



Quality, Environment, Occupational Health and Safety Policy

M05.02-01

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In pursuing its objectives, the Management of CTS S.p.A. has decided to establish an Integrated Management System for Quality, Environment, Occupational Health and Safety in order to support a clear definition of roles and responsibilities so as to guarantee its customers and stakeholders an increasingly high level of safety, reliability, efficiency, sustainability and regularity in services.

The Management of CTS S.p.A. is aware that attention to Quality of Services, Environment and Safety at the Workplace has a decisive impact on the Company's image and therefore its market position and profitability. It therefore believes in establishing and following a strategy based on the following fundamental principles:

- meet the needs of customers and stakeholders;
- ensure a commitment to compliance with all laws and the requirements therein, regarding service delivery, environment, health and safety of workers applicable to the activities, services, and work sites and provide safe and healthy working conditions for the prevention of work-related injuries and illnesses;
- prevent defects, pollution, accidents, injuries and occupational diseases and minimise environmental impacts and health and safety risks in the workplace;
- continuously improve its performance regarding service delivery, environment, and health and safety at the workplace, while optimising costs;
- empower and involve all employees in respecting and proposing contributions to the requirements of the services provided and in the issues of environmental respect and worker safety to create a peaceful, comfortable, professional and well-organised working place;
- improve the company's image in the awareness of wanting to become a reference point in the national panorama and increase the employees' skills both through training and internal involvement.

To achieve these goals for Quality, Environment and Safety, the Management undertakes to:

- implement and maintain an Integrated Management System for Quality, Environment, Occupational Health and Safety, compliant with ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018
- ensure that the Policy for Quality, Environment, Occupational Health and Safety Policy is understood, implemented and supported at all levels of the company and made available to stakeholders;
- respect and enforce the operational practices defined within the Integrated Management System, and review them during the periodical Management Review;
- apply appropriate methods to identify and address risks and opportunities related to the company's activities and to assess the fulfilment of its conformity obligations and compliance with the Company Policy;
- entrust the Integrated Management System Manager with the specific authority to ensure that the processes produce the expected results, to verify compliance with the requirements expressed in the Integrated Management System, to guarantee the integrity of the System in the event of changes, and to report periodically to the Management on the performance of the System and on opportunities for improvement;
- provide professional training for employees;
- make the necessary improvements to maintain the high quality standard of the services provided (transport/lifting/ handling);
- pursue customer and stakeholder satisfaction with 'loyal' and constant attention.

All personnel working for CTS S.p.A. are required to act in accordance with the requirements of the Integrated Management System.

Roncalceci, 16 July 2019


The General Manager