

INTEGRATED POLICY

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SITCAR MOBILITY VEHICLES Srl recognises the importance of the Customer as a fundamental and vital asset of the Company and has decided to implement a Quality Management System and continuously improve its processes, in accordance with the requirements of **UNI EN ISO 9001:2015**.

Our MISSION

To be an excellent company, recognised by the market for:

- leadership in the **MARKETING AND MANAGEMENT OF AFTER-SALES TECHNICAL SUPPORT FOR BUSES AND MINIBUSES**.
- the ability to understand and meet Customer needs;
- the use of innovative technologies;
- streamlined and flexible operations;
- the motivation of its people.

Our POLICY

- ☐ Customers first: meeting or exceeding their expectations is our objective.
- ☐ Quality comes first: to achieve Customer satisfaction, the quality of our processes and services must be better than that of our competitors.
- ☐ Doing things right the first time: this is how we save time, energy and money.
- ☐ Continuous improvement is our philosophy: we must strive for excellence in every process and activity in order to provide superior value to our Customers.
- ☐ The involvement of all personnel is essential: we must act as one team. The quality of our work and services, our environmental impact and everyone's safety are the result of the determination with which this team makes decisions and takes action; SITCAR MOBILITY VEHICLES Srl encourages its people to take responsibility for their own work.
- ☐ Create a collaborative working environment through discussion and the exchange of views, in order to improve and encourage the flow of information, suggestions and cooperation.
- ☐ Enhance the professional skills of employees and collaborators through internal and external training courses.
- ☐ Social relations must never be compromised: our activities are conducted in a socially responsible manner and must make a positive contribution to society; we aim to maintain mutually beneficial relationships with our Customers, Suppliers, Collaborators and Partners.

COMMITMENT TO DIVERSITY, INCLUSION AND GENDER EQUALITY (UNI/PdR 125)

SITCAR MOBILITY VEHICLES Srl recognises the fundamental importance of people and corporate social responsibility. It is strongly committed to supporting the values of **gender equality** through the adoption of corporate, organisational and management mechanisms based on respect for the rights, freedom and dignity of every individual.

To this end, the company has implemented an **Integrated Management System ISO 9001:2015 - UNI/PdR 125:2022**.

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- **Impartiality and Non-Discrimination:** SITCAR MOBILITY VEHICLES Srl operates in accordance with the UNI/PdR 125:2022 guidelines, adopting an impartial approach, and does not tolerate any form of direct or indirect, multiple or intersectional discrimination on the grounds of gender, age, sexual orientation or gender identity, disability, health status, ethnic origin, nationality, political opinions, social background or religious beliefs.
- **Removal of Barriers:** The company promotes conditions aimed at removing cultural, organisational and material barriers that limit the full expression and complete development of people within the organisation.
- **Protection of Dignity and Integrity:** SITCAR MOBILITY VEHICLES Srl values its personnel and promotes the protection of their physical, psychological, moral and cultural integrity by providing working conditions that respect individual dignity and rules of conduct, while countering all forms of harassment or violence.
- **Human Resources and Career Management:** SITCAR MOBILITY VEHICLES Srl adopts specific gender equality procedures to ensure equal opportunities for professional growth, pay equity (*equal pay*), equal opportunities in recruitment and training, and *work-life balance*, regardless of the role held.
- **Communication and Marketing:** In its communications, advertising and marketing activities: **SITCAR MOBILITY VEHICLES Srl** transparently declares its commitment to pursuing gender equality, valuing diversity and supporting women's *empowerment*.
- **Social Responsibility and Supply Chain:** Social and commercial relations are conducted in a socially responsible manner: **SITCAR MOBILITY VEHICLES Srl** implements a policy aimed at promoting gender equality not only within the company, but also by prioritising relationships and business dealings with companies, suppliers and partners that are equally committed to these issues.

SITCAR MOBILITY VEHICLES Srl reaffirms its commitment to respecting and actively promoting the principles established by:

- **2030 Agenda for Sustainable Development** of the United Nations and the related Goals (SDGs, particularly SDG 5, SDG 8 and SDG 10);
- **Global Compact** and **Women's Empowerment Principles (WEPs)** of the United Nations;
- **Universal Declaration of Human Rights**;
- **United Nations Conventions** on women's rights, the elimination of all forms of racial discrimination, the rights of the child and the rights of persons with disabilities;
- **Declaration on Fundamental Principles and Rights at Work** and the eight fundamental Conventions of the International Labour Organization (ILO);
- **ILO Convention No. 190** on violence and harassment (June 2019).

GOVERNANCE, D&I COMMITTEE AND STRATEGIC PLAN

- **Gender Equality Committee:** To ensure active and continuous oversight of Diversity, Inclusion and Gender Equality matters, the company establishes the **Gender Equality Steering Committee**.
- **Monitoring and KPIs:** Each year, the data relating to the **general and specific KPIs** and the actions set out in the **Gender Equality Strategic Plan** are transparently defined, monitored and made available to personnel and stakeholders, in order to report on the company's progress towards its established objectives.

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Sitcar Management
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