

# DIVERSITY & INCLUSION POLICY













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SIT is **leader in creating intelligent solutions for environmental conditions control and consumption measurement** for a more sustainable world and globally operates in key sectors of **enabling technologies for the energy transition** 

ESG issues are inextricably linked to SIT's business model, which aims at "sustainable success": full convergence between strategic objectives and environmental, social and governance commitments

# MISSION, VISION and VALUES



### **MISSION**

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



### **VISION**

Be recognized as the leading sustainable partner of energy and climate control solutions and to enjoy the journey.

### **VALUES**

Customer Orientation: Everyone in SIT aims to fulfil and exceed customer expectations. Whether external or internal, the

customer is our compass.

Passion: Passionate commitment is a part of daily life at every organizational level. Accountability and

engagement are rewarded, well aware that mistakes provide opportunities for growth.

**Sustainability:** A sustainable company for the stakeholders. Sustainable products for the environment. A sustainable

work-life balance for the employees.

**Technology:** We master technology and look ahead, supporting our customers with state-of-the art soultions and

stimulating innovation through collaboration.

**Lead By Example:** SIT is a leader in the markets where it operates. Our people are courageous and confident and lead

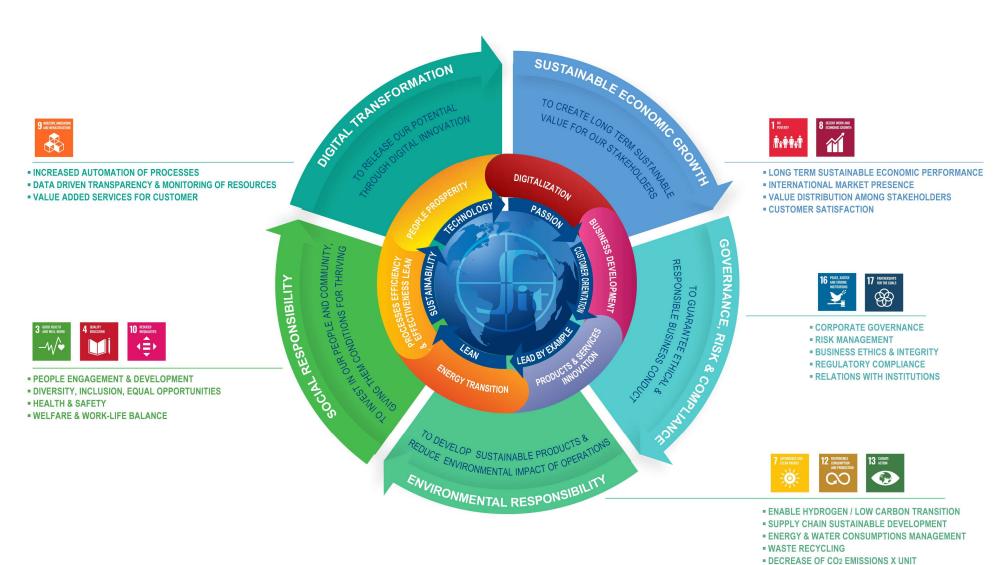
by example in all aspects of their day-to-day work.

**Lean:** No frills. We act quickly and do not miss deadlines. We deliver «on time and in full».

# **GREEN PAPER: THE ESG MANIFESTO by SIT**



The Green Paper is the synthesis between the UN SDGs and the key Pillars of SIT Sustainability



# PRELIMINARY PROVISIONS

"So, if the reconciliation with Life is

a silent melody,

how do we make it audible

to everybody?

**Our invitation to** 

humanity is a call to

slow down and listen

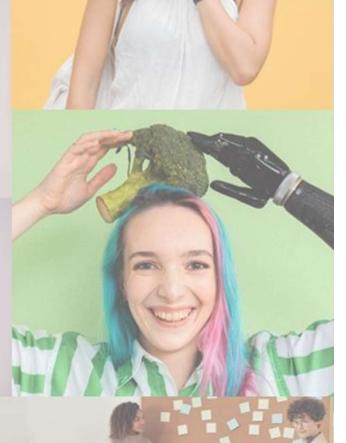
carefully to each other

and to Life, for the sake

of ourselves and

generations to come."





