

# Policy for Ethics, Quality, Environment, Occupational Health and Safety of Sentinel CH. SpA

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## **SENTINEL POLICY FOR ETHICS, QUALITY, ENVIRONMENT, OCCUPATIONAL HEALTH AND SAFETY**

.....*"When it comes to protecting the health of millions of people, it is not enough to do only what is necessary, we must do more....."watching over life"*

*Our products are used in laboratories in over fifty different countries and we give impetus to a network that unites small laboratories and multinationals, large hospitals and specialised care centres, research centres and ministerial agencies, doctors and patients.*

*We have learned something from each of them. We will continue to provide Quality, Safety and Serenity to all of them.....".*

*Sentinel CH. SpA 2005.*

The objective of **Sentinel CH. SpA** is to satisfy its stakeholders by promptly and reliably providing high-quality responses to their needs in accordance with the values of Ethics, Quality, Environment, Health and Safety, *Data Protection, Information Security.*

The Company bases the reputation of the products and services it offers on performance, attention to and satisfaction of customer requirements and compliance with standards and regulations. The aim is to guarantee an immediate, qualified and competent response to the needs of customers, and to ensure that its behaviour is based on fairness, courtesy and cooperation.

The Company recognises the centrality of human resources and is convinced that the main factor behind the success of any business is the professional contribution of the people who work for it in a framework of loyalty and mutual trust.

The Company safeguards health and safety in the workplace and considers respect for workers' rights to be fundamental to its business.

The management of labour relations is geared towards ensuring equal opportunities and encouraging the professional growth of each individual.

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The Company believes in sustainable global growth from a Social, Economic and Environmental point of view, also with reference to the UN SDG 2030, in the common interest of all relevant stakeholders: current and future Shareholders, Customers, Collaborators, Suppliers, Research Institutes and Universities, Public bodies, Banks and the Community. Investment and business decisions are therefore geared towards sustainability in favour of all stakeholders.

To this end, the Company has set the objectives listed below:

- satisfying the needs of Customers;
- continuous improvement of its products and services;
- the continuous improvement of skills, organizational structure, procedures, communication flows and of the used tools and technologies;
- promoting the centrality of employees and their training as a way to grow professionally;
- the development of the company through the improvement of results in terms of market presence, research and development, turnover and profits to reinvest.

Sentinel manages communication internally and externally, in particular with customers and the competent authorities.

It carries out annual reviews of policies, management systems and risk assessment documents, verifying their consistency, adequacy and effectiveness.

The entire corporate structure of Sentinel CH. SpA participates, according to its specific powers and responsibilities, in the achievement of the objectives related to Ethics, Quality, Environment, Occupational Health and Safety, *Data Protection, Information Security*.

**Specifically in terms of Quality**, the Company, in compliance with applicable laws and regulations, promotes and develops the following activities:

- constant monitoring that customer satisfaction levels are adequate;
- the improvement of the quality of company processes, with particular attention on the comparison between the results of the analysis of its processes and products/services with those of competitors, in order to identify continuous improvement objectives;
- maintaining the effectiveness and optimising the quality management system, including through the constant improvement of its working procedures, monitoring of non-conformities and prevention through the implementation of effective corrective actions;
- having a policy of supplier management aimed at involving, valorising and achieving international performance standards, searching the market for new, reliable suppliers with high potential that can be partners of Sentinel CH. SpA in reaching the shared objectives;
- the improvement of systems supporting product traceability, in order to guarantee post-sales surveillance activities;
- achieving and maintaining a leading position in the world market;
- research into innovative products and new directions for company growth;
- risk management which, in addition to being Corporate Culture, is based on prevention and the precautionary principle established as a basic principle by the EU; it is

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envisaged through the application of international standards and the national or regional regulations of markets in which Sentinel CH. SpA is active, complying with all the provisions applicable according to the state-of-the-art, in order to avoid damage to patients, operators and the environment caused by product-associated risks;

- personnel management oriented towards motivation, awareness, sensitivity to specific quality issues and the valorisation of all human resources, professional development and the constant search on the market for new high-potential resources;
- the continuous review of the company policy to ensure it is adequate.

The definition and achievement of objectives are documented in the improvement plan that each department has, ensuring that it is kept up to date.

Sentinel CH. SpA wants to be sure that its Quality policy is understood, implemented and pursued at every level in its organisation. For this reason, the manual and all applicable procedures and operating instructions are published on the company Intranet.

Every head of department has the duty to divulge, in his/her department, the established quality objectives and identify the improvement indicators that are deemed the most suitable, in order to evaluate the achieved level of quality.

**For the Management of Occupational Health and Safety**, Sentinel CH. SpA, aware of the extent and nature of the hazards and risks of its organisation, assumes a role of leadership and is committed (by providing human, instrumental and economic resources) to pursuing the workers' health and safety improvement objectives. This will be an integral part of its activities and a strategic commitment in relation to the more general aims of the entire company activity.

