



Letter of Intent

Quality, Health, Safety and Environment (QHSE) and information security

By means of this letter of intent, the Board of the National Aerospace Laboratory (NLR) wishes to clarify to its employees and other third parties its policy and approach with respect to quality, safety, health, welfare, the environment and information security.

The NLR is committed to optimal working conditions and optimal care for the environment as an integral part of its operations. Our clients rightly demand technologically advanced, high-quality products from us. The NLR serves as a social role model in a number of areas: "Practice what you preach".

At the management level, the Financial Director is responsible for establishing, implementing and maintaining the QHSE policy. At the division and department level, the Division and Department Managers have the integral responsibility for the implementation of the QHSE Policy. The Management is assisted by the QHSE Team and the information security officer, and a QHSE Coordinator in the division staff assists the Division Managers. All NLR employees are obliged, wherever possible, to contribute to quality, health, safety, consideration for the environment and information security. The preparation and implementation of the QHSE Policy will be a topic of discussion in consultations with the Works Council and other regular forms of consultation at the NLR.

The NLR commits itself hereby to comply with occupational health and safety and environmental laws and regulations - to the extent applicable to NLR operations - and to continuous improvement with respect to effectiveness and efficiency. Other objectives include:

- Ensuring that the Quality Policy focuses on establishing, maintaining and improving effective, efficient business processes in order to achieve the results required by clients and stakeholders.
- Ensuring that the Health and Safety Policy focuses on maximising the level of safety and health protection, and on promoting employee welfare.
- Ensuring that the Environmental Policy focuses on minimising any negative effects of operations. This primarily applies to emissions to soil, water and air; the generation of waste; and the use of energy, water and natural resources.
- Ensuring that the information security policy focuses on confidentiality, integrity and availability of all applicable information, regardless its medium.
- For the implementation of the policy described above, legal and regulatory requirements are the minimum. Additional implementations are made, provided they are within the technical, organizational and financial capabilities and restrictions of the NLR

Risks are analysed and dealt with in a systematic and preventative manner. Risk management is equally targeted at technology, organisation and behaviours. The NLR will preferably take source-oriented measures instead of effect-oriented measures.

Date: 24 October 2014

Place: Amsterdam

Ir. M.A.G. Peters
Managing Director