**SIT** 



# PRELIMINARY PROVISIONS



The Diversity & Inclusion Policy (the «Policy») applies to all directors, managers and other employees of SIT S.p.A. (hereinafter "SIT" or "the Company") and its subsidiaries, as well as to all other subjects (hereinafter also «Recipients») who collaborate with and act in the name and on behalf of the group of companies belonging to SIT S.p.A. («Group»), in all the countries in which the Group operates.

In addition to this Policy, the SIT Group has defined a set of corporate policies, internal procedures and operational processes that integrate the Policy and that may be applicable in your work. The Policy must be read and interpreted from the perspective of the Company's policies. These policies are an integral part of the Policy and can be found on the SIT website (<a href="www.sitcorporate.it">www.sitcorporate.it</a>) and on the company intranet (<a href="www.sitcorporate.it">We@SIT</a>)

In defining its corporate policies in line with its Mission and Vision, SIT is inspired by the highest international standards of reference and «best practices»

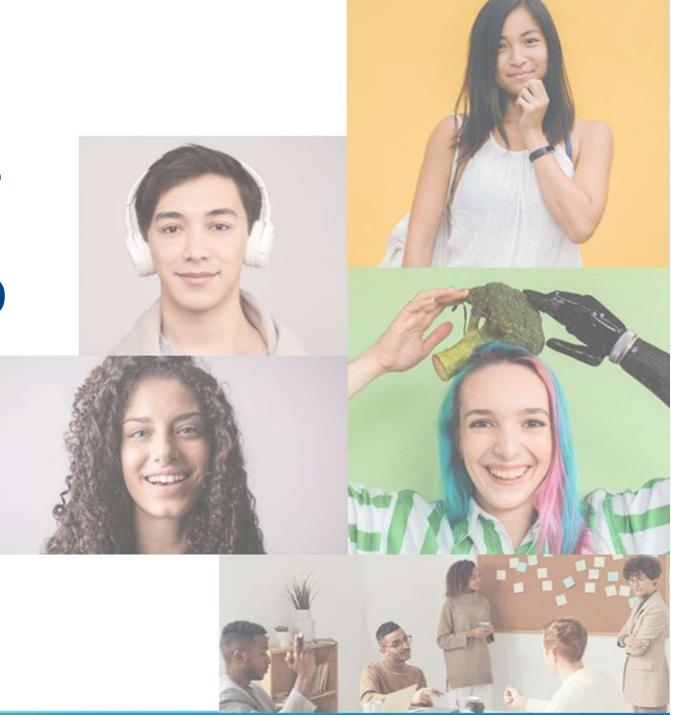
By the term «**Recipients**», we mean all the «stakeholders» of the Group, including, by way of non-exhaustive example:

- Shareholders, investors, financiers;
- Customers;
- Suppliers, subcontractors and business partners;
- Professionals and external consultants
- Governments, Public Administrations, Institutions, Regulators;
- Trade Unions and Trade Associations;
- Media, Universities and Research Centres

SIT also encourages its employees to actively work to detect and prevent improper conduct.

If there is reason to believe that any employee - including managers - has violated, may violate or act in a manner that violates a law or provision of the Policy and Code of Conduct, it is required to report it **through the reporting mechanisms** established by the Company and as outlined in the group's **Whistleblowing Policy**, which should be referred to for detailed procedures.

DIVERSITY & INCLUSION FOR SIT AND AROUND THE WORLD





# DIVERSITY & INCLUSION: FOR SIT AND AROUND THE WORLD



**Inclusion** for SIT is the enhancement of every single person, unique in its diversity, which is a constant source of wealth, energy and innovation for the Company.

Inclusion is substantiated in the creation of a working environment and a society that sees personal differences as a value, and in which all have equal access to opportunities and resources and are treated with equal respect.

SIT includes and values diversity, considering it as a source of generativity and resource to guarantee an organization that is virtuous when the work environment aims at equity, inclusion and merit.

The integrity of policies and of everyone's actions and results is based on the physical and psychological well-being of each of the people employed by the company as well as the network of people on whom the company's business impacts.

