

SAFETY, ENVIRONMENT AND QUALITY POLICY

DQ-SGQ.02.03

QUALITY: OPTIMAL SERVICES AND PRODUCTS

TEN-FLUID Srl is aware that the market is showing increasing demands for quality, performance, reliability, safety, timeliness, punctuality, flexibility and cost containment. Complex external and internal context conditions in which the organization must move, expressing an effective leadership of the management and risks control, and arising opportunities. New and changing challenges, to be faced with the right involvement of the stakeholders in a perspective of sustainability, commitment and participation in improvement for all activities always based on key factors.

Objectives

Our Management considers as essential values for its development: the customers, whose satisfaction it wants; the human resources, of which it takes care of interpersonal relationships; suppliers, with whom it sets up a long-term collaboration. For Quality, the Management considers its active objectives:

- **equipping** the Organization with human resources and sufficient resources to achieve the technical and temporal commitments set
- **defining** the company organization charts and issue the operating procedures and instructions for all the activities that we influence on quality
- **to stimulate** in employees the sense of personal responsibility and the awareness of working in a quality regime
- **involving suppliers** to promote and implement products and services with mutual benefit
- **constantly monitoring** the efficiency of the Management System introduced
- **monitoring the process** efficiency indicators with the established frequency

We want to obtain the "continuous flow" of our processes by eliminating stops due to lack of information, imperfect availability or non-compliance of materials, machines, moulds, working methods and control. We must aim with the necessary humility and conviction in our means to these ambitious goals:

ZERO DEFECTS - ZERO DELAYS - ZERO WASTES

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ENVIRONMENT: CORRECT USE THE RESOURCES FOR A SUSTAINABLE FUTURE

TEN-FLUID Srl operates in the perspective of developing by safeguarding its long-term profitability which results in the need to create products that satisfy customers in compliance with environmental and safety laws, adopting, as far as possible, the logic of sustainable development and optimal use of resources. It is the company's specific aim to be constantly updated and adequate according to the requirements of environmental laws and regulations issued by the Authorities and Competent Institutions.

Management considers its environment active objectives:

- **looking for investments** in new technologies that allow an improvement in production performance and decrease the impact on the territory
- **decreasing** of the number and value of internal non-conformities with a consequent decrease in waste and waste of resources: materials, water, energy, ...
- **punctually** monitoring production costs, with the reduction of mold waste
- **raising** its supplier's awareness and involve them in the attention to implementation and compliance with the requirements of environmental laws and regulations
- **monitoring** the environmental indicators established for the processes with the established frequency

Considerations on environmental effects, on the optimal use of energy and natural resources will be adopted in making decisions related to the company "business".

In order to have coordinated management of environmental issues, assignments have been entrusted to managers and internal staff with whom an Environmental Management System has been created (EMS ISO 14001: 15).

The Company intends to promote staff awareness and responsibility towards environmental protection through training, awareness and training actions.

The General Management of TEN-FLUID Srl ensures the maintenance and development of environmental management by providing adequate support and appropriate resources.

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SAFETY: PREVENTING AND PROTECTING HEALTH AND PHYSICAL INTEGRITY

TEN-FLUID Srl, in carrying out its activities, considers human health and safety at work an indispensable duty, a continuous commitment and a constant component of its work.

For the safety at work, our Management considers the active objectives:

- **complying**, in terms of content and principles, with the laws on safety and industrial hygiene applicable to the activities carried out, to the products and services provided; where possible, voluntarily apply additional measures deemed necessary even in the absence of legislative obligations;
- **promoting** every initiative to prevent accidents that could compromise the safety of workers in any activity;
- **providing** the resources, compatibly with the available budgets, necessary to guarantee a correct security management, adequate to the reality of the Site;
- **pursuing a continuous** improvement of the management of the security of the Site, also through the identification of the risks associated with the activities carried out and the definition of objectives for their reduction, in accordance with the development plans and the available budget;
- **managing products** and use procedures that guarantee the safety of workers and populations living near the Site;
- **informing** suppliers and visitors about the safety procedures and principles, involving them, where applicable, in its implementation
- **monitoring** the safety indicators established for the company with the established frequency
- **promoting** a transparent and collaborative relationship with public, private and local communities.

TEN-FLUID staff must feel involved in working on the objectives indicated and for the continuous improvement and development of the company.

The Management is committed to raising awareness, organizing and coordinating all departments, to maintaining and continuously improving the quality, environmental and safety aspects.

TEN-FLUID Srl is working to achieve the set goal for 2021 to include within its organization a Health and Safety at Work Management System according to UNI ISO 45001: 18 certificate.

Staff training programs on quality, environment and safety issues and any new updates about them will be carried out.

TEN-FLUID Srl is working to ensure business continuity in full compliance with the rules imposed to contain the spread of the Covid-19 virus infection, by inserting within the company a protocol of extraordinary procedures to safeguard the health of its employees and collaborators.

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The data deriving from the application of the Quality, Environment, Safety and related Objectives management systems are periodically analysed by the Management with specific reviews to verify the implementation and effectiveness of the expected improvements.

This our Company Policy for Quality, the Environment and Safety must be known to all collaborators and will be disseminated to figures, external bodies and public administrations with whom we work and collaborate.

Villongo, 05/02/2021

The Management