



QUALITY POLICY

Politica per la qualità CTM AMBIENTE-ITA-ENG rev.10 del 19-05-26 – Red.MB Ver.RL Appr.RL

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CTM Ambiente s.r.l. is constantly committed to guarantee customer satisfaction offering a Qualitative, "Just in time" and Timeliness service, in a word an offer at excellent level: our company "mission".

CTM Ambiente s.r.l. has adopted a Quality Management System certified in compliance with the norm UNI EN ISO 9001:2015+A1:2024.

Supported by the Enterprise Management Software, this system allows to keep every process under control, in order to reach a "continuous improvement". Target planning is defined every year with responsibility details, indicators, measurement tools and timetable verify.

CTM Ambiente s.r.l. is constantly committed to guarantee to customer compulsory rules observance, thanks to our qualified staff always undertaken to its constant updating.

CTM Ambiente s.r.l. plans its processes with a risk-based thinking approach in order to implement the most appropriate actions to evaluate and treat risks and opportunities.

CTM Ambiente s.r.l. very sensitive to Environmental respect, undertaking in applicable compulsory requirements, mostly during services to Customers.

CTM Ambiente s.r.l. every year schedules formation and information courses on Quality, Safety, Health and Environment.

All staff is properly involved in Management work and in resolute will of applying principles expressed in this Policy.

CTM Ambiente s.r.l. is convinced that, for the achievement of the above objectives, there should be involved also external institutions, such as suppliers and partners, which are essential for the running of the activities, and therefore it undertakes to inform them about the objectives and the quality policy and to monitor its implementation.

CTM Ambiente s.r.l. counts upon each employee and collaborator sense of responsibility for application of what above mentioned to reach together Company set goals.

This Policy is yearly reviewed by Management to verify and confirm its validity and actuality with respect to company needs in that moment.

Rho, 19 may 2026

The Board of Directors

Roberto Lapsus

Raffaele Lapsus