CODE OF ETHICS AND CONDUCT

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1.	**Quintessenza Ceramiche and its ethical philosophy**	**pag. 3**
1.1	Quintessenza's identity	pag. 3
1.2	The purpose and value of this Code of Ethics	pag. 4
1.3	The recipients of this Code of Ethics	pag. 4
1.4	Disseminating this Code of Ethics	pag. 5
1.5	Updating this Code of Ethics	pag. 5
2	**Quintessenza principles**	**pag. 5**
2.1	General principles	pag. 5
2.2	Integrity and legality	pag. 5
2.3	Honesty and Transparency	pag. 6
2.4	Preventing corruption	pag. 6
2.5	Product quality	pag. 7
3	**Eethics in relationships**	**pag. 7**
3.1	Respect for human dignity and fundamental rights	pag. 7
3.2	Ethical conduct and regulatory compliance	pag. 7
3.3	Diligence and responsibility	pag. 8
3.4	Health and safety in the workplace	pag. 8
3.5	Child labour	pag. 8
3.6	Safeguarding privacy and intellectual property	pag. 9
3.7	Environmental responsibility	pag. 9
4	**Rules of conduct**	**pag. 9**
4.1	For Employees, Co-workers and Consultants	pag. 9
4.2	For Suppliers and Partners	pag. 11
4.3	For Corporate Bodies	pag. 11
4.4	Implementation methods and checks	pag. 11

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1 QUINTESSENZA CERAMICHE AND ITS ETHICAL PHILOSOPHY

1.1 Quintessenza's identity

Quintessenza Ceramiche S.r.l. (hereafter referred to as "Quintessenza" or the "Company") stands out for its design, development, and marketing of high-end ceramic products with a powerful stylistic identity.
The Company specialises in marketing ceramics with small formats. A choice that combines refined style, versatility of use, and design functionality.
Quintessenza collections are specifically conceived to provide architects, designers, and distribution partners with creative tools that offer a vast range of colour and geometrical combinations.
Its customers, who recognise the Company's standards of refinement, beauty and attention to detail, embrace this design philosophy.
Building and consolidating customer trust is at the heart of Quintessenza's commitment. Moving beyond simply offering products, the Company is also committed to ensuring an appropriate level of service, sustained by qualified sales and technical assistance.
Thanks to its constant investment in research, Quintessenza interprets styles and trends, and translates these ideas into ceramic solutions inspired by signature Italian design.
In line with this vision, and while recognising that distinctive style is its hallmark, Quintessenza also selects and presents products that stand out for their quality, durability, safety and low environmental impact.

MISSION:

To offer small-format ceramic solutions that express the 'quintessence' of Italian design thanks to their combination of style, functionality and focus on sustainability.

VISION:

To become the established benchmark for small-format ceramic design by inspiring the creation of environments that integrate style, functionality and innovation.

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1.2 The purpose and value of this Code of Ethics

Quintessenza is a well-established company, guided by a management team that recognises the values required to inspire responsible business practices. With this Code of Ethics, the Company aims to establish the fundamental ethical, legal and social responsibility principles that guide its operations and share them with all its stakeholders.
This document stems from the growing importance of corporate compliance, caused by evolving regulations and Quintessenza's profound awareness of its role and impact on the community, in line with UN 2030 Agenda goals and sustainable development in general. This Code of Ethics is therefore a tool for self-regulation. By setting out principles and rules of conduct, it defines the Company's responsibilities towards all its stakeholders (shareholders, directors, employees, customers, suppliers, institutions, etc.). Work ethics and responsible, informed behaviour are an intrinsic value and a guarantee for all stakeholders.
The rules of conduct outlined in this document are a binding directive. They must, therefore, be constantly observed in daily business operations in full compliance with the laws and internal regulations in force.
Quintessenza regards this Code of Ethics as a tool for self-regulation that can guide decision-making processes and shared conduct. It therefore requires governance bodies and any other parties to whom it applies to behave consistently. This means their actions must never conflict with the principles and rules of conduct set down below.
For all of the above, this Code of Ethics reinforces Quintessenza's Corporate Social Responsibility policy, expresses the Company's commitment to existing compliance obligations, and helps minimise exposure to economic and reputational risks.

