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# QUALITY POLICY

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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 everchanging 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, 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.