

INTEGRATED QUALITY, ENVIRONMENT, HEALTH AND SAFETY POLICY

The corporate history of Ten-Fluid was born in the early 1980s in the province of Bergamo, thanks to the passion and entrepreneurial will of its founder Giuseppe Bergomi.

Developed over an area of 10,000 square meters and with the collaboration of about 60 employees, Ten-Fluid has always worked in close contact with leading companies operating in different production compartments: from the automotive to the sanitary industry, from pneumatics to mechanics.

The trusted partnership with these important companies has allowed Ten-Fluid to expand its knowledge and its range of production, thus diversifying its offer.

The Ten-Fluid Management turns its gaze towards the maintenance and the continuous development of an Integrated Management System for Quality, Environment, Health and Safety in compliance with the requirements expressed by:

- UNI EN ISO 9001: 2015
- IATF 16949: 2016
- MOCA
- UNI EN ISO 14001: 2015
- UNI ISO 45001: 2018

With the primary purpose of maintaining full satisfaction of the implicit and explicit customer's needs, always in compliance with environmental and health and safety laws.

The fundamental objectives that Ten-Fluid has set itself are:

- To develop at every level a sense of responsibility towards quality, environment, health and safety through adequate knowledge of all the reference aspects by increasing the information and consultation of workers through periodic meetings and organizing training courses and staff training;
- To ensure full compliance with the legal requirements regarding safety in the workplace, injuries prevention and the compliance with anti-Covid-19 health regulations;
- To improve their performance in the field of health and safety in the workplace by constantly analysing all sources of risk and looking for solutions to reduce their level;
- To promote every initiative to prevent, in every activity, the occurrence of accidents that could compromise the workers safety;
- To ensure full compliance with applicable MOCA legislation and regulations;
- To ensure full compliance with applicable environmental legislation and regulations;
- To improve its environmental performance, through the constant search for new solutions and technologies aimed at protecting the environment by reducing the environmental impact, pollution, waste and optimizing energy consumption;
- To improve and strengthen the Company's image through the manufacture and delivery to customers of products that are always compliant with the requirements, CSR and free from defects;
- To maintain the highest level of customer service, respecting the requested delivery dates and quantities;

- To increase production efficiency by reducing internal waste, customer complaints and non-conformities related costs;
- To promote and maintain a continuous improvement process of the operational performance and of the Company's production structure / technology through the acquisition of new process "know-how" and new cutting-edge equipment;
- To ensure and apply the process approach through specific Turtle diagrams" associated with various process owners (process managers);
- To guarantee and apply an approach to "Risk based thinking" in order to define the actions to face risks and opportunities;
- To define and implement corporate social responsibility policies including an anti-corruption policy, a code of conduct for employees, also ensuring a "Whistle-blowing" policy;
- To create and maintain a process of information spreading, both inside and outside the company, including through IT systems

To ease the achievement of these results, the Ten-Fluid General Management undertakes the following tasks:

- To decide, with the collaboration of the internal managers, a set of measurable objectives to be achieved in the operational management of the organization's fundamental areas of activity;
- To establish the most appropriate monitoring methods in order to constantly check the level of the fixed goals achievement;
- To put at the disposal the necessary resources for carrying out and controlling the activities and their continuous improvement;
- To inform all the involved parties about their intentions and objectives, through the deployment of this Integrated Quality, Environment, Health and Safety Policy, internally through publication on the bulletin board and delivery to employees, and externally through publication on the website www.ten-fluid.it; so that it is understood and supported at all levels of the organization and to all the parties concerned.
- The General Management considers the active participation of all company staff to be of fundamental importance, so that each collaborator is aware of their role and importance in achieving company goals and in the continuous improvement and development of the company.
- Ten-Fluid also considers the development of its suppliers to be of primary importance with which it seeks to increase the qualitative aspects, compliance with legal requirements and environmental, health and safety regulations;

Villongo, February 20/2023

The General Management

Giuseppe Bergomi