In accordance with national or supranational rules, regulations and directives, it also undertakes to:

- eliminate hazards and risks to Occupational Health and Safety (OSH);
- provide a safe and healthy working environment;
- develop, lead and promote a safety culture;
- protect workers from retaliation following reports of OSH events;
- ensure that there is consultation and participation of workers;
- support the establishment and operation of OSH committees

and implement methodologies, procedures, interventions and adjustments to assess and prevent hazards and risks, aiming for zero accidents, occupational diseases and related indices.

Aware of the fundamental importance of a constant and progressive awareness-raising action, of training and refresher courses for all its collaborators, the company promotes training and information activities, involving all collaborators, making them aware of their individual obligations, of the importance of each of their individual actions for the achievement of the expected results and of their responsibility in the field of Occupational Health and Safety, making the culture of prevention stronger.

**For Environmental Management, Sentinel CH. SpA:**

- ◆ Participates in respecting the environment, containing pollution in all its forms;

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- ◆ Tries to set an example, in order to encourage people (also playing a social role in this sense, which is part of the Company's values). It also encourages its Suppliers and Partners to adopt initiatives to improve environmental management;
- ◆ Outlines the company's environmental policy, which starts with the more efficient use of raw materials, optimising the performance of equipment in order to reduce energy waste;
- ◆ Uses and promotes the adoption of systems that rely on renewable energy and include energy-saving systems, such as innovative lighting that reduces consumption and light pollution;
- ◆ Supports the development of new products considering the principles of Eco-Design, in order to promote their conception in the best condition to prevent pollution.

The commitments that the company makes with its environmental policy are:

- supporting continuous improvement through the definition of the Improvement Objectives Plan;
- promoting pollution prevention through targets, preventive measures and periodic monitoring, including by promoting carbon footprint analyses;
- reducing the consumption of resources by setting specific targets;
- reducing waste production through material optimisation measures;
- managing the controls of its activities through the Operational Control Plan;
- enforcing legal requirements and compliance obligations by constantly adopting the provisions;
- taking into account the Interested Parties, by regularly being in contact with them.

### ***For the Management of Personal Data Processing, Sentinel CH. SpA***

- ◆ *Adopts a GDPR/Privacy Management System in accordance with the EU Regulation 2016/679, with a procedure approved by an act of the Board of Directors in order to identify the behavioral rules, operational instructions, security tools, control and verification measures that must be followed in the performance of all activities in favor of the Company, in order to ensure the correct and safe processing of data related to natural persons.*
- ◆ *The System ensures that the processing of data of natural persons is always carried out with the protection of the data subjects and is carried out with respect for their fundamental rights and freedoms, as well as their dignity, with particular reference to confidentiality, personal identity and the right to data protection, regardless of their nationality or residence.*

### ***For Information Security Management, Sentinel CH. SpA***

*Considers information security and cybersecurity a primary value and objective to be pursued in its management.*

*In order to achieve this, it has developed and maintains an Information Security Management System (ISMS), based on the international standard ISO/IEC 27001 so as to ensure:*

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- *Confidentiality: understood as information accessible only to authorized individuals/processes;*
- *Integrity: to safeguard information from the risk of unauthorized modification;*
- *Availability: in terms of information being continuously available with ease and security of access;*
- *Control: through process control plans and secure and tested data management tools;*
- *Authenticity: as the reliable origin and provenance of information.*
- *Privacy: to ensure protection and control of personal data.*

*The corporate information assets to be protected consists of all the information on one's premises and at the data centers that manage corporate data.*

*Lack of adequate levels of security can result in:*

- *damage to the business of Sentinel CH. SpA,*
- *lack of customer satisfaction,*
- *damage of an economic, financial and corporate image nature,*
- *the risk of incurring penalties related to the violation of current regulations*

*Management's effort to achieve general objectives aim to ensure the application of the main international standards, optimizing business processes and tools to ensure user satisfaction in relation to the quality of information.*

*All this is implemented through the definition of an organizational structure adequate to:*

- *establish corporate roles and responsibilities for the effective development and maintenance of the ISMS System;*
- *monitor that the ISMS system is integrated into all business processes and that procedures and controls are effective;*
- *monitor exposure to information security threats;*
- *activate actions to spread information security awareness and culture.*

*All personnel are expected to work toward the achievement of information management security objectives. Implementation of the ISMS management system requires participation, commitment and effective interaction of all human and technological resources.*

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*Management committed to implementing, sustaining and periodically reviewing this Policy and the objectives that flow from it, ensures that it is disclosed to all internal or external parties working for the company and to Stakeholders in general, ensuring the necessary resources for the effective protection of information.*

This integrated policy for Ethics, Quality, Environment, Occupational Health and Safety, *Data Protection, Information Security* represents the management's joint will to manage and improve the company's activities. **Sentinel CH. SpA** publishes this **EQSA** document and makes it available to all company subjects and to all interested parties by publishing it on its website [www.sentinel.it](http://www.sentinel.it).