

POLICY FOR QUALITY, SAFETY, HEALTH AND THE ENVIRONMENT

CRYO SERVICE, operating in an increasingly competitive and selective environment, seeking to satisfy the expectations and needs of its customers and staff, has recognized quality as the strategic factor to be pursued in order to:

- Consolidate and improve its position on the market;
- Improve the level of service offered and the satisfaction of its customers, providing a service that complies with the required requirements, is constant and safe;
- Improve the quality of work by providing the necessary resources, organizing processes and identifying responsibilities;
- Guarantee a development capable of always adapting to the new market needs;
- Ensure compliance with the regulations relating to Safety, Health and the Environment (S.S.A);
- Guarantee the quality of the product in compliance with Directive 2014/68 / EU and related standards;
- Ensure product quality in compliance with ADR/RID agreements, the IMDG code, Directive 2010/35/EU (TPED), and related standards;
- Guarantee the quality of the product to the certified type of measuring instruments in compliance with Directive 2014/32 / EU annex II Mod.B and annex VII (MI005);
- Guarantee the product quality of measuring instruments manufactured in compliance with Directive 2014/32 / EU annex II Mod. D and annex VII. (MI005);
- Ensure compliance with the UNI EN ISO 3834 standard
- Ensure conformity to the EC type-approved type according to directive 2007/46 / EC.

Therefore, it is proposed to operate constantly in order to:

- Improve the organization of the company in order to increase its competitive level;
- Assure its customers the ability to meet their needs;
- Minimize non-conformities, inefficiencies and waste of time;
- Minimize risks and accidents in the workplace;
- Protect nature, encouraging the knowledge and environmental awareness of our collaborators;
- Systematically carry out an analysis of the causes of non-conformities to build a preventive system of the same;
- Carry out a selection of suppliers using only those capable of satisfying the CRYO SERVICE requirements and maintaining a constant relationship of collaboration and exchange of information with them in order to optimize mutual synergies and performances;
- Increase the knowledge, professionalism and satisfaction of staff;
- Increase the sensitivity of all staff towards quality;

In order to operate in compliance with the policy it has decided to adopt, the CRYO SERVICE Management deems it essential to involve all staff and enhance their role in the company, through awareness-raising and training activities.

CRYO SERVICE also considers respect for the environment as an integral part of its business by assuming the following priority commitments:

- Operate in compliance with environmental laws and internal regulations;
- Systematically analyze all the environmental aspects of the processes implemented, with the aim of achieving the objectives and targets of continuous improvement and preventing all forms of pollution;
- Optimize the use of technologies and natural resources in order to minimize the consumption of materials and energy;
- Privilege relationships with suppliers who are able to ensure products and services that comply as much as possible with our system management;

Some examples of how respect for the environment an integral part of our business processes is:

- Each activity is organized in such a way as to minimize the use of paper, in fact all the documentation of interest available online with a very accurate updating, verification and validation process;

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- Any waste considered special, such as toner, obsolete computers are disposed of through specialized and authorized firms;

CRYO SERVICE considers the protection of the health and safety of its staff and of all external operators who work on behalf of the organization as an essential objective

All employees have the duty and responsibility to take appropriate care of their own health and that of other operators and any people involved in the work activities. Therefore, the Management prohibits the use of alcohol and drugs during the hours of work.

The Management undertakes to maintain a working environment in compliance with the law and without dangers for the operators, checking periodically, with qualified consultants, risks and prevention equipment.

All personnel encouraged to report any missed incidents and to observe potential risks. Management appreciates these reports and any useful information for improving health and safety and undertakes to provide immediate feedback to the staff.

The Quality Management System adopted is described in the Integrated Management Manual and is implemented through Procedures and Operating Instructions, in harmony with the ISO 9001: 2015 standard, the ISO standard 14001: 2015 and the OHSAS 18001: 2007, UNI EN ISO 3834.

These Procedures and Operating Instructions are created for the purpose of:

- clearly identify the responsibilities for each process, production and support;
- keep processes under control;
- identify possible process non-conformities to study and adopt corrective and preventive actions in order
- to improve business results.

The management undertakes to make available all the resources necessary to achieve the objectives set and to favor the involvement of all personnel in their pursuit. The management endeavors to ensure that the Quality Policy is disseminated, understood, implemented and supported at all levels, as it believes that the quality of service can only be achieved thanks to the commitment of all staff.

The management defines specific and measurable objectives in the various company divisions, to be able to evaluate, with the involvement of the whole structure, the entire company's performance. The progress of the objectives set, and the degree of their achievement are continuously monitored and formally analyzed in the Management Review, during which the adequacy of the Quality Policy.