N. TOZZI S.r.l.

QUALITY AND OCCUPATIONAL HEALTH AND SAFETY POLICY

1. Company identity and guiding principles

N. Tozzi S.r.l. operates in the port logistics sector, providing freight forwarding, customs services, port operations, road haulage on behalf of third parties and warehousing.

Through an integrated set of logistics and operational services, the company ensures the management, handling, custody and shipment of goods, offering customers professional expertise, qualified staff, and suitable facilities and equipment.

Management recognises that **the quality of its services, the reliability of its processes and the protection of workers' health and safety** are fundamental values for the soundness of the organisation, customer trust and the long-term development of the business.

With this in mind, N. Tozzi S.r.l. is committed to maintaining and continually improving its Integrated Management System, compliant with UNI EN ISO 9001 and UNI EN ISO 45001, as a tool for governing processes, managing risks and pursuing company objectives.

2. Service quality and customer focus

Quality is a distinctive element of the company's activity and translates into the ability to provide reliable, efficient services that meet the agreed requirements, in compliance with applicable obligations and customer needs.

To this end, Management is committed to:

- ensuring compliance with contractual commitments, agreed timelines and applicable requirements;
- ensuring adequate control of the receiving, handling, custody, transport and shipment of goods, according to the type of service provided;
- fostering coordination between the various company functions, ensuring clear responsibilities, operational continuity and timely communication;
- valuing the skills of staff and ensuring the availability of adequate resources, vehicles and equipment for carrying out the activities;
- preventing operational errors, promptly managing anomalies and non-conformities and identifying their causes, adopting appropriate corrective actions;

- listening to customer needs, monitoring their satisfaction and using the feedback received to improve company services and processes.

3. Occupational health and safety

N. Tozzi S.r.l. considers the protection of workers' health and safety a non-negotiable value and an essential part of its corporate responsibility.

Management is committed to promoting safe and healthy working conditions, with particular attention to the risks associated with port activities, the handling of goods, loading and unloading operations, the use of vehicles and equipment, and activities carried out in warehouses and during transport.

To pursue this objective, the company is committed to:

- systematically identifying hazards, assessing occupational health and safety risks and implementing measures aimed, where possible, at eliminating hazards and, in any case, at reducing risks;
- complying with legal obligations and other applicable requirements regarding occupational health and safety;
- keeping workplaces, facilities, vehicles and equipment in adequate safety conditions, promoting safe working methods consistent with the identified risks;
- providing information, training and instruction appropriate to the tasks, responsibilities and specific risks to which workers are exposed;
- promoting compliance with procedures and operating instructions, the correct use of the required protective equipment, and the prompt reporting of hazards, incidents, near misses and unsafe working conditions;
- encouraging consultation and active participation of workers and their representatives, in particular the Workers' Safety Representative (RLS), in risk prevention and in the improvement of working conditions;
- cooperating with the company figures and professionals responsible for prevention and protection, so that skills and responsibilities are effectively coordinated;
- monitoring the effectiveness of prevention and protection measures, intervening promptly when critical issues arise and promoting continual improvement of health and safety performance.

Safety is a responsibility that involves the entire organisation: Management ensures its commitment and promotes, at every level, conscious behaviour, collaboration and constant attention to risks.

4. Compliance, risk management and continual improvement

N. Tozzi S.r.l. operates in compliance with legal and regulatory provisions, contractual obligations and other requirements applicable to its activities.

Management is committed to assessing the context in which the company operates, the needs of relevant interested parties, and the risks and opportunities that may affect the quality of services, workers' health and safety and the achievement of expected results.

On the basis of these assessments, objectives consistent with company policy are defined, identifying the necessary actions, responsibilities, resources and indicators useful for verifying their achievement.

The Integrated Management System is subject to periodic monitoring and review through the analysis of performance, the verification of objectives, the evaluation of non-conformities and undesired events, and the identification and implementation of improvement actions.

Management is committed to providing, in relation to the needs of the organisation, the resources necessary for the effectiveness of the system and to promoting a company culture oriented towards prevention, accountability and continual improvement.

5. Communication, implementation and review of the Policy

This Policy sets out the reference principles and commitments for the Integrated Management System and forms the basis for defining and reviewing quality and occupational health and safety objectives.

The Policy is communicated to staff so that it is understood and applied in daily activities, and is made available to relevant interested parties in the manner defined by the company.

Management periodically verifies its adequacy and consistency with the company context, strategic direction, activities carried out and results achieved, updating it where necessary.

Management confirms its commitment to supporting and developing an effective management system, so that the quality of services and the protection of workers' health and safety are principles genuinely integrated into every company activity.

Livorno, 12 October 2026

Management

N. Tozzi S.r.l.