1.3 The recipients of this Code of Ethics

This Code of Ethics is addressed to all the parties the Company interacts with, and therefore to all its Stakeholders, including: shareholders, members of its Board of Directors, employees, co-workers, consultants, suppliers, partners, customers, and anyone else who establishes, direct or indirect relationships or connections of any kind with the Company (hereafter referred to as "Recipients").
All Recipients are required to constantly and responsibly commit to observing the ethical principles outlined and explained in this document.
It is important to establish and understand that this Code is not only a collection of rules, but the essence of Quintessenza values. It is founded on the conviction that integrity and transparency are essential for building solid and long-lasting relationships with stakeholders, in a shared understanding of goals and objectives.
All Recipients are required to abide by the guidelines laid out in this Code of Ethics. It is their duty and responsibility to know, share and accept the principles and rules laid down it, and refrain from any conduct that runs contrary to them. Recipients must also help apply and implement the Code of Ethics and report any breaches.

1.4 Disseminating this Code of Ethics

Quintessenza is committed to ensuring the widest possible awareness of its Code of Ethics and that all its Recipients adhere to it completely. To ensure its ethical principles are observed, the Company promotes information initiatives and opportunities for discussion, including through internal communication tools. Within this framework, each employee is informed of the contents of the Code from the moment they are recruited. The company employees, responsible for training new employees and apprentices, are tasked with guiding their learning and inspiring them to behave in line with the principles expressed here.
The Code of Ethics can be consulted at any time in corporate offices and on the Company website (https://www.quintessenzaceramiche.it).

1.5 Updating this Code of Ethics

The Code of Ethics is regularly reviewed and updated to ensure constant compliance with regulatory and organisational developments. Quintessenza is committed to assessing and implementing these changes promptly whenever there are reports of breaches, statutory or organisational reforms, or new legislative provisions.

2 GENERAL PRINCIPLES

2.1 General principles

When carrying out their duties, all Recipients should base their actions on a set of fundamental values. All their actions, operations and behaviour must be founded on these core principles of integrity and legality. This means operating in compliance with the law, behaving with absolute intellectual honesty and transparency, openly combating corruption and promoting clarity in all interpersonal and commercial relationships. Quintessenza is committed to ensuring that the well-being of the people who work and collaborate with the Company is protected to the highest level by guaranteeing a safe working environment where risks are managed in compliance with the rule of law.
The Company also emphasises the importance of social and inclusion issues by promoting an inclusive environment, that is free of discrimination and in which every individual is valued. These principles are complemented by respect for privacy, a widespread sense of responsibility and the promotion of sustainability, all of which are essential pillars for a company that is aware of its social and environmental role.

2.2 Integrity and legality

Integrity and legality are the principles on which Quintessenza founds all its relationships, both inside and outside the Company, and they apply to all Recipients. Complying with these principles specifically requires the company's Board of Directors, employees, co-workers, and consultants to commit to:

- encouraging colleagues, at all levels, to observe internal compliance procedures and laws, and

requiring external co-workers to do likewise;
- refusing to make untraceable payments or perform any suspicious transactions that violate anti-money laundering regulations;
- refraining from any action or behaviour that may procure unlawful advantages, including for third parties;
- selecting suppliers purely on the basis of quality requirements and in the company's unbiased interests.

It is therefore forbidden to:
- behave in any way that pursues personal and/or corporate gain to the detriment of compliance with the law;
- engage in conduct or actions that, for any reason, violate the law and, in general, the benchmark rules for proper regulatory compliance;
- enter into conflicts of interest in which remuneration or preferential treatment of any kind (excluding modest donations in line with common practice) is solicited or accepted for oneself or others, from parties who come into contact with the Company.

