



INTEGRATED POLICY

POLICY | Quality, Environment

Integrated Policy

TWL's priority objectives include service quality, environmental protection and the compatibility of its activities with the context in which it operates, compliance with current regulations and any requirements it has signed up to, as well as ensuring the ever-increasing satisfaction of customers, internal staff and all other relevant stakeholders identified, as a prerequisite for developing and ensuring the company's lasting success.

TWL is committed to implementing and maintaining an effective integrated Quality (UNI EN ISO 9001:2015) and Environment (UNI EN ISO 14001:2015) management system, starting with the planning of all activities, taking into account the requirements of the relevant standards, and applying and reviewing its processes in order to strive for continuous improvement.

Through the drafting, promotion, updating and maintenance of the integrated policy, which will be made available to anyone who requests it, the Company Management expresses its commitment to:

- Understand the explicit and implicit needs and expectations of relevant stakeholders, raising their awareness of the importance of complying with good quality and environmental management requirements;
- Provide a reliable, effective and efficient service that complies with mandatory requirements and is aligned with market demands and needs;
- Assess, implement and execute targeted actions for the management of its business risks;

- Minimise environmental impacts such as the consumption of electricity, water and raw materials and the production of waste, promoting recovery where possible and preventing water, air and soil pollution;
- Develop and maintain active plans to manage emergency situations, minimising their impact on people and the environment, including, as far as possible, all actions to minimise the impact on climate change;
- Ensure business continuity in the event of service interruption;
- Protect all internal and external information relating to business activities and life;

To this end, TWL management intervenes at all levels of the organisation to identify opportunities for improvement and monitor compliance with the procedures adopted, as well as promoting the integrated policy through information, training, consultation and the involvement of its employees and those who work on behalf of the organisation.

Everyone, within their area of responsibility, is responsible for the implementation and improvement of this system.