



CONTROL UNION

Company Policy

No one in Control Union is allowed to change or adapt results of inspections in order to benefit an interested party. In case such pressure is felt by a Control Union employee, he or she is requested to report this immediately to his or her director, who will take action to safeguard the employee against such pressure.

The management makes all necessary resources available for the proper implementation, maintenance and functioning of the management systems in conjunction with health, safety, environment and quality systems. It is important that employees participate in the systems and stay familiar with these systems through regular training. All employees are encouraged to use the systems for a continuous process of improvement.

Main policy items: -

- We are independent, responsible, honest and sincere;
- **We target the total impartiality of our organization and train all our employees, inspectors and auditors in the respect of such objective. It is mandatory for any employee at any level of the organization to bring to the attention of the his/her direct report any risk of break of the impartiality.**
- We are people, hence value health, safety, qualifications, training, proper remuneration, good work environment, challenges and fun;
- We target specific clients and markets to be specialists and to create added value;
- We value entrepreneurship, efficiency, commodity and service expertise;
- We do proper risk assessments and limit our liability to stay in business;
- We are a group and must be team players;
- We limit bureaucracy as much as possible;
- We commit to sustainability;
- We continue to develop, innovate and specialize.

The Code of Conduct and the terms and conditions of business apply to all Control Union businesses and local offices.

Specific policy objectives are set in the yearly management reviews and evaluated in subsequent reviews.

Several information systems for Control Union "ICU", Zoho, Zoho people, are developed and implemented step by step to streamline our operations and improve our services. These systems are used for all our commodity inspections services.

In order to meet the demand by our global clients and the support of our local clients control Union Italy support the internal global project "Control Union United" that has been launched. The project is set up with the following statements: -

- Protecting the entrepreneurial spirit of our staff;
- Motivate initiative of our staff;
- Avoid bureaucracy;
- Enhance group feeling;
- Uniformity in products and services;
- Protect our local strengths;
- Global quality levels and safety standards;
- Global IT standards;
- Global information sharing and branding standards.