Well-being, motivation, engagement, sense of belonging and, consequently, productivity, inevitably pass through feeling respected and valued even in one's individuality.

It is from these premises that the idea of creating a Diversity & Inclusion Policy was born with the aim, on the one hand, to spread even more and in an organic way the strategic role that Diversity and Inclusion have in the management of people, and, on the other hand, to clearly outline the mission, strategies and active practices of the company to foster a collaborative, inclusive and respectful working environment.



# DIVERSITY & INCLUSION: FOR SIT AND AROUND THE WORLD



This Policy is in line with the provisions of our other Corporate Policies, collective bargaining, on national and corporate level, and in accordance with the provisions of national, European and international industry regulations, as well as the international organisations that have dealt with the issue, including at a transversal level, including, just to name a few, the United Nations Organization, which, in the context of the 2030 Agenda and its Sustainable Development Goals, have indicated "decent work" as a direct tool to reduce substantial inequalities and foster inclusion through the enhancement of diversity, and the International Labour Organization (c.d. "ILO - International Labour Organization") which, among other things, published a practical guide on the promotion of diversity and inclusion through the c.d. "working adjustments" in the workplace.

# Would you like to know more about it?

Click here for more information on "SUSTAINABLE DEVELOPMENT" and "DECENT WORK".

Click here for the Practical Guide, adopted by the ILO, for the promotion of D&I in the workplace through the c.d. "WORKING ADJUSTMENTS".

Click here to view the "D&I IN COMPANY GUIDELINES", adopted by the UN Global Compact Network Italy in partnership with OIL and AIDP.



DIMENSIONS OF THE D&I







Income

Gender

Sexual

Orientation

Seniority

Religion

Content

Field

Division

Personal

Habits

Recreational

Habits

Internal Dimensions

Personality

Physical

Ability

Educational Background

Given that it is difficult to draw up an exhaustive list of all the possible declinations of diversity, a scheme that can help SIT and its people to orient themselves in the field of D&I and to classify in an exemplary way the dimensions of diversity and its peculiarities, is the c.d. "4 level model" developed by Lee Gardendswartz and Anita Rowe, Diversity & Inclusion experts, in 1994.

Taking this model as a reference, SIT, on the one hand, is committed to ensuring respect for all possible dimensions of diversity, promoting the sharing of differences, both in the context of its business. increasingly oriented to the exchange of experiences between different realities, also at international level, both within their own workforce, and, on the other hand, asks its people to adopt an increasingly transversal vision, open to multi-level dialogue and based on proactivity and organizational and social cooperation.

**PERSONALITY** 

Marital

Status

Race

Ethnicity

Location

Work

Experience

Status

Affiliation

**Parental** Status

Appearance

**INNER DIMENSION** 

**EXTERNAL DIMENSION**  **ORGANIZATIONAL DIMENSION** 



# **Personality**

The dimension linked to the **personality** of each of us, definable as the group of characteristics that are part and are directly related to the identity of a person, is cared by SIT in every moment of the working relationship, in order to promote the full realisation of workers, both as individuals and in the context of social formations (including the working environment) in which their respective personalities take place and, at the same time, in total respect of their inviolable rights.

# Inner Dimension

The inner dimensions and characteristics of a person, as age, gender, physical abilities, ethnic group, sexual preferences, etc., affect individual behaviour.

Usually this is the space in which stereotypes and prejudices are formed (sometimes even unconscious, c.d. "unconscious bias") that SIT is committed to preventing and fighting mainly through educational and cultural tools.

Without claiming to be exhaustive, since this area is the object of continuous evolution, attention and discipline, also by the Company, here are the main areas in which the commitment of SIT in relation to the "Inner Dimension" of Diversity.

## **Inner Dimension**

**Gender:** SIT's constant commitment to promoting gender equality is reflected in its commitment to employees, customers and stakeholders to promote issues related to gender equality.

SIT is, in fact, increasingly positioning itself on the market as a conveyor and promoter agent of gender equality in the workplace, implementing inside and advertising outside, the deployment of activities and initiatives aimed at promoting equal opportunities, work-life balance, sharing family responsibilities and removing potential barriers, stereotypes, discrimination and/or prejudice, including those related to sexual orientation.







