



Sistema di Gestione
della Qualità
Certificato ISO 9001

INTEGRATED POLICY – ISO 9001 – ISO/IEC 27001 – UNIPDR 43:2018

Document shared by the companies belonging to the same group¹:

Ambiente Lavoro Salute S.r.l. (parent company)

ALS Project s.r.l. unipersonale (subsidiary of Ambiente Lavoro Salute S.r.l.)

ALS Med s.r.l. unipersonale (subsidiary of Ambiente Lavoro Salute S.r.l.)

Prepared by: Marco Formentini

Approved by: Paolo Formentini

¹ Hereinafter referred to as “ALS Group”

ALS Group designs projects and provides advice, training and services in the areas of occupational medicine, workplace health and safety, environmental hygiene, implementation of management systems, privacy compliance, food hygiene, and environmental practices.

Aware that service quality is the group's mission and priority and that in order to achieve it at all levels, the protection of our and our customers' privacy and information cannot be left out of consideration, the management of ALS Group has undertaken, by ethical choice, the commitment to manage the company under an integrated management system to ISO 9001 – ISO/IEC 27001 – UNIPDR 43:2018. As a result, it will take care to:

- process the personal data of data subjects through ICT in accordance with current regulations;
- meet the satisfaction and exceed the expectations of customers;
- ensure the confidentiality, integrity and availability of the information managed in the various orders and proactively protect the information asset.

This policy describes the behaviours expected from employees of ALS Group and third parties in relation to:

- the collection, use, storage, transfer, disclosure and destruction of any personal data belonging to a contact of ALS Group;
- the precision of the work performed, the level of confidentiality in processing the information, the thoroughness of the documents produced, and the promptness of the service rendered to the customer.

The Management is committed to constant and continuous:

- search of increasingly consolidated procedures, practices and protection measures that can lead to the achievement of the highest level of personal data protection through ICT (this being the strategic objective of the privacy policy of ALS Group).
- selection of collaborators and monitoring of their professional performance to ensure that deviations from this policy do not occur.
- assessment of the risk related to the processing of information and to the processes, and effort to minimise it
- technological innovation, calibration and preventive maintenance of the equipment and instruments employed, with an eye towards continually improving professional performance.

ALS Group is fully committed to ensuring that this policy is being implemented effectively and on a continual basis and expects all staff of ALS Group and third parties to share in this commitment. Any violation of this policy will be taken seriously and may lead to disciplinary action or sanctions.

Any written or verbal complaints from customers must be acknowledged by the ALS Group organisation, resolved in a timely manner, and analysed to prevent whatever caused the problem from happening again.

An internal audit programme is in place to monitor the effectiveness of the management system in terms of achievement of the objectives.

To implement those aims, the Management of ALS Group has decided to:

- apply the integrated management system to the requirements of ISO 9001, ISO/IEC 27001-UNIPDR 43:2018 and keep it constantly updated;
- achieve and maintain the certification of conformity to the management system from the Certification bodies;
- ensure achievement of the objectives and continuous improvement;
- plan investments and provide the resources needed for continuous improvement.

In order to make the mentioned objectives regarding the improvement of processes at ALS Group measurable, the Management has defined a system of indicators and has set annual goals (expressed, where possible, in quantitative terms). The actual achievement of objectives will be monitored at least once a year, during the Management's review of the technical requirements (PdRs).

The policy itself will be subject to an annual review to ensure that it continues to be effective for the improvement of the Company's performance. The personal data protection policy and the objectives of the plan for the implementation and certification of the technical requirements (PdRs) are published on the corporate website.

Reggio Emilia, 21/12/2021