# POLICY STATEMENT QUALITY, ENVIRONMENT, HEALTH & SAFETY

# OUR VALUES

## TRANSPARENT

- Transparency is not just a policy; it is the foundation of how we work. We build trust by being open and honest- whether it is about fair rates, employments conditions, or the availability of vacancies or employees..

## SOLUTION ORIENTED

- We see challenges as opportunities to create solutions. We listen, we care, and we act. Stakeholders know they can count on us to tackle problems head-on and go the extra mile.

## DRIVEN

- Passion fuels everything we do. We are here to innovate, adapt, and grow!
- From embracing new technologies to thriving in a competitive market, TOS is always pushing boundaries. Forget about the 9-to-5 mentality- We are all in every day!

## PROFESSIONAL

- Excellence is not optional at TOS - it is our standard!
- We honour our commitment and navigate the challenges of the maritime industry with precision.

## HUMOROUS

- TOS People take their humour at least as seriously as their work! We attach great importance to a pleasant working culture, which motivates us to achieve the goals we set for ourselves as an organisation.

## ENVIRONMENTALLY FRIENDLY

- TOS People are committed to protect the planet. With sustainability in our mind along every step of the way , we strive to reduce our environmental footprint and support green initiatives.
- We act responsibly today to leave a better tomorrow for the generations to come..

# MANAGEMENT COMMITMENT

TOS is committed to meeting the standards of ISO 9001:2015 (Quality Management), ISO 14001:2015 (Environmental Management), and to promoting health and safety as an integral part of its operations.

## Quality Policy

TOS aims to provide services that fully align with customer needs and expectations, ensuring long-term satisfaction and continuous improvement. Our quality objectives include:

- ✓ Enhancing effectiveness: continuously optimizing the quality management system to ensure operational continuity and improvement.
- ✓ Stakeholder collaboration: establishing win-win relationships with customers, employees, and suppliers to foster long-term partnerships.
- ✓ Improving service quality: striving for excellence under controlled conditions.
- ✓ Customer dialogue: actively seeking feedback, suggestions, and complaints to improve customer focus and service through account management.
- ✓ Employment conditions: optimizing working conditions to ensure employee satisfaction and motivation.
- ✓ High-Level personnel solutions: delivering top-tier personnel solutions that meet customer demands.

All staff are responsible for supporting this policy in their daily tasks, guided by TOS's core values of transparent, solution oriented, driven, professional, humorous and environmentally friendly.

# MANAGEMENT COMMITMENT

TOS is committed to meeting the standards of ISO 9001:2015 (Quality Management), ISO 14001:2015 (Environmental Management), and to promoting health and safety as an integral part of its operations.

## Environmental Policy

TOS values environmental care and sustainability, committing to reducing its ecological footprint while complying with ISO 14001:2015. The key elements of this policy are:

- ✓ Sustainable practices: collaborating with environmentally conscious suppliers and striving for a paperless office.
- ✓ Fleet optimization: transitioning to more economical and electric vehicles.
- ✓ Environmentally responsible operations: Considering environmental impacts when purchasing and deploying equipment.
- ✓ Pollution prevention: minimizing material and environmental damage.
- ✓ Awareness and training: educating employees about environmental care through training and instructions.

The management ensures that resources and knowledge are available to implement and improve environmental care. Employees are encouraged to report improvement points related to working conditions and the environment to the Senior Manager HR & Quality.

# MANAGEMENT COMMITMENT

TOS is committed to meeting the standards of ISO 9001:2015 (Quality Management), ISO 14001:2015 (Environmental Management), and to promoting health and safety as an integral part of its operations.

## Health & Safety Policy

TOS is dedicated to systematically managing health and safety risks to protect employees, clients and third parties, while ensuring compliance with legal standards.
Key health and safety commitments include:

- ✓ Minimizing risks: proactively identifying and mitigating risks in all business processes.
- ✓ Compliance: adhering to legal regulations and internal safety protocols.
- ✓ Injury prevention: preventing personal injury, property damage, and environmental harm.
- ✓ Continuous improvement: regularly updating safety processes and training employees.
- ✓ Emergency preparedness: maintaining a comprehensive Emergency Response organization for emergencies.

The maritime sector ensures safety through rules such as mandatory safety training, medical checks, and certifications. TOS strives towards compliance and provides clear safety information to all personnel.

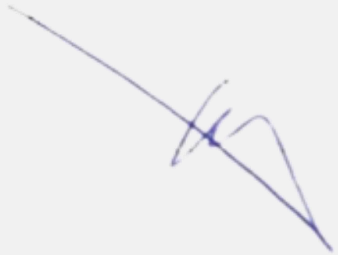
# COMMITMENT TO IMPROVEMENT

Achieving these goals requires active participation from all employees. Management is responsible for ensuring awareness and understanding of these policies. This integrated policy is reviewed annually and updated as needed to reflect changing conditions and organizational growth.

**Signed by:**

**The Board of Directors**

**Rotterdam, The Netherlands, December 2024**



Kees Wagenaar

Ivan Wagenaar

Tanguy Wagenaar

# PEOPLE WHO KNOW THE JOB

Legal Department is responsible for TOS Policy Statement and will initiate audits of it every two years or when necessary.

Approved by the Executive Board of TOS People, December 2024.