behave sustainably, latter also through the use of our products' innovative technologies

We work every day to guarantee the Health, the Security and the Well-being of our collaborators and the community:

- we are committed to providing safe and healthy working conditions for the prevention of work-related injuries and diseases, in relation to the size and context of the organization and the specific nature risks and opportunities for Health and Safety at Work;
- we recognize the dangers, we are committed to seeking and investing in solutions to eliminate them and to reduce risks, in line with the constantly evolving technical and economic possibilities;
- we give workers a voice through their safety representatives, we engage in worker consultation and participation;
- we guarantee the sharing and awareness of Health and Safety targets;
- we promote staff motivation and empowerment at every level through periodic meetings where we describe the company's strategy and the objectives achieved;
- we invest in people and their well-being: since 2018 we have been involving staff in proposing improvements, we plan actions to try to implement proposals, we monitor and verify satisfaction looking for new ideas for improvement. We certify this process through Great Place To Work® survey;
- we create new job opportunities in the territory and in the world;
- we support whenever possible the causes that affect the community.

Our commitment is monitored and reviewed periodically to ensure the continuous improvement of our performance and our Health and Safety, Environmental and Quality Management Systems. We provide adequate resources and use them to the best of our ability to meet our commitments.