
COMPANY QUALITY AND SAFETY POLICY

PANTRADE SA aims at consolidating its presence on the market and distinguishing itself from its competitors by offering the best value for money.

For this purpose, Management commits to:

- maintaining a certified quality and safety management system in compliance with the laws and regulations in force;
- guaranteeing to customers that the Quality and Safety of the products are always those promised and certified and that they comply with the agreed specifications, laws and regulations in force;
- pursuing continuous improvement of product quality and safety, setting improvement objectives for the processes, including outsourced processes, and periodically controlling the attainment of these objectives with the use of suitable indicators;
- having a sufficient number of personnel who are suitably trained and stimulated to achieve the improvement objectives;
- ensuring the presence of suitable infrastructures and work environments;
- involving and sensitizing suppliers and customers in implementing the improvement objectives, maintaining collaborative relationships aimed at understanding the reciprocal problems and at protecting the interests of the parties involved;
- Periodically checking the offer of customer-perceived value, anticipating and exceeding their expectations;
- Quickly preparing new products/services and reacting promptly to customer requests;
- Systematically controlling the company performances in order to continually improve the aim of “value for money”;
- Always operating in compliance with the environmental and health and safety laws that directly or indirectly apply to the company’s activities

Chiasso, 24th June 2024