

	Lettre de la Direction Générale	Réf : FR.MGT.17 Version :07 Date : 25/02/2024 Page : 1 sur 1
	<b>Politique QSE</b>	

SMTI, aware of the economic, environmental, and safety stakes that shape the context of our society, the General Management has decided to maintain and improve the QSE (Quality, Safety, Environment) management system covering international road, sea, and air transport, shipping, exceptional transport, and logistics for both import and export. This system is deployed at its head office, Sfax Office, Les Berges du Lac Office, and its Tunis Carthage Airport Office, aiming to address the company's challenges and meet the requirements of its customers and relevant stakeholders.

The integrated management policy defined by SMTI thus highlights the following strategic orientations:

- Develop the company's brand image;
- Build customer loyalty through the continuous improvement of their satisfaction;
- Maintain balanced profitability for the company;
- Increase turnover in the air transport market;
- Retain human resources;
- Promote training actions for its employees, particularly in prevention-safety and environment matters;
- Ensure permanent compliance with laws and regulations and other applicable stakeholder requirements;
- Preserve the safety of assets and the health of people by preventing potential major damages and accidents through the continuous improvement of protection means for its workers, especially those working on roads;
- Contribute to environmental preservation by establishing an environmental culture among its employees and by reducing energy consumption.

For the deployment of this policy, the General Management commits to:

- Provide the necessary resources to achieve the defined objectives and ensure the continuous improvement of its processes' performance while acting in accordance with applicable requirements.
- Eliminate hazards and risks that could harm workers' health and the safety of assets and the environment.
- Involve SMTI workers and consult them in decision-making and actions contributing to acquiring and improving safe and healthy working conditions.
- Provide all necessary means for environmental protection, pollution prevention, and energy consumption reduction.

**Mr. Bassem TRIMECHE**  
General Manager of SMTI