#### **2020 HIGHLIGHTS**



\* The figure regarding R&D investments includes expenditure and depreciation in the reporting year.

\*\* All patent families for which the first filing was granted are considered.

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#### SIT'S MISSION, VISION AND VALUES

To clarify and explicitly express its determination to maintain a balance between its financial objectives, respect for the environment and its focus on social topics, SIT has redefined its Mission, Vision and Values.

## Mission

"Our commitment is to create smart solutions for climate control and consumption measurement for a more sustainable world"

# Vision

"To be recognized as the leading sustainable partner for energy and climate control solutions (and to enjoy the journey!)"

## Values

CUSTOMER ORIENTATION Fulfilling and exceeding customer expectations is the goal of every member of SIT. Whether external or internal, the customer is our compass	SUSTAINABILITY A sustainable company for stakeholders. Sustainable products for the environment. A sustainable work-life balance for employees
LEAD BY EXAMPLE SIT is a leader in the markets where it operates. Our staff are courageous and confident and lead by example in every aspect of their day-to-day work	TECHNOLOGY We're experts in technology and are always looking ahead, supporting our customers with state-of-the-art solutions and stimulating innovation through collaboration
LEAN No frills. We act quickly and never miss a deadline. We deliver "on time and in full"	PASSION Passionate commitment is part of daily life at every organizational level. Accountability and engagement are rewarded, while mistakes provide opportunities for growth

Every day, the company carries out its activities and pursues its goals with these guiding values always in mind. These six values are reflected in the various key documents comprising the Group's social responsibility tools: the Code of Ethics, the Code of Basic Working Conditions, the Code of Non-Discrimination and Diversity, and the Code of Conduct for Third-Party Suppliers and Intermediaries.

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