This work style facilitates, at the same time, both the competitive development of organizational, technical and procedural solutions to improve and identify the positioning of the Company on the market, and the encounter between people of different cultures, as a stimulus for exchange, innovation and growth, including at individual level.

# **Inner Dimension**



**Disability:** The Company believes in egual opportunities for all its people, regardless of any sensory, cognitive and/or motor disabilities and is therefore committed to implementing concrete measures to promote the integration and inclusion of people with disabilities, in order to fully encourage the development of their respective talents and capabilities, through the removal of cultural, sensory and physical barriers, also through the adaptation of working environments, in order to make them accessible to everyone, and the adoption of appropriate initiatives, "reasonable tools aids (c.d. and accommodation").

**Generations:** The Company recognizes and values integrated strategies for the development and management of the needs of the different generations that collaborate within the organization itself, with **the aim of promote dialogue and intergenerational confrontation**.

SIT's focus is not only on the age and professional background of workers, but also on finding effective ways to facilitate their development, encouraging the exchange of different social, cultural and work experiences, as well as the different soft and hard skills, knowledge and skills (such as digital ones) belonging to each generation.





# **External Dimension**

The third dimension of Diversity is characterised by "secondary" factors, over which the individual has greater control, having, in relation to them, greater freedom of choice. Some of these dimensions are leisure activities, education, marital status, work experience, place of residence, etc.. Even the mentioned dimensions have an influence on individual behaviour, perceptions and attitudes and, also in relation to these dimensions, the Company is committed to pay particular attention, respecting the dignity and confidentiality of everyone.

# Organizational Dimension

The fourth level of Diversity concerns organizational dimensions such as working environment, company seniority, workplace, level of grading, etc..

SIT's commitment is to enhance each individual in his professional and personal growth and development, within a healthy, safe and stimulating work environment, in which everyone, regardless of individual differences and in respect of their dignity, have the opportunity to reach their full potential, thereby developing a culture of sustainability and inclusion.





# Governance e D&I



he Committee's **Mission** is the development and facilitation of Fair and Transparent Organizational Decisions, fostering **merit**, **inclusion** and **enhancement** of **Diversity** in a Culture of Sustainability.

In its work, the Committee is concerned with the evaluation, management and monitoring of :

- inclusion initiatives;
- **Human Rights** policies and its potential impacts;
- implications in terms of Ethics;
- definition of projects, best practices and actions to be implemented on issues such as gender equality, parenting, multiculturalism and cross-generational collaboration.

In addition, the Ethics and Equal Opportunities Committee:

- according to the professional skills required of its members, will seek to have a balanced composition, taking into
  account the size of the diversity of each;
- will write cyclic reports useful to represent the state of health of the organization on D&I issues;
- also on the basis of the above reports, undertakes to present cyclically a transparent update to the entire corporate population on the health status of the organization on the subject of D&I.

See also our Code of Ethics, our Supplier Code of Conduct and our Human Rights Policy

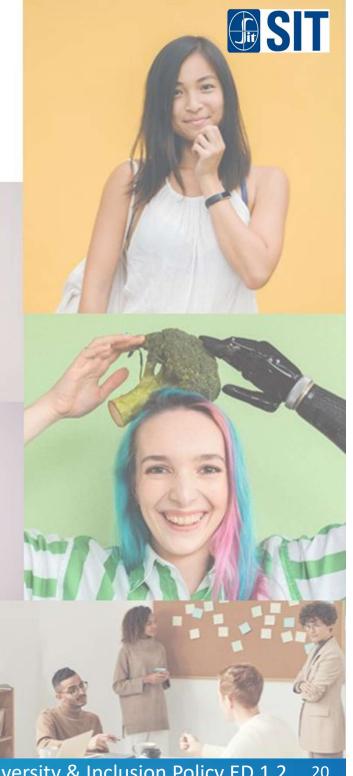


## Governance and D&I

In particular, through its regular meetings, the Committee sets itself the following **objectives**:

- Create intervention programs in line with shared guidelines and in concert with sustainability.
- Implement and plan actions related to individual programs
- Monitor diversity and inclusion management performance by evaluating the improvement or introduction of new activities or tools
- Measure with functional KPIs to give continuity and improvement to programs and initiatives
- Evaluate the initiatives independently
- Collect feedback and study efficient people support solutions

See also our Human Rights Policy, our Code of Conduct, and our Supplier Code of Conduct.



