

## QUALITY POLICY

The objective that **EXPRESS DELIVERY** intends to pursue in terms of Quality Policy is to implement an organizational-management system for:

- Improving the image and reputation in the market and thus increasing the number of customers, territorial expansion of the company, and entry into new market areas;
- The satisfaction of interested parties (employees, customers, suppliers), and therefore: achieving budget objectives, increasing employment levels, improving wages, reduced absenteeism and reduced (or no) litigation with employees, constant reduction in the number of complaints, high level of customer satisfaction, partnership agreements with suppliers;
- Respect for explicit and implicit contractual commitments;
- Customer assistance;
- Continuous improvement; (the achievement of these objectives will be constantly monitored through customer satisfaction surveys and complaint analysis);
- The adoption of the most modern customer support techniques, which will be pursued through constant training and updating activities for company management and employees who hold positions of responsibility;
- Compliance with mandatory reference regulations;
- Respect for the environment and current environmental regulations;
- Compliance with workplace safety regulations.
- Increase its competitiveness (in terms of services, prices, times) against the competition;
- Reduce non-conformities (in terms of number and costs);
- Raise the level of reliability and quality of the Company's services;
- Ensure full satisfaction of contractual requirements defined with the Customer;
- Increase market shares;
- Increasingly direct "purchases" towards qualified, possibly certified and reliable suppliers; aiming for continuous improvement.

In this perspective, group work will be valued in order to frame problems according to a logic increasingly focused on integration between the various functions and aimed at implementing the customer-supplier relationship within all company processes.

These objectives must be achieved through the continuous improvement of: **efficiency**: the ability to make the best use of available company resources; **Quality**: the ability to meet the explicit and implicit expectations of the Customer at every stage of the Customer/Company relationship; **Competitiveness**: the ability to identify the right balance between performance and price based on products. Such an approach should best meet customer needs, strengthening the company image: at the same time reducing internal inefficiencies and non-value-added operations.

The ownership undertakes to play an active role in promoting and guiding all activities influencing Quality, through the dissemination of the concepts outlined above at all levels, the review and continuous updating of this policy and the objectives achieved.

The point of continuity for the satisfaction of these policies has been identified in maintaining the certification of the company Quality System in compliance with the provisions of the UNI EN ISO 9001 standard. The company ensures that the policy is:

- 1) **DISSEMINATED** through specific training/information meetings and by posting it in the organization's premises.
- 2) **APPLIED** through periodic checks aimed at verifying compliance with applicable requirements.
- 3) **SUPPORTED** through verification of the commitment and suggestions of personnel aimed at its implementation.
- 4) **MADE PUBLIC EXTERNALLY** by informing customers, and generally anyone who requests it, where required.