

1. Introduction

SUSA S.p.A. offers integrated transport services.

The company operates throughout Italy with a web of headquarters and territorial branches, and internationally through a network of partners that allow it to combine speed of delivery and quality of service.

2. Principles

The commitment of its staff to maintain and improve the already high level of quality is a distinctive feature of the services SUSA S.p.A provides.

To consolidate and further improve the high level of quality achieved, it is important that the efforts of all staff are focused on carefully managing issues related to quality: this means that a strong sense of responsibility is needed by everyone to ensure the quality of their work.

Considering that improving the quality of the services offered is a component of future competitiveness, SUSA sets the following general objectives:

- ✿ Provide services with high quality standards ensuring that goods are properly handled, stored and delivered on time
- ✿ Provide customers with an easy to use service with maximum transparency
- ✿ Maintain a high level of satisfaction for customers, partners and other interested parties
- ✿ Facilitate participation and communication processes among employees and collaborators
- ✿ Detect and investigate any service non-conformities and implement appropriate corrective actions
- ✿ Operate in full compliance with applicable rules and regulations
- ✿ Make each assessment based on objective evidence

To guarantee the creation of services that meet the needs and expectations of the interested parties SUSA believes in the correct identification and careful evaluation of the operating context and its evolutions, as well as the risks and opportunities connected to it and the continuous improvement of business processes.

To this aim, the General Manager undertakes to play an active role in promoting and guiding the following general objectives for the Quality Management System:

- ✿ maintain an active Quality Management System compliant with ISO 9001:15 as it constitutes a stimulus for continuous improvement;
- ✿ Develop business activities with respect for the environment and sustainability;
- ✿ Constantly monitor the level of compliance of the system with the standards and other requirements subscribed to by SUSA, managing deviations with appropriate corrective actions;
- ✿ Promote and implement training and education programs for staff at all company levels and for all people working on behalf of SUSA with the following aims: to disseminate the Quality Policy, to continuously improve the Management System and to provide the skills necessary to ensure service compliance and customer satisfaction.
- ✿ Frequently initiate action aimed at involving, motivating and developing the professionalism of all staff in order to achieve the set objectives, through continuous training, information, awareness-raising and recognition interventions;
- ✿ assess the context of the company within the market and identify risks and opportunities, including those related to climate change, with the aim of introducing checks and controls in order to reduce negative effects and seize opportunities;
- ✿ ensure the protection of workers' rights, health and safety;
- ✿ develop and disseminate procedures to ensure the correct execution of processes;
- ✿ maintain an adequate level of transparency and external communication, including through official declarations, the company website and the drafting of specific financial statements;
- ✿ involve the supplier base by promoting and implementing processes and procedures for continuous improvement of the performance of the Quality Management System;
- ✿ designate Quality Assurance (QA) as responsible for ensuring that the requirements of the Quality Management System Manual and any applicable documents are implemented and maintained;
- ✿ periodically review the Quality Management System to ensure its adequacy and effectiveness, in order to achieve continuous improvement;
- ✿ verify and define the objectives during the Management review.

This Quality Policy acts as reference for the definition and review of the objectives defined in the Improvement Plan and is subject to periodic review, at least once during the Management Review, to ensure its correctness and adequacy.

All personnel both internal and external, starting with the General Manager, are responsible for the impact and implementation of the system documents for the areas of their competence. This document is available to interested parties through publication on the company website.