## No Discrimination

SIT forbid any form of discrimination on the basis of racial and ethnic origin, nationality, age, political opinions, religious beliefs, health status, sexual orientation and economic and social conditions. Discrimination means any distinction, exclusion or preference based on aspects that distinguish clusters of persons or persons in their individuality; for example, race, skin colour, sex, religion, political opinion, national or social origin which has the effect of nullifying or altering equal opportunities or treatment in matters of employment or occupation.

SIT doesn't tolerate or justify physical, verbal, psychological abuse and/or harassment, we condemn any form of violence and any action of the individual or groups of persons, inside or outside the company, that contributes to creating an intimidating working environment, hostile, disparaging, defamatory and offensive.

**SIT declares zero tolerance** towards any thought and action that contradicts what is stated in the Fundamental Principles of Conduct and that generates or could generate negative impacts on Human Rights issues of Diversity and Inclusion.

The **Human Resources Department** supervises the respect of these fundamental principles of SIT activity, as well as the will to prevent, mitigate, resolve and remedy the negative impacts arising from all cases of discrimination, lack of respect for equal opportunities, bullying, harassment, retaliation, persecutory acts and mobbing.

See also our **Human Rights Policy**, our **Code of Conduct**, and our **Supplier Code of Conduct**.



# OUR CONCRETE COMMITMENT **D&I** Culture

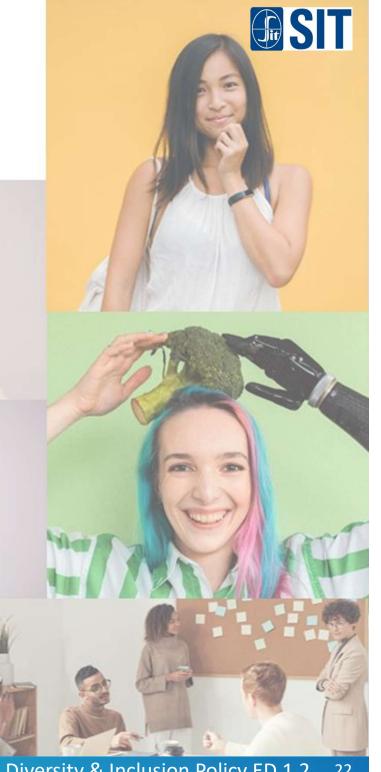
# **Inclusive communication**

We believe in the importance of communication and ask all our people to use a language that is as inclusive and respectful of the diversity of each of us. In this regard, you will find **Attachment N°1**, which we ask everyone to read carefully and put into practice

# **Training**

**SIT** considers as fundamental tools for the implementation of its D&I Policy the information and training of its employees. The Company undertakes to provide regular training on these issues in order to encourage the continuous spread of the values and behaviours necessary for the maintenance of an environment characterized by meritocratic, egalitarian and inclusive principles and actions, against any form of discrimination of diversity.

Communication policies of the training courses are adopted with the aim of ensuring awareness of the issues and outlining the implementation of virtuous behaviours; the spread is ensured at all organizational levels through the channels of information and business training customarily used according to the target, sponsored and accessible to all new employees.



# **D&I** Culture

# **Continuous Listening**

**SIT** has undertaken a process of improvement of its working environment starting from the climate among colleagues and from the harmony in the Company, engaging in listening to its people with the predisposition of surveys. The survey given every two years is aimed at Italian employees, *blue collars* and *white collars* and aims to measure the degree of trust and the perception that people have towards the Organization and those who represent it.

In particular, the surveys also investigate the **Diversity & Inclusion Index** that measures the experience of people within the Organization on:

- Equal treatment
- No discrimination based on personal characteristics
- Inclusive atmosphere
- Psychological security guaranteed by the Company
- Perception of the possibility of balancing personal life and professional activity

The **Continuous Listening** is substantiated in SIT also in the organization of periodic events of "*Town Hall*" involving the Management and the corporate population. During these events, it is open the discussion on issues that affect the company strategy and the future of the organization and in which are collected any feedback, comments or suggestions for improvement by people.

