

Quality Policy

The Company Management is fully committed to preventing any non-conformities by optimizing process management in terms of efficiency and effectiveness, ensuring constant supervision of activities in any way related to the quality of the service.

To this end, a Quality Management System has been established in accordance with the UNI EN ISO 9001:2015 standard, which, through a systematic approach, enables the pursuit of continuous improvement consistently. The company context and interested parties have been defined, and a thorough risk analysis has been conducted.

The Company Management considers the pursuit of "customer satisfaction" as a priority above any other element, directing continuous and constant attention towards it to ensure the identification and respect of requirements and to meet applicable legislative and regulatory provisions. In line with this goal, it aims to lead the company to continuous organizational and methodological growth.

The Company Management identifies the following primary objectives for the organization's activities:

Full customer satisfaction by defining their needs and requirements;
Excellence in terms of efficiency, performance, reliability, price, service, image, and process management effectiveness;
Continuous improvement of the infrastructure used by customers and its own staff;
Continuous improvement of communication flows between internal structures aimed at enhancing the activity of its collaborators and timely information to its users;
Continuous improvement of safety, understood as the prevention of injuries, accidents, dangerous behaviors, occupational diseases, and greater health protection derived also from workplace hygiene;
Continuous improvement of its environmental performance, with particular attention to the management of resources used, waste produced by its activities, and the reduction of energy consumption;
Prohibiting the consumption of alcoholic beverages and drugs and implementing and maintaining the "security" risk assessment and related protection actions to ensure customer information security regarding high-risk ADR transports.

The Company Management is committed to achieving these objectives through its organization by systematically implementing and enforcing:

Quality control of the service provided through systematic monitoring and measurement of processes and resulting services, and where necessary, activating specific improvement actions;
The use of risk-based thinking in planning objectives and achieving an effective quality system;
Training, education, and information of personnel, and their involvement and awareness of quality, environmental, and health and safety issues;
Improvement of productivity through research and continuous adjustment of resources to needs; planning of prevention and protection activities from risks;
The use of new, safer, more efficient, and eco-friendly technologies;
Supplier qualification criteria that ensure full compliance with the principles stated in this policy, as well as disseminating recommendations to transporters on the application of "B.B.S" transport loading and unloading. The Company Management is committed to implementing, supporting, and periodically verifying the above-stated Policy, disseminating it to all persons working for or on behalf of the company, making it available to the public, and verifying its degree of understanding, implementation, and adequacy through the tools defined in the System Manual.

Livorno, 25/02/17