

Integrated Policy



Quality – Occupational Health and Safety - Environnement - Energy – Information Security – Laboratory Competencies

The progress we have made in recent years in terms of quality, environment, OHS, energy and information security is remarkable. These positive results, achieved thanks to your expertise and commitment, enable me to look to the future with confidence and serenity.

Nevertheless, the new context imposed by the geopolitical situation, wars, competitiveness, the economic situation and climate change, makes our industry vulnerable and exposed to numerous risks and threats (scarcity, new laws and cyberthreats ...). These socio-economic changes are priorities that we have to prepare for with rigor and determination.

In response to these changes, our company has decided to reinforce its commitment and strategy, optimize its resources and organization, consolidate its managerial practices and support its activities with international ISO standards. Therefore, for this year of 2025, I request that we all unite to make MPC PROKIM a company more than ever committed and recognized for its professionalism and excellence in terms of :



- **Customer satisfaction:** attentiveness, variety of offer and service, impartiality, confidentiality, satisfaction and loyalty,
- **Occupational health and safety:** consultation and participation of workers and their representatives, application of OHS instructions, vigilance and anticipation,
- **Environmental protection and energy management:** reducing the carbon footprint, preventing pollution, controlling the consumption of natural resources, promoting the green/circular economy and optimizing energy performance,
- **Information security:** protection of informational capital, privacy and against cyberthreats.

I am counting on you as well to actively participate in achieving our objectives by applying **MPC PROKIM's** internal procedures and instructions, and by proposing potential improvements to our system while respecting our shared

R.E.S.P.I.R.E. values.

For my part, I undertake, in my position of primary responsibility for MPC PROKIM, to respect and ensure respect for legal, regulatory & other requirements. As General Manager, I undertake to put in place the human, financial, organizational, informational and technical resources necessary for the success of our projects. I, additionally, commit to ensuring total impartiality and confidentiality of data for all our activities, including those of the laboratories, and to guaranteeing the absence of any conflict of interest, influence, prejudice or pressure ...

Let us unite to sustain our efforts and rise to new challenges.

I count on each of **YOU** to contribute to the success of **MPC PROKIM**.

I count on **US...**

Ben Arous, on 06.01.2025
MD. Hatem JERIBI

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Key issues

- Improvement of MPC PROKIM's performance and brand image
- Building customer loyalty
- Control of hazards and risks in order to reduce incidents, accidents, and prevent occupational diseases that may affect any person under the organization's control
- Commitment to the low-carbon transition and the decarbonization strategy of industries to combat climate change
- Strengthening the sustainable development approach, eco-responsibility, and circular economy
- Better management of industrial effluents
- Improvement of energy performance
- Establishment of a positive and motivating social climate for personnel
- Protection against cyber threats
- Preservation of the confidentiality, integrity, and availability of information systems (IS)
- Protection of personal data



Our Strategic Objectives

- 1- Methodically and collaboratively apply the risk-based approach to control any negative effects that may hinder the achievement of the INTEGRATED objectives of our company
- 2- Seize opportunities related to our activities, products, and services, and enhance improvements accordingly.
- 3- Comply with the regulations applicable to our business and periodically upgrade our level of regulatory and other compliance
- 4- Plan, implement, control, and improve our activities in accordance with the requirements of ISO 9001 (QMS), ISO 14001 (EMS), ISO 45001 (OHSMS), ISO 50001 (EnMS), ISO 27001 (ISMS), and ISO/IEC 17025.
- 5- Comply with all INTEGRATED requirements defined by our clients and relevant partners.
- 6- Engage, develop, and maintain the competencies of our employees in a targeted way, develop the necessary organizational knowledge, and capitalize on it.
- 7- Increase awareness and culture regarding the management systems: 'Quality,' 'Environment,' 'Occupational Health and Safety,' 'Energy,' 'Information Security, Cybersecurity, and Personal Data Protection,' and 'Laboratory Competence according to ISO/IEC 17025' among employees and partners.
- 8- Develop consultation and participation of employees and their representatives at all levels of the OHSMS.
- 9- Develop useful and effective communication with all interested parties.
- 10- Drive continuous improvement at all levels of our company.
- 11- Continuously improve the effectiveness of our integrated management system and strive for excellence.

