

EMPOL LOGISTICS GMBH Srl		POL-01
	FOOD QUALITY AND SAFETY POLICY	Rev. 3 Page 1 of 1

EMPOL LOGISTICS GmbH Srl, commits to act as a reliable partner for the following activities:

road transport (national and international transports, temperature controlled/frozen transports and ambient temperature transports) of food stuff and industrial goods (miscellaneous stuff) in compliance with all the applicable and mandatory regulations, constantly aiming to meet its customers' needs.

This policy represents EMPOL's commitment to develop and maintain an effective and efficient Management System compliant with the key principles of UNI EN ISO 9001 and IFS Logistics, ensuring that transports are always carried out under the utmost control and by means of trucks (Empol trucks or third-party trucks) compliant with all the applicable legal requirements.

The Management aims at achieving the following objectives:

- *Ensuring constant attention to its customer needs, both the expressed and implicit ones, with consequent and constant recognition of satisfaction;*
- *Granting compliance with contractual agreements and transport conditions;*
- *Being compliant with the requirements of the Quality/IFS Logistic integrated management system;*
- *Carrying out the transport under controlled conditions in order to ensure the maintenance of the quality and safety of the transported goods;*
- *Aiming at increasing continuously its employees' product safety culture;*
- *Granting safety of its workers, the growth and continuous improvement of the food safety culture;*
- *Aiming at a greater and greater environmental sustainability in the performance of services;*
- *Verifying periodically the degree of efficiency and effectiveness achieved by the internal organization.*

Management System.

Considering the above listed objectives, EMPOL has established a set of objective measurement indices which are annually monitored so that the Management can pinpoint and start all the needed actions aimed to promote constant improvement. Some examples of the objective measurement indices are:

- *Number of complaints per customer/ Total amount of carried out trips;*
- *Number of non-compliant trips / Total amount of carried out trips;*
- *Customers' Satisfaction Level;*
- *Hours of training/ A year time;*
- *Environmental impact of vehicles (CO2 emissions/Vehicle average consumption);*
- *Etc.*

The Management is aware this policy requires its operational staff a constant commitment and that the objectives expressed above can only be achieved through a food quality and safety risk-based approach. The company believes its collaborators are its key resource so, the only way forward to achieve its objectives is to fully involve them. The Management firmly believes in the above and commits to spread and promote this policy throughout the company.

7th October 2024

The Management