2.3 Honesty and Transparency

Quintessenza is committed to ensuring that the information it disseminates is truthful, complete and transparent. This level of communicational clarity, which is essential for fostering a climate of collaboration and trust in internal relationships, extends with equal importance to relationships with customers, suppliers, and all stakeholders. The goal is to ensure that every stakeholder can make informed decisions based on reliable, shared data.
Quintessenza regards communication transparency, based on clarity and honesty, as inseparable from the excellence of the products and services it offers. This synergy between open communication and operational excellence plays a major role in customer satisfaction. The Company recognises this synergy as a key strategic value and dedicates constant investments and resources to it.

2.4 Preventing corruption

Quintessenza firmly opposes any kind of corrupt behaviour. The company's Board of Directors, employees, co-workers, and consultants must therefore:
- promote, at all levels, practices that seek to prevent corruption and fraud in relations with both private parties and public authorities;
- select suppliers purely on the basis of quality requirements and in the company's unbiased interests.

It is therefore forbidden to:
- favour certain suppliers, to the detriment of others, solely on account of corrupt or, in any case, illicit influences;
- grant public authority representatives or officials any favour or gift that constitutes an unlawful act, so anything other than permitted forms of courtesy gifts of modest value;

- engage in any corrupt practice or collusive behaviour to exact or promote advantages with public authorities;
- use public subsidies for purposes other than those established institutionally.

All relationships with public officials or public service representatives, and with public and/or private entities that provide public services, must be based on fair and legal conduct. The management of these relationships is reserved exclusively for specifically designated or authorised company personnel.

2.5 Product quality

The style and technical quality of Quintessenza products is an essential part of its identity. The Company is committed to marketing ceramic products that offer a balance of aesthetic value, innovation and quality.
The Company guarantees the utmost transparency regarding its product features by using CE and UKCA markings, readily available Declarations of Performance (DoP), and zero-VOC emission solutions that protect the healthiness of environments. Quintessenza is also committed to sustaining responsible construction through certifications that attest to the environmental impact of its products throughout their lifecycle.
Focusing on quality and environmental responsibility is a key principle for Quintessenza that guides both its corporate decisions and product selection.

3 ETHICS IN RELATIONSHIPS

3.1 Respect for human dignity and fundamental rights

Quintessenza regards work as a way of developing one's personality according to one's inclinations.
It therefore believes in personal commitment and the promotion of merit.
In managing its hierarchical relationships, the Company is committed to ensuring that employer authority is exercised with equity and fairness, and that any form of abuse is avoided. More specifically, the Company guarantees that any authority exercised does not become a form of power that could harm the dignity of the individual.
Quintessenza repudiates any activity that may result in harm to individual safety, as well as any exploitation or subjugation of individuals.
The Company disassociates itself from and firmly condemns any form of discrimination or violence based on race, ethnicity, nationality, or religion. The Company also treats the safeguarding of minors and the suppression of any form of exploitation against them as a key issue.

3.2 Ethical conduct and regulatory compliance

Respecting the values expressed in this Code requires all Recipients to:

- avoid any form of discrimination, particularly those based on race, nationality, gender, age, physical disability, sexual orientation, political or trade union opinions and philosophical or religious beliefs;
- not tolerate sexual misconduct or physical or psychological harassment, in any form or context;
- listen to the requests of colleagues, customers, and suppliers without any bias or conduct aimed solely

at defending their own position and actions;
- refrain, when carrying out their duties, from making decisions or engaging in activities that run contrary to or are in conflict with the Company's interests, or are otherwise incompatible with the fulfilment of their official duties;
- show sensitivity and respect towards others by refraining from any behaviour that could be considered offensive;
- condemn the exploitation of workers in any form whatsoever.

More in general, any behaviour that seeks to or results in violating a person's dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment is strictly prohibited.
The Company also undertakes to respect and enforce applicable labour protection legislation, with particular attention to working conditions, social security and remuneration. More specifically, it respects the rules governing the employment relationship, which must be established in compliance with the relevant legal provisions and collective bargaining agreement.