***Through your professionalism, skills, and expertise,
MPC PROKIM is counting on each of you to
succeed in this challenge***

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Quality

1. Expand our order book
2. Continuously increase customer satisfaction and loyalty.
3. Handle complaints and disputes with diligence.
4. Fully meet our contractual commitments and continually improve the quality of the products and services we supply.
5. Propose, develop, implement and supply solutions that meet our customers' requirements, and integrate environmental, energy and occupational health & safety requirements as appropriate.
6. Reduce non-conformities in products and services supplied to customers and structures.
7. Optimize implementation, operating and general running costs of our processes and structures.
8. Develop partnerships with strategic suppliers.
9. Expand our company's assets and optimize the use of our material resources
10. Improve the company's financial equilibrium and profitability.

Organizational health and safety

1. Prevent personal injury and damage to health that may be caused by our activities, both for our staff and for our partners and other interested parties.
2. Reduce workplace accidents.
3. Preserve the health of our employees on all sites where they are called upon to work.
4. Continuously improve workplace safety at our sites and enhance our OHS performance.
5. Refer and involve workers and their representatives, at all levels and for all applicable functions, in the development, planning, implementation, performance evaluation and improvement actions of the Occupational Health and Safety Management System (OHSMS).





Environment

1. From a product lifecycle perspective, prevent pollution and nuisances of all kinds that may be generated by our activities, products, and services, and implement, for the Significant Environmental Aspects (SEAs), control measures capable of reducing or even eliminating their impacts.
2. Whenever possible, involve our suppliers and partners in our sustainable development actions.
3. Control the consumption of natural resources.
4. Control industrial emissions generated by our activities.
5. Continuously improve our environmental performance at our sites.
6. Strengthen the approach of eco-responsibility, sustainability, and the circular economy.
7. Adhere to the decarbonization strategy of industries to combat climate change and aim for carbon neutrality.

Energy

1. Encourage the purchase of energy-efficient products and services that impact energy performance and service life.
2. Promote design activities that take into account the improvement of energy performance over the product lifecycle..
3. Improve the energy performance of production units and utilities.
4. Improve the energy performance of production units and utilities.
5. Encourage eco-driving and improve the performance of the vehicle fleet.
6. Improve the energy bill to optimize the cost of implementation and operation of our process and structures.



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Information security, cybersecurity and privacy protection



1. Implement and maintain effective management of information assets and ensure their protection.
2. Prevent major incidents resulting in business interruptions.
3. Protect critical business processes in the event of a disaster and ensure rapid recovery.
4. Protect the confidentiality of sensitive information.
5. Consolidate technical infrastructure to achieve a satisfactory level of security
6. Control critical risks to information confidentiality, integrity and availability.
7. Ensure training and awareness-raising of staff and interested parties on the required levels of SSI requirements.
8. Protect against cyber threats.
9. Protect personal data.

Competencies of testing laboratories



1. Ensure our clients the quality of results and the validity of analyses and services.
- 2- Meet customer requirements, manage all identified non-conformities, and implement the necessary corrective actions.
- 3- Strive to obtain and analyze customer feedback.
- 4- Ensure that all tests are conducted, organized, and produced in a manner that preserves impartiality and confidentiality.
- 5- Ensure the continuous development and maintenance of the skills of laboratory personnel.
- 6- Ensure the traceability of results.
- 7- Continuously improve the efficiency of the laboratories and gradually expand the scope of accreditation.
- 8- Comply with the reference documents ISO/IEC 17025, ILAC, TUNAC, and all other relevant technical reference documents.
- 9- Implement the necessary actions to address risks and opportunities related to laboratory activities, in order to control any negative effects that could prevent the achievement of objectives.
- 10- Seize opportunities related to our activity and boost improvements.

***We breathe excellence,
We inspire the future...***