Based on these results, SIT is building programs for the evolution of working conditions and support for people with a focus also on D&I policy.

# OUR CONCRETE COMMITMENT D&I Culture



In addition, as provided for in our **Code of Conduct**, if you become aware of or suspect a violation of the Code itself, **of this Policy**, or of other improper conduct such as cases of discrimination or harassment in the workplace, **you are required to report it through the reporting mechanisms established by the Company** and in accordance with the procedures set out in the **Group Whistleblowing Policy**, which should be referred to for detailed provisions

### SIT CLEARLY AND FIRMLY ENCOURAGES THE REPORTING OF ANY VIOLATIONS

As SIT we follow the principle of no retaliation and guarantee, in the event of any report, the confidentiality of the identity of the reporter to prevent any form of retaliation, discrimination or any type of penalty, as required by applicable regulations and national and international best practices on whistleblowing.

Creating a healthy, safe, and respectful work environment is a shared responsibility: everyone is called to contribute to its preservation also through the conscious and responsible use of reporting mechanisms, in order to safeguard collective well-being and the culture of integrity that defines us

If a person needs help or even just advice, he or she can contact his or her hierarchical superior and/or company contact person (whether it is an employee or an outsider).

See our Code of Conduct and Whistleblowing Policy

HR PROCESSES
AND
DIVERSITY &
INCLUSION





# HR PROCESSES and DIVERSITY & INCLUSION



# **Scouting**

Starting from the scouting phase, we are committed to ensuring that the *job posting* procedure, which usually takes place through the company website and/or social channels, takes place with *job title and job description* as neutral as possible, both communicatively and substantially, containing, in particular, an accurate description of the characteristics relating to the role, function and duties to be performed.

For profiles of greater complexity SIT could use the help of an external Head Hunter, third and impartial, which will be asked to comply with the organization's Policies on D&I.

# Recruiting

In the same way, the recruitment and interview phase must take place in full respect of the principles of diversity and inclusion. For this purpose, the questions asked and the information requested to/from candidates/s must be closely related to the role sought and to the characteristics indicated in the *job title* and *job description*.

The evaluation of the staff to be recruited will therefore be carried out strictly on the basis of the correspondence of the candidates, which is based on the sent curricula and the carried out interviews, with respect to the characteristics sought by the Company and indicated in the *job title and job description*, respecting the equal opportunities of everyone involved.



# HR PROCESSES and DIVERSITY & INCLUSION



# On boarding

The *on boarding* process will be manned by the HR area and should be, as far as possible, standard and homogeneous for all stakeholders, taking into account the specificities and possible needs of the individual.

See also the following remuneration documents:

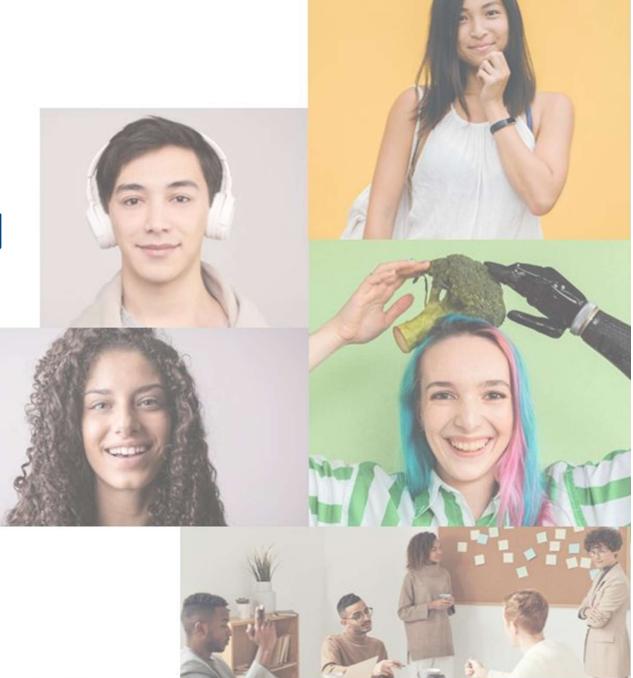
- Report on the
- remuneration policy and paid compensation
- MBO Policy
- Salary Review Policy

# Management of the employment relationship

The management and professional development of our people, in all its phases, will be carried out in such a way as to avoid any type of behaviour that may adversely affect their rights and their dignity. Career progressions and access to higher-level roles and positions will also be determined in view of the skills and abilities of the persons involved, assessed on the basis of objectively measurable criteria and not susceptible to mere discretionary and/or arbitrary assessments.



