



INTEGRATED QUALITY POLICY

Since 1992, **Cargo Carriers Srl** has operated in the field of international third-party freight forwarding, transport and logistics of general cargo, including IMDG/ADR, developing considerable experience within the sector. Providing a quality service which is "tailored" to the specific needs of our customers remains one of our key objectives.

Furthermore, the continuous transformation of the market requires us to continuously evolve, both to serve the current and future needs of our customers and fulfil our role as a company which provides services and support to manage, monitor and control the processes of their shipments.

In particular, our company's key commitment is not only to comply with all the legal regulations of the sector (with a particular focus on those for the transportation of chemical products by iso-tank), but also to pursue an operational policy aimed at reducing risks and the impact on transport safety associated with emergency situations. This approach is shared and implemented with all our partners.

For these reasons, for several years now, our business has focused on the following principles which we consider to be priorities, and which focus on **CONTINUOUS IMPROVEMENT**, also through the ISO 9001: 2015 certification scheme.

CUSTOMER FOCUS

We believe that lasting success is achieved when an organisation develops and maintains the trust of customers and other stakeholders on whom it depends. Every aspect of customer interaction offers an opportunity to create greater value for the customer.

Understanding the current and future needs of customers and other stakeholders contributes to the lasting success of an organisation. In this sense, a vision of "responsible" quality can be enhanced by the attention we pay to the community and the other stakeholders both inside and outside the context in which we operate.



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LEADERSHIP

The shared focus on purpose, direction and commitment enables our organisation to align strategies, policies, processes and resources to achieve common goals.

VALUING HUMAN RESOURCES

To run our organisation efficiently and effectively, we believe it is important to involve people at all levels and respect them as individuals. Recognition, empowerment and the enhancement of skills and knowledge all help to ensure our team is committed to achieving our goals.

SYSTEMATIC PROCESS APPROACH

We believe that consistent and reliable results are achieved more effectively and efficiently when activities are evaluated and managed as interconnected processes which operate as a coherent system.

IMPROVEMENT

In order to maintain our current success, we believe that improvement is essential to maintain current standards, react to changes in internal and external conditions and create new opportunities. The actions and operational methods necessary for the full achievement of the defined strategies and operational objectives are identified through the Self-Assessment of Risks and Opportunities.

QUALITY AND ENVIRONMENT POLICY

This commitment is aimed in particular at:

- Identifying and meeting the requirements of customers and stakeholders to deliver services which meet expectations;
- Continuously improving the quality of the company management and the services offered, to ensure positive results both of an economic nature and in terms of excellence and company reputation - to the full satisfaction of clients and interested parties;
- Ensuring our professionalism meets the needs of our stakeholders and the wider market;
- Continuously improving our image and market reputation;



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- Guaranteeing continual professional development and keeping our team motivated
- Continuously reviewing our policy to ensure that our employees and partners fully understand its contents and are committed to implementing them, and that our stakeholders are kept continually up to date on our market position;
- Ensuring we are at the forefront in the identification and mitigation of risks;
- Applying the logic of risk-based thinking in our process management;
- Periodically analysing the environmental impact of our activities and assessing the balance between impact and customer needs;
- Defining objectives and targets for improvement and implementing the relative programmes, also through the empowerment and training of the involved team members;
- Ensuring effective supervision, monitoring and measurement of all activities;
- Adopting all management measures to prevent and respond to emergencies;
- Continuously seeking new technological or management opportunities for the services we offer, whether these are developed in-house or outsourced to new suppliers;
- Respecting explicit and implicit contractual commitments;
- Improving communication and support for our customers and all stakeholders;
- Adopting the most up to date customer support techniques, and supporting their implementation through ongoing training;
- Correctly applying transport procedures in order to minimise environmental impact.

HEALTH AND SAFETY POLICY

Cargo Carriers Srl is committed to preventing and eliminating workplace injuries and accidents, preventing the risk of occupational illnesses for both employees and partners, preventing theft, acts of terrorism or vandalism or other malicious events, and risks in general, through the continuous focus on safety with our employees and carriers. The company



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is committed to a continuous effort to identify, eliminate or manage as best as possible the security risks associated with its business activities.

