

 	<i>Policy of the management system for Quality</i>	
	<b>ID 5.2-1 QUALITY POLICIES</b>	Issued by SGQS and Appr. MGT 26-10-2018 version Rev 0 of 26-10-2018 Page 1 of 1

The Group's mission concerns the development and consolidation of a "niche" market position in the business of logistics and international shipping, with special attention – as regards the latter – to increasing its development abroad.

The continuous development of industry led the company to deal daily with the ever changing needs of customers and all others who interact with the company, in view of ongoing implementation of a service characterized by a high level of quality.

The need to maintain a high level of service offered through the continuous improvement of quality has prompted the organization to adopt a Quality Management System according to the requirements of UNI EN ISO 9001:2015.

Furthermore, it was decided to implement a System pursuant to Law 231: 2006 for the management of the administrative responsibility of the Organization

The Quality and Safety Policies of the **PALUMBO GROUP** are as follows:

### **Revenues**

The Group aims to achieve the expansion and development of its commercial business, with the acquisition of new customers – especially in the field of logistics so that greater stability is provided to the Company's accounts. As regards the transport sector, in view of the considerable slow down occurring at the present time, the aim is to try to maintain its market share.

### **Resources**

Achievement of the aims laid down will involve the human resources linked to the areas concerned. As concerns transport specifically, the aims described above will be pursued, in particular, using commercial strategies intended to improve the quality of the service provided and, where necessary, to curb sales prices.

## **Customer relations**

With a view to continuous improvement, customer relations require to be analysed and verified constantly in order to determine the level of satisfaction, requirements and expectations.

Customer requirements and demands, therefore, will be analysed in depth so that we can offer a service that is ever closer to expectations and improve quality both of the company and for the customer.

## **Business growth and financial structure**

The company has set itself a quantitative aim of consolidating its size, even before that of growth. At the same time, since turnover is now confirmed at average levels that match those set, the aim now arises of gradually re-assessing the weight of bank exposure as regards turnover.

The Management, through the review investigations and internal audits, ensures that the policy is understood, implemented and maintained at all levels of its organization. The audits are geared to monitor the effectiveness of performance.

The management also ensures that all relevant regulatory requirements are met and are assumed commitments aimed at the reasonable and continuous improvement of quality.

Date 26-10-2018

Management

	<i>Policy of the management system for health and safety at work</i>	
	<b>ID 5.2-3 ISS Palumbo Policy for health and safety at work</b>	Issued by SGQS and Appr. MGT 26-10-2018 version Rev 0 of 26-10-2018 Page 1 of 1

The Management of ISS PALUMBO has decided to introduce, maintain and update the management system for protection of health and safety at work (SGSL) in all the business activities it carries out.

The organisation promotes all action directed at ensuring compliance with the mandatory rules and regulations on the subject and undertakes to pursue the aim of continuous improvement of the system by involving all the organisation's staff.

To this end, it declares that it will:

- be active in preventing accidents and illness;
- identify work-related sources of danger to which staff could be subjected, so that solutions can be adopted to improve the quality of working life;
- distribute this document to all workers and other stakeholders, implementing appropriate channels of communication both internally and externally;
- set out programmes, aims and targets with a view to continuing improvements on matters of safety;
- supply the material resources required to guarantee an SGSL that is adequate for the organisation's activities;
- increase awareness and train all the organisation's operators, including those in external work sites, so that they are conscious of their responsibilities, tasks and individual obligations in achieving the expected results;
- increase awareness and inform all suppliers, employees and consultants of outside companies of the need to comply with the rules and regulations and laws on safety that the company has adopted;
- involve and consult all workers, also through their Safety Representatives, on improving the system;
- keep the management and supervision procedures updated with regard to constant controls over the health and safety of staff and regarding interventions to be made in the event of situations arising that do not conform or are anomalies or emergencies;
- implement surveys, analyses and treatment of non-conforming situations that are encountered or identified;
- comply with criteria of effectiveness, efficiency and adequacy, reappraise periodically the evaluation of risks, the policy and the management system for health and safety in the work place.

Responsibility for the quality and safety management system concerns the whole organisation, from the employer to the workforce, each according to their own functions and competence.

Date 26-10-2018

The Management

 	<i>Policy of the management system for the work environment</i>	
	<b>ID 5.2-4 Environmental Policy</b>	Issued by SGQS and Appr. MGT Version of 26-10-2018 Rev 0 of 26-10-2018 Page 1 of 1

ISS-Palumbo acknowledges that safeguarding the environment is a duty to the Community in which it operates and undertakes to supply high quality services that fully respect nature, thus making its contribution towards improving all action, be it private or public, for a “Sustainable Development” for future generations and a current improvement in saving the environment.

In fulfilment of the above statement, the company’s Policy is to:

- respect all laws and regulations in force on the subject of saving the environment;
- evaluate, adopt and apply the customers’ recommendations and standards on protection of the environment, even if they have no legal or regulatory value, but are aimed at IMPROVING the PROTECTION of the ENVIRONMENT;
- instruct staff so that within the working context everyone does everything they can to reduce gaseous emissions and also pollution of land and water to the extent possible;
- teach and make staff responsible for carrying out the following within the context of their duties:
  - collect waste materials in containers classified by type (urban, ferrous, special, used oil, batteries, etc.);
  - reduce the production of waste;
  - dispose of dangerous substances;
  - comply with regulations on protection of the environment;
  - reduce engine or other gaseous emissions, notifying anomalous situations immediately so that effective maintenance of defective equipment can be carried out;
  - analyse “almost accident” reports forwarded by workers;
  - issue working procedures that will protect workers and adopt all stratagems offered by technology and suggested by experience, in order to control and minimize risks for the environment;
  - create a training programme to involve, train and motivate employees to attain the highest standards of protection of the environment;
  - create an efficient system of controls of operations and evaluation of staff learning;
  - regularly analyse the results obtained in order to carry out all necessary corrective action with respect to this Policy.

Responsibility for management of the environment concerns the whole organisation, from the employer to the workforce, each according to their own functions and competence.

Date 26-10-2018

The Management