

La Giovane is a Cooperative offering integrated logistics services by supporting its Customers' operational and organisational processes and providing specialist staff, facilities, equipment and know-how. Activities range from management of client's warehouses at the client's premises up to the handling of goods within our storage facilities. We serve different industries, among which clothing and accessories, manufacturing, glass, food, and e-commerce.

La Giovane believes that creating stable relationships based on operational interactions is essential - real partnerships that can contribute to offer services tailored on client's needs and ensure business stability, for the benefit of all people within the Organisation.

La Giovane believes that Quality can contribute to generate reliability and stability.

Therefore the commitment of all players involved is necessary to ensure that this Quality Policy is acknowledged, distributed and executed with engagement and dedication in order to share and achieve our Quality objectives. The Board of Directors and the Management are committed to create the conditions that will allow employees and partners to achieve the objectives set out by the Quality Management System and to promote the Policy by ensuring it is understood, shared, executed and implemented by all, as well as to share it with all Stakeholders.

This document has been distributed to all levels of the Organisation by means of training courses and displays within the company premises and on its website in order to guarantee it is understood by all staff, partners and third parties involved with La Giovane's activities and services.

Based on the general principles described below, a series of measurable objectives were defined and are monitored with annual Management reviews with the aim of constantly improving the effectiveness of our Quality Management System.

La Giovane is therefore constantly committed to act in order to:

1. Place the utmost care in meeting our people's needs, especially our employees and partners, and take actions to facilitate their constant advancement, engagement and professional development;
2. Constantly improve our organisation and the services we offer in order to generate positive results, both in terms of finance and public reputation and excellence - to the full satisfaction of our clients and partners;
3. Guarantee the availability of skills and competences that are always consistent with our stakeholders needs and the relevant market;
4. Continuously improve our image of an efficient and reliable company;
5. Ensure the full implementation of our corporate Ethical Code so as to guarantee full compliance with its fundamental principles, which can be summarised as transparency, ethics and sustainability;
6. Comply with the Quality Management System requirements and monitoring its constant and actual implementation;
7. Maintain a our focus on environmental sustainability principles;
8. Constantly reviewing our Quality Policy in order to guarantee that our people, especially employees and partners, fully understand its content and are committed to its execution; Stakeholders will also be constantly informed of the company's relevant background.

The Quality Management System is illustrated in our Quality Manual and is implemented through the application of a series of Operational Procedures and Guidelines as set out in the UNI EN ISO 9001:2015 standard.

Parma, 02/03/2018

The President