Cargo Carriers Srl also undertakes to:

- ensure that all its workers are able to work in a suitable, safe environment which complies with current health and safety regulations;
- draw up and apply safety and emergency procedures which are binding for all employees and carriers in order to prevent damage to themselves, third parties and the wider community;
- carry out its activities in full compliance with current safety laws and regulations and, where these do not exist, in accordance with internal rules;
- provide written instructions, guidelines and/or procedures;
- take appropriate corrective action in the event of accidents/incidents and non-conformities detected during the checks referred to above, and carry out periodic reviews of accidents, injuries and general risks in order to verify the effectiveness of the corrective action taken and ensure the application of this policy, with a view to continuous improvement;
- require carriers to adopt a safety and health policy in line with that of the company;
- put safety at the heart of all activities;
- reduce and contain risks for workers;
- ensure the entire company participates, according to its own attributions and competences, in achieving the assigned safety objectives so that:
 - information on company risks is shared with all workers;
 - needs arising in the course of work are dealt with quickly, effectively and diligently;
- cooperation between the various company departments, business organisations and appropriate external parties is promoted;
- all laws and regulations in force are complied with, procedures are created, and company standards are adhered to;
- activities are managed with the aim of preventing accidents, injuries and occupational illnesses.

ALCOHOL AND DRUG POLICY



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Cargo Carriers Srl prohibits in the most stringent manner the use of alcohol, drugs and similar substances by its employees. In particular the company

- prohibits the use, possession, distribution of drugs and similar substances;
- prohibits the consumption of alcohol;
- encourages all employees who find themselves in a condition of dependence on the aforementioned substances to seek help and undergo appropriate medical treatment;
- takes all necessary action against employees who habitually consume alcohol and drugs, thus compromising their own safety and that of the wider community;
- periodically verifies compliance with the above through periodic checks by the quality, environment and safety manager who reports to management;
- obliges carriers to adopt an alcohol and drug policy that is in line with that of the company.

POLICY ON BUSINESS ETHICS - ANTI-CORRUPTION - SOCIAL RESPONSIBILITY

Cargo Carriers Srl follows a policy of strict compliance with the laws and regulations applicable to its business activities, and Its policy does not stop there. The Company adopts the principle of the highest integrity even where laws lend themselves to permissive applications or interpretations. While recognising that customs, traditions and practices may vary from place to place, Cargo Carriers Srl believes that honesty is not open to criticism in any culture.

Suspicion of dishonest behaviour facilitates demoralising and reprehensible judgements across the whole organisation. Cargo Carriers Srl believes that the rightful enjoyment of an irreproachable reputation is an asset of inestimable value. The Company is interested not only in achieving results, but also in how they are achieved. This principle must be understood by all employees and fully applied both at work and in their private life. Cargo Carriers Srl is a socially responsible organisation and



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operates in accordance with the rules of work ethics, openly rejecting all working conditions characterised by inhumanity, exploitation, unfair remuneration and unhealthy workplaces. It respects the application of Collective Labour Agreements guaranteeing equal treatment between men and women and between people of different races and prohibiting all forms of child or forced labour.

It is also in the company's interest to encourage the development and professional growth of its team to increase the skill set within the organisation.

The Company also

- adopts criteria of merit, competence and, in any case, strictly professional criteria for any decision relating to the employment relationship with its employees and external collaborators; discriminatory practices in the selection, hiring, training, management, development and remuneration of personnel, as well as any form of nepotism or favouritism, are expressly prohibited. All recruitment or promotion must be carried out according to criteria of merit and competence;
- requires all collaborators, to the extent of their abilities, to adopt behaviours consistent with the principles set out in the previous points, functional to their concrete implementation.

SUB-CONTRACTING POLICY

Cargo Carriers Srl is strongly committed to ensuring that any road transport sub-contracted to another carrier is handled with a level of safety and quality equivalent to that of Cargo Carriers Srl. To this end Cargo Carriers Srl has systems in place which provide this guarantee, according to the Cefic/ECTA guidelines for subcontracting or equivalent standards.

In particular, it is the commitment of Cargo Carriers Srl to adopt a practice in the selection and employment of carriers for road transport to ensure that there is:



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- a clear definition between the parties of the requirements for sub-contracted road transport services;
- an effective system of periodic review of the safety and quality management systems of our sub-contractors;
- the identification of any differences in service levels and the creation of agreed action plans to eliminate them and follow-up as necessary;
- regular meetings between the two parties to review plans and service performance.
- It is also the responsibility of Cargo Carriers Srl, in accordance with customer restrictions, to establish the conditions for continuous evaluation of safety levels and carrier performance.

All **Cargo Carriers Srl** personnel are aware of this policy, which has been presented to all employees and communicated to interested parties, but especially to our "critical" suppliers.

The Company's Integrated Quality policy is checked during the Management Review and whenever the context analysis becomes necessary.

The Chairman
Ivano Volpe