



QUALITY POLICY

Approved on 01.10.2019

The Quality and Safety Policy is documented and implemented through the distribution of the Quality and Safety Manual.

The Organization's Quality Policy, in the light of the experience acquired and the surveys carried out on the needs of its customers, is primarily aimed at assisting the customer, an activity that is not only intended to solve the problems encountered in the organization of our services, but above all to satisfy all the specific mobility needs of our customers.

This activity must give a value, sometimes unclear or not perceived, to the Client and increase confidence in our means, leading us to be not only a supplier, but above all a Partner and a privileged interlocutor.

This effort shall be supported by technical and legislative information management and internal training always in line with the state of the art and extended to all levels of the company.

Therefore, the effective implementation of the Management System tools in the company process is primary for the planning of our Quality and Safety Policy, increasing the level of control over the activities and the implementation of the monitoring tools through:

1. the improvement of our services provided to the Customer;
2. constant compliance with the time required by the Customer and necessary skills;
3. full satisfaction of Customer requirements;
4. compliance with mandatory regulations for the health and safety of workers.

We also set specific goals which are identified and reviewed at least once a year, during the Management Review, and clearly communicated to all functions and (where appreciable) to the Customer, by means of a public document accessible to all recipients.

The goals are included in a system of:

- implementation
- analysis of non-conformities and incidents
- implementation of corrective and preventive actions
- verification

in order to continue meeting the goals set.

The policies and targets will be analysed and defined within the Management Review, managed internally and distributed in the same way as the Quality and Safety Manual.

The Quality and Safety Policy is communicated and distributed in appropriate areas of the organization and/or company meetings.

The disclosure of the Policy document to clients is made by sending the document together with other written communications in the initial stages of the collaboration relationship.

The disclosure to suppliers, in particular to subcontractors, is made by sending the document to them during the initial phase of the collaboration relationship or at the same time as the request for documentation proving the technical and organisational requirements of the subcontractor.