

TRUCKER is a company in the sector of **production of fiberglass and plastic materials reinforced with fibers and not.**

The management of TRUCKER believes that, in order to offer a service and a product that responds to the needs of its customers, actual and potential, it is necessary to adopt management methods that are able to constantly guarantee a reliable service. effective and efficient in continuous improvement, ensuring maximum collaboration and customer support.

The management of TRUCKER believes that in order to offer a service and a product that meets the needs of customers, actual and potential, it is important to increase the culture of safety and healthy in the workplace and to improve safety and risk prevention levels of the own work activity. For these reasons, the management has implemented an integrated system of quality and healthy and safety at work (SGQS) within its corporate management in accordance with UNI EN ISO 9001: 2015 and OHSAS 18001: 2007.

With a view to the continuous improvement of company performance and constant research for customer satisfaction, the General Management has adopted a strategy that includes:

- Attention focused on the customer and interested parties;
- Planning of own processes with a risk-based thinking approach in order to implement the most suitable actions to evaluate and treat risks associated with the processes and to exploit and reinforce the opportunities identified
- Complete customers satisfaction with the product and services provided, including unspecified requirements;
- Evidence, in the choice of suppliers of products and services, of criteria of quality, reliability, efficiency and respect for costs;
- Acquisition of new markets, both nationally and internationally;
- Guarantee of reliability of raw materials;
- Scheduled programming maintenance of equipment capable of guaranteeing continuous production and punctuality of deliveries
- Systematic control of non-compliance and customer complaints, in order to identify any corrective actions;
- Improvement of the involvement, motivation, participation, empowerment of internal staff in the implementation of the quality, healthy and safety management system;
- Identification of processes relevant for quality, healthy and safety at work, and their monitoring through appropriate indicators in order to reduce costs, decrease risk situations, and increase competitiveness in the market;
- Commitment to its employees to ensure safety and adequate work environments, specific training, availability to listen to everyone's needs and requests, communication on the progress of the workplace safety management system, in order to make people understand and involve all in pursuit of corporate policy;
- Pursuit of the protection of the safety and healthy of workers, preferring prevention to protection, collective protection to the individual, taking into account national and European legislation in force, guaranteeing maximum collaboration and support during the identification of the levels of risk inherent in the work activity, limiting the exploitation of natural resources and the waste of raw materials, making available cutting-edge technologies and constantly updated staff;
- Definition of the objectives of continuous improvement in compliance with the prescriptions;
- Compliance with legislative provisions in the field of health and safety at work, the environment and any other corporate and group provisions and requirements on the matter;
- Review of the system on an ongoing basis, ascertaining its suitability and setting new objectives aimed at continuously improving the effectiveness of the QMS;
- The continuous development of new products, compatible with its production system, also in collaboration with research bodies.

The TRUCKER Department has determined the external and internal factors relevant to its purposes and strategic guidelines and which influence its ability to achieve the expected results for its Management System. This assessment is present in the Management Review document and updated at least annually or when the factors analyzed change. This analysis leads to the consequent assessment of risks / opportunities and to the subsequent Improvement plan.

In the awareness that these objectives are achievable only with the full and convinced participation of all, it draws attention to the importance of everyone's collaboration for the achievement of an effective QMS, remembering that the responsibility of the same involves everyone in the first person, each according to their duties and competences, from the employer to the individual worker.