

## Quality, health & safety and environment policy declaration

As an independent and customer-oriented research organisation, VITO implements innovative technological solutions and gives well-founded scientific advice and support to stimulate sustainable development and strengthen the economic and societal content of Flanders.

Sustainability is one of the core values for VITO and thereby VITO fulfils in this area an important role. VITO recognises its responsibilities to ensure that its operations are executed at all times in such a way as to ensure, as far as it is reasonably practicable, the occupational health, safety and welfare of all employees, suppliers and visitors on the site and of the customers who are using technology of VITO

To realise this, VITO carries out its activities in conformity with the following guidelines:

1. Implementing an integrated quality, safety and environment management system which is adhering to legal and other quality, safety and environment related requirements;
2. Pursuing a proactive management by identification of hazards and carrying out risk assessments to avert any injuries or illness with personnel, visitors and suppliers and to ensure the protection of the environment;
3. Taking measures following the principles of the prevention hierarchy to avoid safety and environmental incidents and to limit their consequences;
4. Taking any opportunity to bring the performances to a higher level;
5. Correctly handling dangerous substances and waste products;
6. Rational use of water, energy and resources;
7. Promotion of safe and environmentally conscious behaviour among all employees and subcontractors via the provision of know-how, training and work instructions;
8. Consulting and encouraging participation of the employees

To fulfil its mission, the policy of VITO is to maintain a management system based on its stated commitment to customer satisfaction and continuous improvement.

Therefore the policy embraces the following key principles:

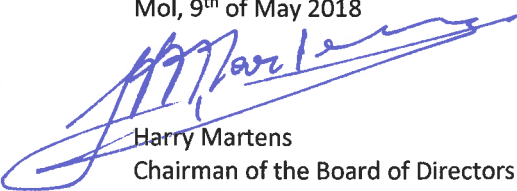
1. Consistently provide high standard services that meet the expectations of our customers;
2. Achieving total customer satisfaction through vigorous innovation and continuous improvement of the business processes;
3. Pursuing objectively, professionally and scientifically well-founded research and services;
4. Making sure all staff understands and fully implements the policy and objectives and are able to perform their duties effectively through an ongoing training and development program;
5. Measuring our success by performing customer satisfaction surveys.

VITO strives towards the continuous improvement of its quality, health & safety and environmental performances, via the implementation of these guidelines through measurable objectives and management regulations.


This policy is communicated and made available to all company personnel, relevant suppliers and subcontractors and other interested stakeholders.

The directors, managers and all co-workers fully commit themselves to fully implement these policy principles on a daily basis, inside and outside the organisation.

Mol, 9<sup>th</sup> of May 2018



Harry Martens  
Chairman of the Board of Directors



Dirk Fransaer  
Managing Director