TXT GROUP

Quality, Information Security and Gender Equality Policy

1. Introduction

This document must be distributed, made available and communicated to all employees, internal or external, working within TXT GROUP through the publication on the Company intranet and following the transposition by all Group legal entities, also on the site.

This document applies to all Group legal entities, all employees and contractors, regardless of their role, level, or office location and will be periodically reviewed to adapt every eventual change. Every modification will be promptly communicated inside and outside the Group, involving all employees and stakeholders.

2. Macro-objectives

TXT has identified three macro-objectives within which decline its own objectives and direct improvement action, in order to better develop its strategy:

- Increasing awareness within the Group on the compliance requirements relevant to our context.
- Increasing synergy between Group Legal Entities and facilitate the adoption of models, tools and common processes;
- Improving centralized governance of requirements related to Cyber Security, Information Security, Privacy, and Gender Equality

3. Quality Policy

Focus on continuous improvement has fostered awareness of the importance of adhering to quality principles, not only individually but as a Group, ensuring excellence in services and products across all legal entities.

The primary objective of each Group Legal Entity, in alignment with the overall strategy, should be to distinguish itself in the target market through competence, capability, and reliability in meeting customer needs. This includes delivering high-quality products and services within expected timelines and adhering to budget commitments.

The adopted organizational model, through the involvement of each Group Legal Entity and the coordinated implementation of the ISO 9001 standard, enables constant monitoring of the quality and services provided.

In this way, TXT Group aims not only to respond comprehensively and coherently to customer expectations but also to maximize the performance of each Legal Entity (and the Group as a whole) in terms of effectiveness, efficiency, and profitability.

Awareness, motivation, engagement, progress, and training are the key elements for achieving quality objectives.

This policy embraces the following principles:

- Starting from the context in which TXT group operates, through the individuation of interested parties, the strategic objectives are constantly defined and reviewed;
- A formalized process managing the risk applied on every level of responsibility allows to minimize the risk impact and identifies the opportunity of every single Group Legal Entity;
- Quality management system includes description of cross-cutting and single Group legal entity processes and defines Key Performance Indicators (KPI) that give an objective indication on processes performance and their effectiveness;

- Through the continuous monitoring of internal processes and KPI, it's possible to identify aspects that can also be improved through organizational changes, procedural upgrades and internal investments.

Indispensable objectives that must be acknowledged from every Group legal entity in their competence sphere, to realize Group strategy. They can be summarized as follows for the areas indicated:

Compliance:

- Compliance to laws and regulations, including EU directives, applicable in defining product and service offerings;

Commercial:

- Independence and integrity in customer relations;
- Availability to cooperate with internal or external partners in product and service offerings;

HR:

- Staff skills suited to the operational environment.

IT Services:

- Use of reliable tools and if necessary, "certified" in the implementation of activities;

Customer Satisfaction:

- Listening to customers' feedback;
- Respecting requirements for products/services;
- Respecting the agreed delivery time.

4. Gender equality policy

TXT GROUP is aware that diversity and inclusion are key elements of the corporate culture for promoting an equal and inclusive working environment, able to enhance the talent and ability of every person, regardless of gender.

TXT GROUP, to achieve these objectives, is committed to:

Equal Opportunities

- Ensure equal access to careers opportunity, training and professional development to all employees without gender distinction;
- Determine selection, promotion and evaluation criteria that are transparent, objective and non-discriminatory.

Equal wage

- Adopt wage policies that ensure economical treatment equality for same role, responsibility and competence, regardless of gender;
- Perform periodical audit to monitor and correct any wage disparity.

Work-life balance

- Promote work-life balance policies, including flexible work models, to promote balance between professional life and the private life of all employees;
- Support initiatives that facilitate coming back to work following long periods of absence. (Es. maternity leave, parental leave).

Leadership Inclusivity

- Support access of women in executive and leadership roles inside the Group, respecting capability, skills and performance of each one;
- Create developing programs for skills to sustain career development of all employees, with a focus on promoting female talent.

Discrimination and Harassment Prevention

- Crete a respectful working environment, that prevents and contrast all forms of discrimination and harassment based on gender.
- Share procedures for reporting, managing and resolving any episodes of discrimination or harassment.

Communication and Awareness

- Organize activities for sensibilization and continuous training on diversity and inclusion, to promote a company culture inclusive and respectful.
- Communicate in a transparent way and regulate the achieved results and initiatives undertaken in the field of gender equality.

5. Information security policy

TXT group intends to protect its own information asset and the one of its customers through support and full adherence with applicable norms and industry best practice oriented to protect information and reduce the risk of events that might compromise its own data security.

The security objectives that the Group intends to achieve are formalized as follows:

Protection of information and data

- Ensure that information isn't available or disclosed to non-authorized subjects;
- Ensure accuracy and completeness of informative content;
- Ensure that information is available and usable on request of only authorized subjects;
- Ensure data accuracy and completeness of information systems;
- Ensure that personal data processing must take place by respecting rights and fundamental freedoms, as well as the dignity of the persons concerned (employees, collaborators, suppliers, etc.), with reference to confidentiality, personal identity and the right to protection of personal data.

Continuity with provided services

- Ensure services accessibility and usability offered by each Group legal entity to customers.

Information system protection

- Ensure proper working of Group information Systems;
- Ensure access to information systems and relative functionalities to all authorized personnel (internal and external), based on position hold, role and the area of competence.

Image protection

- Protect Group society from potential damage derived from publication and/or diffusion of inaccurate data, from unavailability or inefficiency of services offered, from diffusion of personal or sensible data.

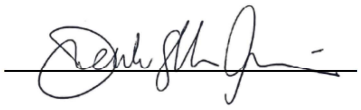
Compliance

- Ensure respect of law and sector regulations, internal norms and terms contractually agreed to not incur in sanctions as expected from privacy and penal code.

Security e Privacy by Design

- Ensure, from first phases and for all information systems life cycle, the satisfaction of information security requisites as well as principles derived from application of norms regarding personal data protection.

Roma 02/07/2026

Read, approved and signed

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