

# QUALITY POLICY

**SCHENKER ITALIANA S.p.A.**

**as International Forwarding Agent, acts primarily so as to:**

- **Guarantee** to provide air and oceanfreight as well as land transport services, complying with the current laws and with the rules stated in the UNI EN ISO 9001:2008 Quality Assurance System
- **Meet** customer's requirements, needs and expectations by offering reliable forwarding services
- **Demand** from all employees customer care, effective co-operation and prompt information exchange
- **Guarantee** the utmost reliability and competence as far as the use of facilities and vehicles is concerned
- **Guarantee** to employ all resources that are necessary to the running of the system
- **Guarantee** expertise and awareness of the Operational Managers through adequate training in order to provide the proper updating on regulations as regards haulage and international forwarding
- **Operate**, in obedience to the legislation in force, to supervise, promote and support the abstention from alcohol and drugs
- **Analyze** each non-compliance note or claim in order to intervene timely, taking proper corrective or preventive measures
- **Operate** paying the utmost attention not to cause damages to people, things and environment
- **Improve** efficiency and effectiveness of the company and of the provided services

All employees are involved in the above project and should take an active part in the implementation of the Quality and Environmental Management System

The Managing Director



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Lorenzo Papa

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