

Quality, Environment, Health & Safety Policy Statement

Tower Cold Chain delivers first-class temperature-controlled solutions while protecting the health and safety of our employees and customers, as well as minimizing our environmental impact.

This policy applies to Tower Cold Chain's offices and integrates Quality, Environment, and Health & Safety into one Tower Integrated Management System (TIMS) aligned with ISO 9001, ISO 14001, and ISO 45001. We comply with all global legal, regulatory, and statutory requirements, meeting international standards and best practices. Through TIMS, we deliver safe and sustainable solutions while fostering a culture of consultation, participation, and continuous improvement.

Our Commitments:

1. Quality Excellence

1. **Customer Experience:** Meet or exceed customer requirements (<1% non-conformances on orders).
2. **Performance:** Deliver robust, reliable, reusable solutions (<0.1% temperature excursions on orders).
3. **Improvement:** Embed risk-based thinking and continuous improvement into TIMS processes.
4. **Assurance & Reporting:** Monitor, measure, and report quality performance to drive accountability and stakeholder confidence.

2. Environmental Protection

We are committed to minimising our environmental footprint, protecting the environment and minimising pollution.

1. **Compliance:** Maintain zero environmental legal breaches.
2. **Climate:** Achieve net-zero for scope 1 & 2 GHG emissions by 2030, calculate scope 3 emissions and set science-based reduction targets by 2030.
3. **Supply Chain:** Uphold our Sustainable Procurement Policy and achieve 100% supplier compliance with ESG criteria by 2027.
4. **Integration & reporting:** Incorporate environmental considerations into decision-making, advocate sustainable practices across the value chain, and publicly report progress on key performance metrics and ESG reduction progress.

3. Employee, customer and supplier Health, Safety & Wellbeing

1. **Safe Conditions:** Provide safe and healthy working environments for employees, contractors, visitors, customers, and suppliers, targeting zero lost time and customer safety incidents.
2. **Risk Management:** Conduct workplace, product and strategic risk assessments, emergency preparedness drills, and ensure robust processes to record, investigate, and address incidents.
3. **Training & Awareness:** Deliver ongoing health, safety, and wellbeing training and ensure clear safe handling instructions, labelling, and documentation.
4. **Product Safety:** Design, manufacture, and operate products and services to protect health and safety, with documented risk assessments for all product lines.

5. Implementation & Responsibilities

1. The leadership team owns the TIMS and provides resources to achieve objectives.
2. The Senior Q-EHS Manager (supported by an ESG Committee) is responsible for implementing, monitoring, and reporting ESG performance to senior leadership.
3. All employees, contractors, and suppliers are responsible for compliance with this policy.
4. Quality, Environment and Health & Safety training is mandatory at induction and refresher training is provided regularly.

This policy is communicated to employees, contractors, customers, and suppliers. It is available to all interested parties and reviewed annually or when significant changes in operations, legislation, or customer requirements occur.

Niall Balfour
Managing Director
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