3.3 Diligence and responsibility

All employees and co-workers are required to perform their work activities with diligence, efficiency and fairness, and use the resources and time available to them responsibly. Anyone in a position of responsibility, or with greater seniority, must serve as a role model and guide for colleagues in order to ensure that the principles established in this Code are complied with.
Their behaviour must clearly highlight how adhering to this Code of Ethics is crucial to both individual and collective success. It is essential that everyone is aware that business goals must always comply with the principles expressed in this Code.
Observing the principle of responsibility means that all Quintessenza activities must be conducted:
- in line with principles of sound and prudent management and in compliance with the company's organisational structure;
- in a way that safeguards the company's reputation and heritage.

3.4 Health and Safety in the Workplace

Quintessenza's commitment to Health and Safety in the Workplace is a key priority confirmed by the company's guarantee that every aspect of every company operation strictly complies with all applicable legislation, especially Legislative Decree no. 81/2008 and subsequent amendments.
The Company promotes a solid safety culture that includes raising awareness of risks and encouraging all employees to behave responsibly. By taking preventive action, Quintessenza safeguards not only the health and safety of its workers, but also extends this protection to its stakeholders, including any customers and suppliers who frequent company premises.

3.5 Child labour

Quintessenza is firmly committed to not using child or forced labour, or tolerating any form of intellectual, social, or moral exploitation. The Company recognizes the importance of protecting the rights of minors and refrains from entering into contracts with suppliers or subcontractors who use this kind of unacceptable practice.

3.6 Safeguarding privacy and intellectual property

Quintessenza is committed to protecting the information in its possession, whether that regards its staff, co-workers, or interested third parties. The Company expressly prohibits any improper use of this information. All personal data is processed in compliance with EU Regulation 679/2016, Legislative Decree 196/2003 and subsequent amendments, as well as any other applicable regulatory provisions that may be issued. Quintessenza guarantees that its processing of personal data is legitimate and relevant to its stated and intended purposes.
The Company places the same emphasis on protecting intellectual property, ensuring that ideas, innovations, trademarks and other distinctive signs are not used improperly by those who collaborate with the Company.

3.7 Environmental responsibility

Quintessenza is committed to strictly complying with all environmental protection regulations. Its environmental focus is evident in the many measures adopted in its operations, all of which are aimed at reducing its environmental impact. This commitment is reflected not only in its careful product selection, but also in its implementation of best practices and virtuous policies.
The Company invites everyone who works in any capacity for Quintessenza to scrupulously observe its environmental heritage. Well aware of the importance for future generations of using natural resources responsibly, the Company actively involves everyone who works for it in this collective commitment to sustainability. This responsibility extends to the entire supply chain, where our suppliers are selected on the basis of environmental requirements, as well as quality and safety.

4 RULES OF CONDUCT

4.1 For Employees, Co-workers and Consultants

Inclusivity and respect in the workplace

Quintessenza guarantees inclusivity and equal employment and professional growth opportunities as well as valuing merit regardless of age, sexual orientation, country of origin and political or religious beliefs. Recruitment and career progression are therefore based on objective and transparent criteria, ensuring fair treatment for all employees.
At the same time, the Company seeks to ensure a safe and respectful work environment, and therefore strictly prohibits any form of violence or harassment, including sexual harassment, or any other coercive behaviour in the workplace.

All Employees and Co-workers must therefore behave in a manner consistent with these principles and help create a working atmosphere based on loyal collaboration that serves the Company's goals.

Company heritage

To protect the company's heritage, Employees are required to use company assets correctly and diligently, and avoid any improper use that could cause damage or reduce efficiency, or otherwise conflict with Quintessenza's image and social responsibility. Every person is required to behave responsibly and in accordance with established operating procedures.
More specifically, Employees must:

- use and safeguard the assets entrusted to them diligently
- avoid using company assets improperly
- promptly inform appropriate figures of any events that may be detrimental to the Company
  As far as IT applications are concerned, all employees are expressly required to:
- scrupulously comply with company security policies to avoid undermining the functionality and protection of its IT systems;
- refrain from sending threatening or abusive emails, using inappropriate language, or making comments that could offend people and/or damage the Company's image;
- refrain from browsing websites with inappropriate or offensive content, or content that is not relevant to their professional activities.

