



**TENDO**

**TENDO S.L.U. SCAFFOLDING**

Annex 1

**QUALITY, HEALTH, SAFETY AND ENVIRONMENT  
POLICY**

Review: 03

Page: 1 of 1



**LISTENING**

Tendo is part of the Frenehard & Michaux group, whose ambition is to develop a complete offer in Europe around Height in Confidence. With this in mind, our company aims to be the standard of excellence in designing, manufacturing, marketing and installing access and protection solutions for working at height.

Our quality, health, safety and environment approach is in line with ISO 9001, ISO14001 and ISO 45001 standards and is supported by the continuous improvement of our processes. Our aim is to provide our customers with high-quality products and services and, along with our employees, to develop a citizen-based and responsible working environment that supports the values of our group and that should shape the way we operate on a daily basis.

Our action plans are based on 5 main themes:



**1° THE QUALITY THAT OUR CUSTOMERS EXPERIENCE**

Customer satisfaction is everyone's business: we must all give impeccable service from our very first contact with the customer, and we must take all their requirements into consideration, from designing appropriate solutions that abide by user safety rules, to manufacturing and delivery, all while following deadlines, quality and the agreed upon conditions



**2° PERFORMANCE AND OPERATIONAL EXCELLENCE**

Our companies' sustainability depends on our investments staying relevant and our costs and resources being constantly optimised in order to remain competitive in our markets. We strive for operational excellence in our processes and we are committed to continuously improving them to concretise our competitive advantages



**3° THE GROWTH OF OUR ACTIVITIES**

Our company's sustainability also depends on constant searching for innovative and competitive solutions, to offer our customers tailored products and services for their needs that contribute to their own performance, as well as opening up new paths for growth



**4° CORPORATE SOCIAL RESPONSIBILITY**

Our company is set up to ensure that the management system is compliant with the quality, health, safety and environment standards that apply to our activity. This approach requires individual and collective accountability , especially in terms of occupational safety and respect for the environment.

We are committed to complying with legal and regulatory requirements, eliminating hazards and reducing occupational health and safety risks, as well as consulting and discussing with our staff or their representatives. In terms of the environment, we are committed to meeting our legal obligations, protecting the environment, preventing pollution and reducing the waste we produce.



**5° HUMAN CAPITAL DEVELOPMENT**

To guarantee the quality of services and the development of our skills, our company monitors how the environment develops and notes the needs for development that are expressed by its employees, to identify the training and changes necessary. We work to capitalise on our know-how and encourage good practices within our company and with everyone in our Group.

These guidelines are supported by our management and shared by the process and QHSE managers who are responsible for leading a network that includes everyone in this dynamic. Each year individual and collective targets are set and achievements are measured regularly throughout the year and when projects are implemented.

My commitment is to communicate and explain our policy to our employees and stakeholders.

[signature]

**The Chairman  
Bernard Rothan**

**Director of Tendo  
Angel Sola**

October 2019



**COMMITMENT**



**INNOVATE**



**PROTECT**



**UPLIFT**

October 2019

**The Chairman  
Bernard Rothan**