



Hardness Testers | Härteprüfer | Durometri

**CISAM - ERNST s.r.l.**

**CODE OF CONDUCT**

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# INTRODUCTION

The company's mission is focused on growth and value creation, through the provision of quality products and services, properly customized where necessary for maximum responsiveness to customer needs. This is done in compliance with the legitimate interests of the parties involved, the commercial commitments made, the principles of transparency, fairness and correctness in the management of the employment relationship, the rules on the safety of workers and in compliance with the laws and the regulations applicable to the field of activity.

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# SENSITIVE DATA

As part of its business activities, the company collects a significant amount of personal data and confidential information, which undertakes to treat in accordance with all confidentiality laws in force in the jurisdictions in which it operates and best practices for the protection of confidentiality.

Employees are required to comply with the rules on the misuse of confidential information: in particular, under no circumstances may they use information that is not in the public domain acquired as a result of their duties in the company to gain a personal advantage, as well as to favor other third parties.

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# CORRUPTION AND ILLEGAL PAYMENTS

The company and its employees are committed to the highest standards of integrity, honesty and fairness in all internal and external relationships.

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# EMBARGO AND EXPORT REGULATIONS

The Company is committed to ensuring that its business activities are conducted in a manner that does not under any circumstances violate international embargo laws and current export regulations.

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# DUTY OF CONFIDENTIALITY

The knowledge developed in the company is a fundamental resource that every employee and recipient must protect; in fact, in case of improper disclosure, the company could suffer damage to both its assets and its image.

Therefore, employees and recipients are required not to disclose to third parties information regarding the technical, technological and commercial knowledge of the company, except where such disclosure is required by regulatory provisions or where it is expressly provided for in specific contractual arrangements.

Confidentiality obligations shall continue to apply even after termination of the employment relationship.

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# OFFER

For more than 50 years, we have been committed to solving hardness measurement problems exclusively.  
We respond promptly to any problems concerning the use of the product in accordance with the principle of transparency.  
Our corporate philosophy implies the communication of the possibilities and limits of the applications of our instruments.

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# HUMAN RESOURCES

The company recognizes that the quality of life at work, the motivation and professionalism of the staff are an essential factor for maintaining the competitiveness, value creation and customer satisfaction, as well as collective well-being.

It confirms the importance of respect for the individual, in accordance with the law it guarantees fairness of treatment, excluding any form of discrimination. The company is committed to offering equal opportunities in employment and professional advancement to all employees and ensures that in all aspects of the relationship employees are treated in accordance with their abilities, avoiding any form of discrimination and, in particular, discrimination on the basis of race, sex, age, nationality, religion and personal convictions.

It considers absolutely unacceptable any type of harassment or unwanted behaviour, such as those related to race, sex or other personal characteristics, which has the purpose and effect of violating the dignity of the person, both inside and outside the workplace.



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# WORK ENVIRONMENT

Employees must strive to maintain a decent work environment, where the dignity of each individual is respected. In particular, employees must avoid behaviour that could create an intimidating or offensive environment toward colleagues or to marginalize or discredit them in the workplace.

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# COMPANY ASSETS

Employees are required to use company assets and resources to which they have access or to which they have efficient access and in a suitable manner to protect its value.

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# EXTERNAL RELATIONS

The company and its employees are required to maintain and develop their relations with all categories of stakeholders acting in good faith, with loyalty, fairness, transparency, in a manner consistent with the company's values.

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# CUSTOMERS, DISTRIBUTORS, SUPPLIERS

The company aims to interact with all parties in a correct and transparent manner.

The employees must contribute to the achievement of this objective through the development and maintenance of profitable and lasting relationships, offering assistance, quality and value.

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# TRADE UNIONS AND POLITICAL PARTIES

Any relationship between the company and trade unions must be based on the highest principles of transparency and fairness.

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# HEALTH, SAFETY AND ENVIRONMENT

The company is committed to protect the health and safety of its employees in the workplace.

Each employee must not place other employees at risk that could cause damage to their health or physical safety.

Avoiding forms of pollution, constantly optimising the use of resources and developing products that are increasingly compatible with the environment are the objectives that guide the company's behaviour in terms of health, safety and the environment.

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