



# CODE OF ETHICS AND CHARTER OF VALUES

*To ensure high standards in business operations*

We are committed to pursuing sustainability in all its forms.

For this reason, we have chosen to adopt a **Code of Ethics and a Charter of Values** to guide all our activities.

## ETHICAL PRINCIPLES

### ***HUMAN RIGHTS***

Our establishment respects human rights, and employees are encouraged to report any concerns.

The exploitation of human beings in any form — and in particular sexual exploitation, especially involving children — is contrary to the fundamental objectives of tourism and constitutes its very negation. As such, in accordance with international law, it is rigorously combated.

Our establishment rejects all forms of forced labour and the confiscation of employees' original identity documents or similar. Workers are granted freedom of movement.

Child labour is never permitted. The minimum age for employees is 16 years, or 15 within the framework of work experience schemes. Employees under the age of 18 may not work night shifts or perform hazardous or heavy work.

Our establishment guarantees that no employee is discriminated against or mistreated on the grounds of gender, nationality, sexual identity, skin colour, ethnicity or religious beliefs, disability or sexual orientation. Diversity and equal opportunities are encouraged, including in career advancement.

No one may be subjected to corporal punishment, unlawful deprivation of liberty, or physical, sexual, psychological or verbal abuse. Wage deductions used as a disciplinary measure are not permitted.

Our establishment respects the freedom of association of all employees and their right to collective bargaining. All workers have full freedom to join a trade union and to appoint representatives to express their professional interests without fear of punishment, persecution or other forms of retaliation.

### ***WORKING CONDITIONS***

A written contract is drawn up for every staff member, regardless of whether the employment relationship is temporary or permanent. The written contract contains information on working hours, notice periods, salary, pay scale and overtime premium rate.

All employees receive a fair wage that covers a reasonable standard of living. This includes food, clothing, accommodation, medical care, social services and insurance. A premium rate is paid for overtime hours.

All employees receive a payslip indicating their salary and any statutory deductions, as well as their overtime premium rate, where applicable.

Working hours and rest periods comply with national regulations.

All employees are entitled to holiday pay, sick pay and paid parental leave.

Our establishment creates a healthy and safe working environment. Injuries and accidents are recorded, reduced and prevented.

All employees have access to clean drinking water, toilets and a separate area for meals.

Hazardous work is documented, and our establishment pays for and provides employees with appropriate protective equipment. All areas are well-lit and ventilated, and acceptable temperature and noise levels are maintained.

Our establishment has satisfactory fire safety and evacuation procedures. All sites are equipped with fire alarms, fire extinguishers and clearly marked, easily accessible evacuation routes and emergency exits. Fire drills are carried out regularly.

All products and services provided comply with all legal standards for consumer health and safety. Our establishment provides clear information on the content, safe use, maintenance, storage and disposal of products and services.

### ***ENVIRONMENT***

Our establishment is committed to reducing its impact on the environment and on public health and safety.

We are committed to undertaking an environmental sustainability programme with measurable targets to improve environmental, public health and safety levels. The programme includes information on the management of chemicals and hazardous materials, waste management, energy consumption, water consumption, transport and travel, as well as emissions to air, water and soil.

Our establishment has a risk management plan that prevents, reduces and controls serious damage to the environment.

Suppliers of products containing minerals from conflict zones — such as tin, tungsten, tantalum and/or gold — are required to have a policy and procedure to ensure the traceability of these minerals.

### ***ANTI-CORRUPTION POLICY***

Corruption in all its forms — including but not limited to extortion, abuse of office, nepotism, fraud and money laundering — is strictly prohibited.

No one may offer, promise, give or accept, directly or indirectly, any payment, gift or benefit in exchange for special treatment with the intent of favouring a sale or receiving a personal or commercial advantage.

Our establishment rejects any form of aiding and abetting Mafia-style associations and complies with the Anti-Mafia Code and prevention measures.

All potential conflicts of interest are avoided. Business decisions are not influenced by personal relationships and/or interests.

Fair competition is respected. Market sharing, bid rigging and production restrictions are strictly prohibited.

Our establishment complies with anti-corruption laws. The adoption and reporting of internal control measures are encouraged.

Our establishment is committed to being transparent. Systems are favoured that ensure accurate, regular, reliable and relevant information regarding the Partner's activities, establishment, financial situation and business transactions.

# OUR VALUES

## ***KIND HOSPITALITY***

We focus on communication that creates positive internal and external relationships and promotes kindness.

### **Behaviours:**

- Greeting both guests and colleagues with a smile
- Giving space and time to others to listen with patience
- Saying "No" with courtesy and kindness
- Paying attention regardless of personal circumstances or relationships, putting the guest at the centre

## ***RESPECT***

Every person has a unique value and must be respected as such.

### **Behaviours:**

- Accepting others in their uniqueness and diversity
- Using language that enhances the dignity of everyone
- Showing genuine appreciation for others and their actions

## ***RESPONSIBILITY***

We believe in a corporate culture that develops a sense of responsibility in one's role, with professionalism and effectiveness.

### **Behaviours:**

- Acting in a way that generates positive consequences
- Being consistent and keeping commitments
- Knowing when to say "No" with awareness and respect

## ***IMPROVEMENT / GROWTH***

We invest in personal and professional improvement to generate valuable change.

### **Behaviours:**

- Offering training and growth opportunities
- Creating opportunities for discussion between staff and managers
- Setting clear and achievable goals

## ***WELL-BEING***

We want everyone who comes into contact with our organisation to enjoy an experience of complete well-being.

### **Behaviours:**

- Encouraging dialogue as a form of relationship and sharing

## **SUSTAINABILITY**

We are aware of the beauty of our region and act in an environmentally sustainable way.

### **Behaviours:**

- Promoting and implementing waste sorting
- Reducing the use of plastic and favouring recycled materials
- Promoting alternative energy
- Offering services with a sustainable impact
- Reducing water waste
- Self-producing locally sourced products

## **SOLIDARITY**

We promote solidarity projects that create collaboration and valuable networks.

### **Behaviours:**

- Being a spokesperson for projects with a strong social impact
- Promoting collaborations and support networks

## **APPROVAL**

Staff and guests are invited to report any irregularities concerning the Code of Ethics to the management.

Incidents attributable to the cases mentioned above will be punished in accordance with the law, with the possible exclusion of the staff member involved.

I, the undersigned **Alberto Barion**, in my capacity as **Legal Representative of Campeggio Maroadi SRL**, approve this Code of Ethics and Charter of Values.

**Date:** 29.07.2025

**Signature:** *[signature]*

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