Data confidentiality and conflicts of interest

All Employees, Co-workers and Consultants are required to safeguard the confidentiality of the data and information in their possession, and to treat confidentiality as the cornerstone of the trusting relationship they enjoy with their employer. They are also required to continue observing this principle even after the termination of whatever working or collaborative relationship they may have had. It is therefore expressly forbidden to communicate, disseminate or misuse any data, information or news regarding Quintessenza, learned during their working relationship. Personal data may only be disclosed to people who have a genuine need to know it in order to perform their specific duties, or if required by law.
All Employees, Co-workers and Consultants are required to inform their immediate superior of any interest on the part of themselves, a family member, relative, or third party, in company activities they are involved in, and to avoid any conflict of interest, they must refrain from taking decisions before Quintessenza has ruled on this matter.

Customer relations

Customer satisfaction is at the heart of the Quintessenza mission. The Company is therefore committed to offering products distinguished by the highest standards of quality, safety, and service. This is why it guarantees accurate, truthful, and comprehensive information about its products and services, that enable

customers to make informed decisions.
To reinforce long-lasting, trusting relationships, it also promotes an open and active exchange of opinions, and ensures that suggestions and complaints are always addressed. Customer communications are therefore designed to be simple, clear, and complete, in order to avoid misleading or incorrect practices.

4.2 For Suppliers and Partners

Honest and fair business relations
Quintessenza develops fair and transparent business relations with its Suppliers and Partners. These relationships are selected and managed through objective procedures that ensure equal opportunities for everyone. In its selection process, Quintessenza focuses primarily on product quality, as well as transparent assessments of professionalism, business structure, quality, price, and service delivery. Market standing, ability to satisfy confidentiality obligations and social responsibility criteria are other factors that are considered, as well as an adequate capacity to meet and comply with the Company's needs and product demands. In line with the principles laid out in this Code of Ethics, Quintessenza also requires its Suppliers and Partners to ensure business integrity, observe workers' rights, and handle the environmental and social impacts of their operations responsibly.

4.3 For Corporate Bodies

Quintessenza's Corporate Bodies operate in full compliance with the law, the Company's Articles of Association and the principles stipulated in this Code of Ethics. The conduct of these corporate bodies must be founded on the principle of legality in order to ensure that the company's heritage is not harmed, all legal obligations are fully complied with, and any form of corruption is rejected.
Transparency in company activities is a fundamental cornerstone of Corporate Body operations, that acts as a tool for promoting loyal collaboration with all internal and external stakeholders, including public authorities.

4.4 Implementation methods and checks

Quintessenza disseminates its Code of Ethics as widely as possible among all interested parties. It also seeks to ensure that its contents are interpreted correctly and provides appropriate tools for facilitating its implementation. Recipients are informed of this Code of Ethics and any updates through appropriate communications, training, and dissemination. This ensures that the principles and rules of conduct it stipulates are understood and applied, and any individual initiatives that may generate behaviour that does not comply with the reputation the Company seeks to uphold are prevented.
A copy of this Code is given to each employee when they are recruited and to every co-worker, consultant or partner when a relationship with the Company begins.
Any Recipient who becomes aware of a breach of the principles of this Code of Ethics must report the incident. Quintessenza protects the confidentiality and identity of whistleblowers and prohibits any retaliatory or discriminatory acts against them, for reasons directly or indirectly linked to reports of violations they have made.

Breaching this Code of Ethics constitutes a disciplinary offence that can be punished under the company disciplinary system and the law, according to the principle of proportionality between violation and sanction. Any breach of this Code of Ethics undermines the relationship of trust between the Company and the person committing the breach. More specifically, for employees, breaching this Code of Ethics constitutes a failure to fulfil the obligations stipulated in Article 2104 of the Italian Civil Code (employee diligence); and for consultants and suppliers, it constitutes a breach of contract. Given that any breach of this Code of Ethics affects the Company's reputation and image, it may also be grounds for damages.

