

Quality and Safety Policy

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The **MAIN OBJECTIVES** of LA CISA are:








- 1 Maintain and develop its position as a leader in the logistic market in the steel sector**
- 2 Provide quality services that meet customer needs, expressed and otherwise**
- 3 Reduce the main environmental impacts of industrial logistics by mitigating its emissions and avoiding waste of resources.**

Therefore, it's important to have a correct interpretation of customer requests and to intercept the expectations of the reference market.

To be **EFFICIENT AND SUSTAINABLE**, it is necessary to offer excellent services through:

-  **The protection of the health and safety of its employees**, considering safety aspects as essential subject and ensuring that the places and methods of work safeguard workers to prevent injuries and diseases.
-  **Participation** of workers in the process of continuous improvement, enhancing the ideas aimed at implement the company's operational standards in terms of health and safety, environment, productivity, and sustainability. The **standardization** of processes and the **sharing of information** using company tools.
-  The growth of **human capital** and the **training** for the enhancement of know-how and improvement performance
-  The application of the **QHSE system** to collect the observation that emerged from the collaborators and to **share** experience and "best practices".
-  **Optimization** in the use of human, financial and technological resources with the use of **lean and eco-sustainable working methods**.
-  **Innovative technological solutions** to improve production processes and to constantly reduce waste, **in compliance with safety, environment and quality**.
-  Vehicle cosmetics in **clean and tidy conditions as a standard** that allow us to differentiate ourselves from our competitors.
-  The commitment to go further and further on the path that leads to **sustainable logistics** thanks to a **reduction in consumption**.
-  **Continuous improvement** up with an ever-changing market.

Furthermore, it is important to make the customer perceive the **ADDED VALUE** of La Cisa service, given by:

-  Enhancement and development of human capital,
-  Active participation and collaboration of all colleagues in various transversal projects, Passion,
-  Experience and know-how,
-  Sustainability: low-emission vehicles, training on driving style and effective management of resources,
-  Specific tools and equipment far efficient and safe handling, constant research and experimentation,
-  Commitment to eliminate and reduce risks to Health and Safety,
-  Collaboration and support to the customer in order to identify the best operating methods, safeguarding safety and health of workers, the protection of the environment and improving production performance

To achieve these objectives, a Quality and Safety Management System is active, a system that applies the following general principles:

- Promotion and spread of corporate culture and continuous improvement,
- Organizational clarity and involvement of all employees,
- Competent and specialized staff,
- Simple Procedures,
- Clear and known indicators,
- Shared objectives, reachable and constantly updated,
- Periodic review of the system, objectives and company policy,
- Self-critical approach and ability to think out of the box,
- Internal and external audits to measure its adequacy and effectiveness..

This system is commensurate with the nature and relevance of the risks relating to safety and health at work, it guarantees compliance with applicable legislation and regulations and other requirements to which it has adhered.

The Policy must reflect the corporate objectives and the evolution of the market. It is therefore reviewed through periodic strategic planning meetings, implemented, kept active, distributed to all staff.

La Direzione
