

To guarantee a service aimed at the maximum satisfaction of its Customers, and more generally, of all the concerned parties, PAL S.r.l. identified the following aspects as the reference principles underlying its Policy and, in general, its approach:

Attention focused on Customers and concerned parties

PAL S.r.l. is committed to understanding the needs of its Customers and to planning its activities to fully meet their needs. As a result, it operates to meet the needs and demands (whether mandatory or voluntarily agreed and signed) of:

- the reference markets, paying particular attention to their current peculiarities;
- the countries in which it operates, complying with applicable laws, rules and regulations;
- all the parties involved in what are considered as the Company's critical processes;

Approach by processes

PAL S.r.l. identifies the different activities that make up its organization as processes to be planned, controlled in a continuous improvement cycle and therefore it taps the resources required to carry them out.

To this end, PAL S.r.l. operates so that in its processes it only identifies:

- the objectives to be pursued and expected results;
- the responsibilities associated with the resources employed.

Leadership

The Top Management of PAL S.r.l. takes on the responsibility for the effectiveness of its Quality Management System. To this end, it has endeavoured, and still endeavours, to make all the necessary resources available and ensures that the current development improvement objectives and any new upcoming ones are compatible with the context and the strategic guidelines. As far as possible, PAL S.r.l. informs of the importance of the QMS and actively involves all the concerned parties, by coordinating and supporting them.

Risk Assessment – identification of risks and opportunities

PAL S.r.l. has always based the management of its business processes on a risk-based thinking (RBT) approach.

Upon performing the annual review but also during the year by reference to the indicators identified, the Top Management:

- assesses and manages the risks associated with the processes;
- exploits the opportunities identified for its ongoing improvement.

Involvement of all personnel and stakeholders

PAL S.r.l. is aware of the fact that the involvement of all its personnel and stakeholders, combined with the active participation of all its collaborators, represents a primary and strategic element. Therefore, Top Management, in accordance with the company size and processes managed, promotes the development of internal professional skills and the careful selection of external collaborators in order to engage skilled and motivated human resources.

Improvement

Since it was established, PAL S.r.l.'s objective has been to improve its activities and, with the introduction of the Quality Management System, this action was aimed at the Ongoing Improvement of the performance of its QMS.

To date, this entails the assessment of the risks and opportunities associated with the business processes, verification activities, both internal and external, during the review phase by Top Management.

To ensure that this document was properly shared and understood, it was circulated to all levels of the organization through informative meetings before being published, and was displayed inside the premises so as to make it also accessible to visitors. To make this policy available to all the concerned stakeholders, it was published in the Organization's website.