

Purpose

We want to outline the measures and commitments that we take to ensure the health, safety, and wellbeing of our customers while they interact with our products, services, or visit our premises.

Scope & Governance

We are responsible for providing a safe environment and reducing risks that may affect our customers, whether they are visiting our physical locations, or engaging in our products or services.

CEO	Provides policy, oversight and review of Customer H&S management.
Leadership Team	Drives culture of 'Safety First' and manages and supports policy implementation and supporting framework.
Managers	Ensure staff comply with Customer H&S policy and related documents
Employees and Contractors	Comply with the customer H&S policy and related management procedures and contribute building a healthy and safe work environment
Visitors	Follow this policy and related H&S instructions and routines when visiting us.

Content

We implement and maintain our policy based on:

- FlexLink and Coesia Values
- Continual improvement practices
- Risk based thinking
- Our Operational Management System (OMS)
- Measurable key performance indicators [including audits performed, incidents, accidents, near misses and safety observations].

Goals & Objectives

We are fully committed to ensuring the safety and wellbeing of all our customers. This includes, but is not limited to:

- Providing safe products and services that comply with applicable safety standards. To maintain product safety, we will:
 - Regularly test and inspect products to ensure they meet safety standards
 - Provide clear instructions for the safe use of products
 - Recalling any products found to be unsafe and inform customers immediately
 - Clearly communicate any potential risks associated with the use of a product.

- Maintaining a clean, safe, and accessible physical environment for customers. We will ensure:
 - Compliance with fire safety regulations, including clear signage, emergency exits, and fire extinguishers
 - Accessibility for all customers, including those with disabilities (e.g., wheelchair ramps, accessible toilets)
 - Regular cleaning and maintenance to ensure a hygienic and safe environment
 - Implementation of emergency response plans, including first aid availability according to the requirements of local legislation.

Targets

Our targets are:

- 100% of our products adhere to the highest safety standards.

Conclusions

We prioritize customer health and safety through clear policies, guidelines, and actions. By interacting with FlexLink, whether by visiting our premises, using our products, or engaging in our services, customers acknowledge the importance of the safety measures we have in place. We encourage customers to follow safety guidelines and report any concerns that may arise.

The document is revised every 2 years, to keep it current. If operations change significantly, we may need to update the document outside this review.

We provide the leadership, processes, resources and training to ensure we carry out activities in an energy efficient manner.



Sustainable Development Goals – SDG's