# MONITORING AND DURATION





# MONITORING AND DURATION



This **Diversity & Inclusion Policy** is effective from **22 March 2023**.

The data collected, including through the quantitative and/or qualitative monitoring tools adopted by the company, on the state of health of the organization in relation to the aspects of Diversity & Inclusion, will be placed on the basis of assessments of possible changes, renewal and/or extension of this D&I Policy.

This policy is published on the company portal and can be viewed by all employees.



# SIT

# **ATTACHMENT 1 – Towards a more inclusive communication-** *Tips*

WHO: WE are all in this together.

Respect for people also passes through the use of an inclusive language, which respects the diversity and peculiarities of who we are dealing with. Let us always remember to put ourselves in the shoes of others and that the sensitivity that we do not show today is what we might want from others tomorrow.

• HOW: The form is substance.

Communication is not an enclosure in itself with respect to the contents conveyed. Communication often guarantees and, at the same time, promotes the content itself. Let's take care of the quality of "how" we communicate, as much as we take care of the "thing" we communicate.

How?

- Let's tell our ideas trying to be simple and clear, with the aim of being understood; always give the necessary information but try to avoid unnecessary technicalities.
- Let's use alternative languages and communication tools, including images, videos, subtitles, presentations, etc...
- Let's compare our selves. Exchange and discussion value the free expression of ideas, regardless of hierarchies and roles: let's facilitate communication, answer questions, become available to provide clarification, welcome the criticism and use it to improve and change our point of view, find exciting, hospitable, inclusive words, such as to create a common ground and build valuable relationships.

# SIT

# **ATTACHMENT 1 – Towards a more inclusive communication-** *Tips*

- Aggression is a barrier, the enemy of exchange and constructive communication, it is humiliating and fruitless. By insulting, you prove to have no better arguments. Let's respond to hostile attacks with kindness.
- o If we are not sure, just ask: a clarification is better than a misunderstanding.
- Let's remain silent when necessary: silence can help to give right-minded answers at the right time and is itself an important communication tool.
- Let's put people in first place and always turn to those in front of us, trying to remember the names of the interlocutors, putting the individual above his characteristics, without mentioning gender, sexual orientation, religion or origins.
- Whenever possible, let's adapt languages to give space to both the feminine and masculine forms, or use neutral terms, like "person", "team", "corporate population".
- Let's avoid irrelevant gender statements.
- Let's avoid referring to a person's condition as "normal" as opposed to that of another person: the use of the word "normal" for a comparison group can stigmatize people who are different and imply that they are "abnormal".



# **ATTACHMENT 1 – Towards a more inclusive communication-** *Tips*

- Let's not underestimate mental health. Terms that describe psychological or psychiatric issues (such as "depression" or "bipolarism") should not be misused.
- WHERE: Even if virtual, it's real.

Every word, even if online and communicated through digital tools, has concrete consequences and can build or undermine real relationships. When communicating and sharing, remember: select and evaluate sources and content, never spread false or confidential information or news, respect the privacy and confidentiality of all.

• WHEN: Who has time does not wait time (or maybe not?).

The organization and the ability to give instant *feedback* is one of the fundamental skills of any *Smart Worker*. However, at the same time, too hasty answers risk limiting or preventing listening and comparison. Let us remember that **there is a time to listen, a time to reflect and a time to respond**.

WHY: Actions have consequences, but also words.

Our words have a weight, for us and for the company: you need to be aware of them and take responsibilities.