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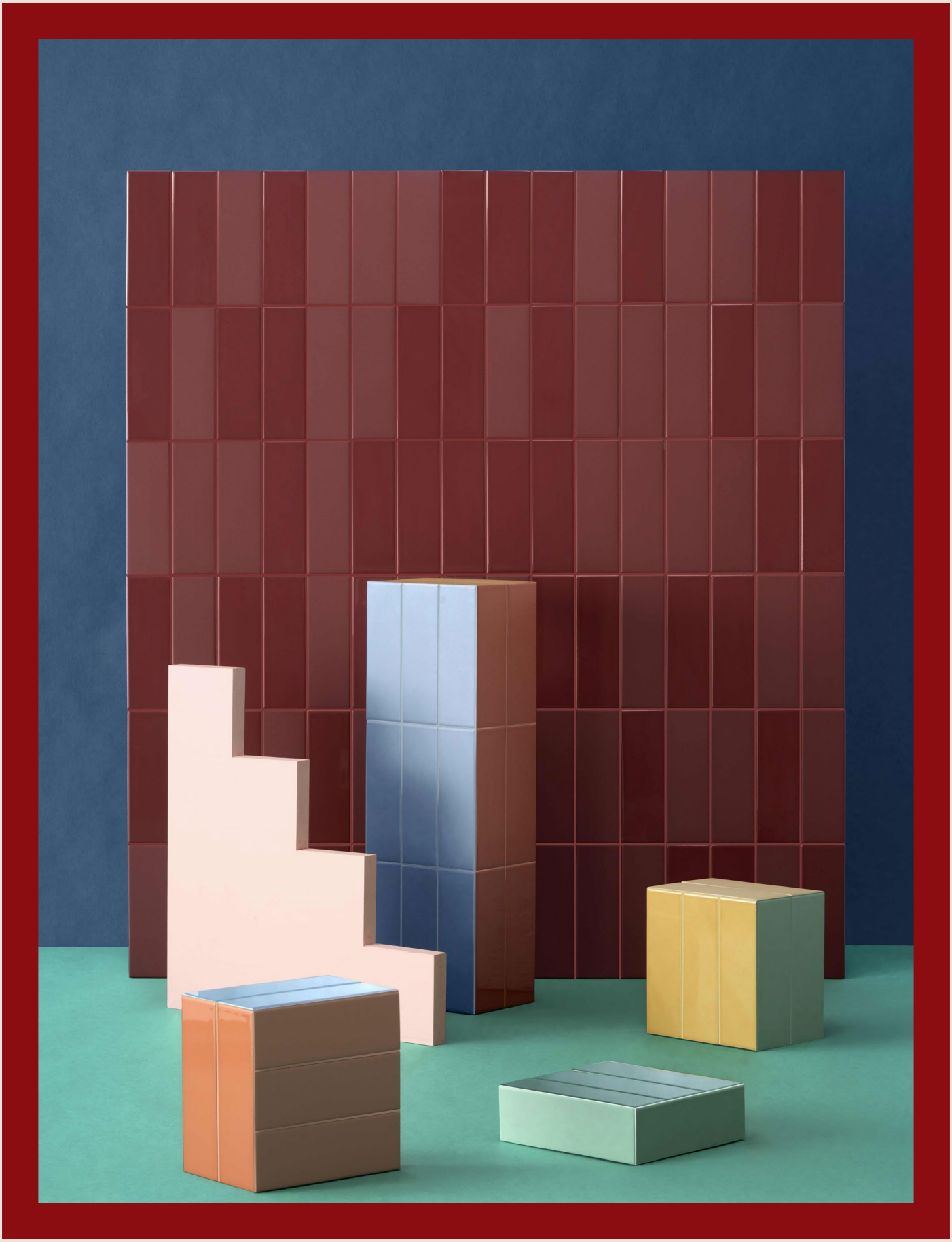

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