

## **Quality Policy (ISO 9001) – EUROPE**

The company's policy involves the implementation of a Quality System capable of ensuring that services provide maximum satisfaction.

The purpose of this document is to describe the general principles that MONDIALE VGL S.P.A. has adopted to establish and maintain an efficient and secure Quality Management System in compliance with the UNI EN ISO 9001:2015 standard.

These principles are materialized in documented information specific to the System (such as the Quality Manual, Procedures, Regulations, and additional company documentation) to maintain a Quality Management System (QMS) in line with the actual needs arising from the type of activities conducted by the company within the scope of the aforementioned standard.

The scope of application of the Quality Management System, and consequently, of this company policy, has been defined as follows:

*Management and provision of integrated logistics services for shipping and transportation of goods.*

### **Continuous Improvement**

To pursue continuous improvement, Management is committed to identifying the tools, methods, techniques, and human resources necessary for this purpose, ultimately aiming to enhance work quality, employee well-being, and customer satisfaction.

To verify actual company improvement, Management establishes measurable and quantifiable objectives relevant to aspects it deems crucial and monitors their progress. During Management Review sessions, appropriate improvement actions are proposed and implemented.

### **General QMS Objectives**

The primary objective of the QMS is to achieve and maintain an improving quality level within the service delivery cycle for end-users.

The Quality Policy, understood not only as a set of methodologies but also as a managerial QUALITY POLICY approach, has become a strategic lever in all customer-oriented activities through the optimal use of human, financial, and technological resources.

For this reason, the company aims to:

- Ensure full customer satisfaction by providing high-quality services based on the standards defined in its Quality Management System.
- Develop and maintain a Management System compliant with UNI EN ISO 9001:2015 as a tool to achieve objectives, fulfill commitments, promote continuous process improvement, and ensure compliance with applicable requirements for products and services.
- Implement a risk management system to minimize residual risks in all provided services.
- Utilize all available resources to listen to customer feedback, suggestions, and expectations.
- Focus all activities on customer needs to serve them better and faster, establishing market leadership.

- Strengthen relationships with partners to ensure customers receive valuable, secure, reliable, high-quality services at reasonable prices.
- Deliver products and services that comply with all applicable legislative requirements.
- Promote a culture and methodologies within the organization to enable employees to consistently provide the highest level of expected service.
- Ensure high employee satisfaction through loyalty and a sense of responsibility.
- Encourage personnel and management development by supporting their skills, interests, and career growth.

**Management commits to ensuring:**

- Defined objectives are understood, accepted, and implemented at all organizational levels.
- Quality policy objectives align with the company's context and strategic direction.
- The Quality Management System achieves expected results.
- Employees are engaged, guided, and supported to enhance the effectiveness of the Quality Management System.
- Continuous improvement is promoted.
- The Quality Policy is communicated and shared with all employees.

**Operational Objectives for the Reference Year**

Each year, top management defines and disseminates a Plan detailing specific annual objectives. These objectives expand on general goals, involving relevant levels and business functions within the organization to enhance customer satisfaction and meet stakeholder expectations.

This document is an integral part of the Quality Manual (QM).

The Quality Policy is reviewed and updated at least annually during the Senior Management Review or as needed.

A lack of adequate service quality can damage the company's reputation, lead to customer dissatisfaction, risk regulatory violations, and cause financial losses.

Quality is therefore a fundamental requirement for ensuring the reliability, effectiveness, and efficiency of services provided by Mondiale VGL S.p.A. It is essential for the company to identify quality requirements in both internal (employees/collaborators) and external (users/suppliers) relationships.

Evaluation results help determine necessary actions for risk management, suitable procedures, and measures aligned with the company's objectives.

This policy, in compliance with key standards and regulations, emphasizes:

- The importance of service quality and tools to achieve and maintain it.
- The company's commitment to ensuring end-user satisfaction.
- Organizational, logical, and physical aspects of the Quality Management System.

**Quality Principles**

Mondiale VGL S.p.A. bases its Quality Policy on the following principles:

- Ensuring customer requirements (implicit and explicit needs) are well-defined and central to proposed solutions.
- Ensuring product/service characteristics adhere to principles of maximum transparency and information.
- Maintaining clear and continually improving delivery and maintenance processes.
- Striving to provide services that align with expected performance levels.
- Upholding respectful conduct in all company commitments.
- Continuously updating personnel skills and technological resources.
- Recognizing that the company's existence relies on the quality of relationships and services offered to customers.

### **QMS Commitments**

Mondiale VGL S.p.A. commits to:

- Providing services that meet regulatory and quality standards, demonstrating transparency and reliability, and offering competitive pricing through cost analysis and control.
- Establishing productive alliances with suppliers, supporting them in defining performance criteria, customer requirements, and applicable service regulations.
- Encouraging employee initiative, fostering professional growth, maintaining positive and productive work relationships, and ensuring a safe work environment
- Driving company growth while maintaining financial stability and profitability, essential for Quality Policy success.

### **The company aims to:**

- Develop service techniques tailored to customer needs, anticipating expectations, and delivering value-added solutions.
- Systematically select new service offerings.
- Accelerate service distribution through innovative, reliable tools, improving efficiency by utilizing necessary capabilities.

### **Mondiale VGL S.p.A. also adheres to the following principles:**

- Cooperation with certification entities.
- Collaboration with customers.

### **Management Responsibility Structure**

The management team ensures the Quality Policy remains aligned with business context evolution, identifying necessary actions in response to:

- Emerging threats or changes in risk assessments.
- Regulatory and legislative developments.
- Cost, impact, effectiveness, and efficiency evaluations.

### **Employee Engagement**

Employees at Mondiale VGL S.p.A. recognize that achieving quality objectives depends on their involvement and execution of tasks. Full participation requires proper training, responsibility, and familiarity with quality documentation and operational procedures. Continuous improvement relies on collective staff engagement.

**Management Responsibilities**

Management further commits to:

- Promoting the Quality Policy.
- Implementing improvement objectives based on the policy.
- Reviewing the policy in light of achieved results and company strategies.

**Stefano Giardini**

General Manager Mondiale VGL S.p.A.

<b>Policy Owner:</b> Compliance Manager – EU	<b>Policy Approver:</b> Board	<b>Review Frequency:</b> Annual
<b>Last Reviewed:</b> January 2025		<b>Last Amended:</b> May 2025