# SIT

# **ATTACHMENT 2 – Gender Equity in Panels - Guidelines**

# MANIFESTO - No Women, No Panel - Senza Donne Non Se Ne Parla.

To promote a balanced and equal representation in the panels of corporate events organized by SIT.

### Premise

Too often we attend events such as conferences, debates, round tables, events, etc... in which only members of a certain gender are sent to speak and are, therefore, represented. Gender that, in most cases, is the male one. This is the phenomenon of the so-called "manel", that is, "all male panel", that is, panels composed only of men. This mono-gender composition is often the result of bias, both unconscious and sometimes perfectly aware, which leads to relegating the female gender in a corner which, on the occasions mentioned above, and especially in those of a scientific nature, tends to be underrepresented.

This is why SIT S.p.A. has decided to actively participate in the change of an obsolete system and to adhere to the manifesto"No Women No Panel - Senza Donne Non Se Ne Parla", promoted both at European and national level and that, moreover, has seen the progressive adhesion of various institutions and organizations throughout Italy, for an equal and balanced representation of the genders in all the activities organized and realized by the company.

# **ATTACHMENT 2 – Gender Equity in Panels - Guidelines**



# Guidelines

These Guidelines are intended to promote in the events organized and realized by the company, such as, by way of example, roundtables, conferences, debates, events, etc... the balanced and **plural participation of women and men**, ensuring the setting up of panels in which both genders are represented to the greatest extent possible equal and balanced.

To this end, all of SIT's people, each for their own competences and responsibilities, undertake to: :

- organize and implement events that respect the corporate principles of Diversity and Inclusion and Gender Equality, that are respectful of the personal, cultural and professional dignity of women and men, and their specificity, skills and identity;
- inform all possible managers, speakers and participants, through fair communication tools of initiatives,
   without diversification of invitations;
- ensure that panel speakers are equally represented by gender in all areas, including scientific and STEM subjects, except where participation is attributable to specific and/or institutional roles;
- ensure that the space and relevance recognised by the speakers are the same, and that the underrepresented gender is not relegated to roles of mere presentation and/or representation;

# **ATTACHMENT 2 – Gender Equity in Panels - Guidelines**



- always consider, in the participation in the *panels*, that the way in which people of different kinds are represented spreads models and contents that are not stereotyped, non-discriminatory and not degrading and/or damaging to human dignity, also based on issues related to Diversity & Inclusion and Gender;
- ensure equal access to information for all and the possibility of full, free and effective communication;
- use, in the elaboration of texts and in the choice of images, a language that is not sexist and not stereotyped,
   but inclusive, in accordance with the Code of Ethics, the Diversity & Inclusion Policy;
- organize each event according to criteria of inclusiveness, ensuring the widest reconciliation between life and
  working time of/of the participants; to this end: the schedules of events should be as compatible as possible
  with the times of private life and family care; it will be facilitated as much as possible the participation of the
  speaker also at distance in videoconference;
- raise awareness of equal and plural balance in all contexts in which these Guidelines may extend their value range (e.g. working groups, technical committees, expert delegations, etc...);
- enhance and share any other further and possible best practices and experience developed in their professional field to give concrete implementation to the principle of gender equity within the panels of corporate events.

# **ATTACHMENT 2 – Gender Equity in Panels - Guidelines**



**SIT** will periodically monitor compliance with these Guidelines and the subsequent dissemination of the results.

All of **SIT**'s people declare themselves, for this purpose, willing to collaborate for the collection of data on the participation in the events organized and realized by the company, with the indication distinguished by gender and role.





With the broader objective of supporting the sustainable growth of its people regardless of individual differences and with respect for their dignity, **SIT** guarantees fair access to opportunities and resources exclusively on the basis of their knowledge, qualifications, skills, performance and motivation, regardless of any other personal condition.

Personnel assigned to the various tasks/activities are chosen on the basis of their **skills**, **experience**, **training and qualifications** that characterise their professional sphere.

The aims of personnel training are defined according to the enhancement of professional skills, refresher training, systematic improvement of knowledge and skills in order to guarantee the professional skills necessary to perform the respective tasks and activities, access to internal development and career opportunities, the pursuit of the organisation's objectives, customer satisfaction and the set quality standards.



Thank you!















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