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COMPANY POLICY

Seriousness, Reliability and Continuity are the founding values of the entrepreneurial action of Tierre Group S.p.a. which attaches great importance to its relations with all corporate stakeholders, innovation and the overall effectiveness of the entire management of the Quality and Environmental System.

Management establishes its Quality and Environmental Policies to represent its priority when planning company activities and is constantly committed to ensuring that these management principles are an integral part of its processes.

Principles

The commitment of Tierre Group S.p.A. is to:

Respect the provisions in force applicable to the company.

Continuously improve its performance relative to the quality of its products and services and its environmental impact, through the control of indicators and the periodic re-evaluation of planned objectives and targets.

Maintain transparency, dialogue and availability with all interested parties, including employees, local communities, customers, suppliers and auditors.

Promote a sense of responsibility among employees of all levels and ensure them an adequate level of training in relation to quality issues and the environmental impact deriving from their activities.

Ensure constant information and supervision of staff from third-party companies, making sure that their services take place in compliance with the laws and according to corporate guidelines that ensure the protection of health and safety, the environment and quality standards.

QUALITY POLICY

All the values of Tierre Group S.p.a are contained in the Quality Policy which is reported below:

To satisfy its customers, Tierre Group commits itself to offer added value to customers by providing quality products and services, on schedule and continuously over time.

*Management ensures that adequate means are prepared and provide the adequate tools throughout various levels of the organization to achieve the following **quality objectives**:*

Customer Satisfaction - Maintain trust and complete satisfaction of its Customers by offering quality products and services. The commitment will be to respect the delivery terms provided and confirmed to customers, meet their expectations, both from a technical/qualitative point of view and in terms of overall customer care.

Product Quality - The commitment will be to ensure a high quality of all products by intensifying quality checks on the product during its production, both at suppliers and at the Tierre Group warehouse in acceptance, defining high quality standards in production and with its suppliers.

Continuous Improvement - Products, services and the effectiveness of the Quality System will be continuously improved through appropriate quality assessment criteria that facilitate its review as well as a commitment to invest in training and technological innovation in order to maintain a competitive advantage .

Staff Involvement - Each Employee/Sales Agent will adopt the quality policy, support the quality control system and commit to achieving its objectives through training and teamwork.

Relationship with suppliers - Full cooperation with suppliers, considered by Tierre to be real Commercial Partners, will be such as to bring mutual benefits, recognizing the crucial role they play in the supply of quality materials, products and services.

The values described in the Quality Policy represent the standard of excellence inherent in the mission of Tierre Group S.p.a. and are the guiding principles for interactions with customers, suppliers, and sales agents.

ENVIRONMENTAL POLICY

The organization's activity is carried out paying the utmost attention to environmental protection, aiming at the continuous improvement of environmental performance.

The principles defined in this environmental policy represent the priority for the planning of company activities and Management is constantly committed to ensuring that the requirements of the Environmental Management System are an integral part of its processes.

For this purpose, the company policy is to:

Adopt the best available and affordable technologies to prevent and minimize the environmental impact resulting from its activities and pursue sustainability principles.

Optimize the use of resources, including energy and water and pursue the reduction of waste produced, also through the adoption of recovery practices;

Ensure compliance with applicable environmental legislation and regulations and the requirements signed by the organization

Inform and motivate the people who work within and on behalf of the organisation towards the protection of the environment, their roles and responsibilities, as well as the potential consequences of failure to comply with the procedures

Implement the strategy of Continuous Improvement of its Environmental Management System, in order to improve its environmental impact.

Cormano 22/07/2022

La Direzione
