



REV 6 DEL 15/05/2023

## **POLICY for QUALITY and the ENVIRONMENT**

AUTOSERVIZI SALEMI S.r.l. has been operating in the sector of scheduled public services for passenger transport and bus rental with driver since 1948. The fleet is made up of over 70 of the most modern and comfortable buses and minibuses, all equipped with the best comforts as well as the most modern and efficient systems safety.

Autoservizi Salemi operates in an area where the fastest and most frequent means of transport is wheeled transport. The culture in which the company operates favors the use of bus transport, as it guarantees value for money both in terms of travel convenience and economic terms. Furthermore, it is committed to preventing pollution, ensuring the protection and pursuing continuous improvement of its qualitative and environmental performance by minimizing the risks related to the activities carried out and the services provided.

"The Management of AUTOSERVIZI SALEMI considers Quality, understood as system quality, therefore referring to all company processes, as the first factor for achieving, maintaining and improving its competitive strength".

The Company Management, aware of the growing needs in terms of quality of customer service and the desire to consolidate the image on the market in its sector, has defined this Quality and Environment Policy aimed at guaranteeing customer satisfaction and the continuous improvement of processes in terms of effectiveness, efficiency and cost-effectiveness.

The main objectives that the Management undertakes to pursue through the adoption of the Integrated System compliant with the international standards of ISO 9001 and ISO 14001 are outlined below:

1. obtain and monitor User satisfaction;
2. raise the culture of quality and the environment in the people who work in the organization, involving them in the knowledge of the importance of their activity;
3. promote knowledge and updating by all collaborators of the company organization of the technical and methodological aspects of their role and responsibilities;
4. identify and initiate actions for the correction and prevention of non-conformities and for continuous improvement;
5. guarantee compliance with the fundamental principles identified in the Service Charter such as: equality, impartiality, continuity, participation, effectiveness and efficiency, transparency;
6. operate in full compliance with the technical and legislative standards that regulate the sector;



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7. promote the constant pursuit of workers' health and safety, implementing activities aimed at improving the health and safety conditions of its operators;
8. promote adequate personal data protection policies, implementing all the technical and organizational measures necessary to ensure compliance with EU Reg. 2016/679;
9. communicate and raise awareness among employees and users about respect for the environment;
10. pursue continuous improvement of the performance and efficiency and effectiveness of the Environmental Management System;
11. carry out continuous control of the production process and monitor the related environmental aspects/impacts;
12. rationalize the use of natural and energy resources;
13. manage waste in such a way as to favor, where possible, recovery and recycling rather than disposal;
14. promote the use of the process approach and Risk Based Thinking by ensuring the availability of the resources necessary for the SGI;
15. Satisfy the legal requirements and of its environmental policy, implementing and maintaining an active environmental management system, involving resources in the maintenance and continuous improvement of this management system, promoting awareness among staff of the results to be aimed for.

Management undertakes to make this policy available through dissemination and communication, not only within the organization but to all relevant interested parties, as appropriate.

Every year, the Company Management sets specific objectives for improving Quality and the Environment expressed in objective terms and measurable through the use of appropriate parameters. The set of these indicators has the function of directing the company's effort towards a precise line of conduct, the results of which, once collected and analysed, provide a measure of the general trend in relation to the efforts made.

The Management also undertakes to operate continuously to verify the adequacy of the resources employed, the means used and the information flows, in order to guarantee the achievement of these objectives and the full implementation of company policies.

The implementation of the Integrated System is verified by carrying out periodic audits in specific areas, and by annual reviews of the entire System.



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The Management adopts and intends to maintain a management style based on responsibility, delegation and control of results.

**The direction**