



QUALITY MANAGEMENT SYSTEM ISO 9001:2015

# Quality Policy



## QUALITY POLICY

**SPEDIMAR SAGL's** vision is to leave a positive and lasting mark on the territory by actively participating in the creation of added value in the logistics and transport services sector.

The company's values, combined with its ability to anticipate the needs arising from market developments and constant dialogue with partners, represent the foundations on which to build new paths of growth and innovation.

**SPEDIMAR SAGL** aims to stand out for its reliability, transparency, and focus on continuous improvement, contributing in a concrete way to the sustainable development of its economic and social context.

To this end, **SPEDIMAR SAGL** considers the following aspects to be of utmost importance:

- execution of shipments in accordance with customer requests and specifications;
- respect for pick-up and delivery times;
- progressive expansion of the coverage and quality of the distribution service;
- accuracy, competence and regulatory compliance in shipping, transport and customs clearance activities;
- protection of the local ecosystem and mitigation of the environmental impact of the service offered;
- creation of a safe and pleasant working environment for its staff.

Each of these aspects is adopted by **SPEDIMAR SAGL** as a goal to be pursued. Management ensures constant monitoring and periodic verification, taking into account both internal and external factors that influence the operating context and the relevant expectations of stakeholders. The above objectives are pursued systematically and continuously, in full compliance with current legislation and applicable requirements, and in line with the commercial goals and strategies defined by the Management.

In order to achieve and maintain the above objectives, **SPEDIMAR SAGL** undertakes to:

- promote the growth of technical skills and awareness of staff in relation to customer quality requirements;
- maintain constant dialogue with customers in order to understand, share and satisfy their specific needs;
- select, qualify and continuously monitor its suppliers and strategic partners.



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Through the implementation and maintenance of a **Quality Management System compliant with the ISO 9001 standard**, **SPEDIMAR SAGL** intends to formalise, share, and consolidate its organisational and operational know-how, ensuring:

- traceability and verification of activities through periodic audits;
- performance measurement based on objective indicators;
- focus on continuous improvement in line with market developments and the needs of stakeholders.

Quality objectives are translated annually into specific **performance targets** for key processes, accompanied by operational plans and actions to improve the management system.

Management ensures that these objectives are defined and reviewed at least once a year, as part of the **Management Review**, in order to guarantee the continued adequacy, effectiveness, and efficiency of the Quality Management System.

Chiasso, 05/05/2025



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The Management



# QUALITY POLICY

REV.	DATE	DESCRIPTION
0	05/05/2025	First issue

