

**COMPANY POLICY FOR QUALITY, ENVIRONMENTAL RESPECT, HEALTH AND SAFETY**

TES' Management is committed on pursuing a policy which puts at the Centre of the activities both inner and external costumers, the respect of the environment and the protection of the health and safety of TES' workers.

In particular, the inner customer satisfaction is pursued through testing and updating moments of the topics related to the products and services we offer, to the work conditions, and to the proposals for the continuous improvement.

The external customer satisfaction instead, is pursued by providing and adapting all the different processes to its particular needs, whether these are implicit or explicit, and by monitoring the targets agreed by the parts during the contractual stage.

The customer assumes a central role for TES' success. It therefore becomes very important to know him well, to provide products and services which meet his needs so to create a high customer satisfaction.

TES believes that its success derives from the coherent and total membership of all employees who are part of its organization and share all its goals and strategies. TES also believes that the safety and health of the employees, the third parties who permanently work within the company and of all those who work for and on behalf of the company, constitute the factors of primary importance for the efficient and ordered pursuing of the general and specific goals of the organization system adopted by TES.

The protection of the health and safety of the employees , the third parties who permanently work within our company and of all those who work for and on behalf of the company itself, is configured not only as a legal obligation but indeed as a moral duty and a goal that all organizations should pursue.

TES is convinced that a healthy work environment, safe and clean, where we spend most of our lives, is a necessary element for working better, with less stress and better productivity. Briefly, it's a key for increasing the organization competitiveness.

The ours, is a process of continuous improvement in its policies, its programs and environmental behaviors that allow for the technological progress, the scientific knowledge and community expectations.



TES' goals are the following:

- ✦ the improvement of the image and reputation in the market
- ✦ the satisfaction of all stakeholders (customers, users, suppliers, employees, shareholders)
- ✦ the implicit and explicit contractual commitments respect
- ✦ the maximum flexibility for providing a service in accordance with the variable needs of the customer;
- ✦ the care for the communication with the customer;
- ✦ the enhancement of human resources;
- ✦ the compliance with all the laws related to occupational safety, hygiene, environment protection, improvement over the time of the environment and the working conditions by adopting, as much as possible, the technical standards, the knowledge and the advanced techniques;
- ✦ minimizing, as much as possible, the injuries and occupational diseases;
- ✦ the growth in time of a proactive culture for achieving safe behaviors and attitudes from all the staff in the field of health, safety and environmental protection;
- ✦ the diffusion of the specific responsibilities to all the management levels, aimed to the surveillance and to the application of the safety regulations and internal dispositions;
- ✦ the definition of specific goals for the continuous improvement in the prevention of injuries, of occupational hygiene and environmental protection;
- ✦ the consultation with workers and their representatives regarding the actions and the measures to be taken in concern of safety and health;
- ✦ the diffusion of information to all the staff regarding the state of the organization in terms of quality, environment, safety and health;
- ✦ the continuous evaluation of dangers, risks, injuries and accidents in order to define specific improvement actions.
- ✦ the management of each significant environmental impact;
- ✦ to assure the employees contribute for the preservation, the protection and the management of the environmental aspects;
- ✦ The monitoring and optimization of the resources such as materials, fuels and energy in order to reduce their consumption;
- ✦ the minimization of the impact of the waste material by reducing, retrieving and recycling them as much as economically and practicably possible;
- ✦ the advanced evaluation of any new production process under the environmental profile, to be done actually during the design phase;



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By achieving these goals we intend to accomplish a company which is strongly focused on its customers, to increase the effectiveness on the market and to make of Customer Satisfaction, the distinguishing factor in a highly competitive market.

It is equally intended that these goals, help us continuously on creating an organization structure which is very careful and sensitive to the environmental issues and, unavoidably, careful on respecting and protecting the safety and health of its employees, its contractors and its stakeholders.

The specific goals will be annually established by the Direction and they will be regularly transmitted to all the employees and the other involved parts.

The Direction.

