

VISION

CLASS has always had the goal and vision of continuous **improvement**, meeting the needs of customers in its market segment: **grow** and **innovate** to expand and improve the services offered through collaborative **efficiency** with customers, in a configuration of direct partnership not yet fully exploited, which ensures significant margins for reducing costs of the supply chain.

MISSION

Becoming a partner of **excellence** and **customer satisfaction** in the management of internal warehouse logistics processes, developing integrated services with dedicated solutions through the use of technical and IT tools, with specific skills for business processes and human resources, which constitute the main capital of the organization. For this reason quality, health and safety of workers and the affirmation of corporate social responsibility represent the primary tool through which to safeguard corporate assets and develop activities in a sustainable way.

For this, an **Integrated Management System** is established according to the Standards:

ISO 9001:2015
ISO 45001:2018
SA8000:2014

Intended as a tool for:

SATISFYING THE CUSTOMER

- Ensure compliance with technical, qualitative, safety, respect for workers' rights and management system standards, undertaking to comply with the requirements of the Standards, respecting international instruments, national laws, contractual agreements and any other signed requirements;
- Increase the reliability of the service and develop and optimize processes and know-how.

PROTECTING AND DEVELOPING HUMAN AND COMPANY CAPITAL

- Provide decent and safe working conditions for the prevention of work-related injuries and diseases, including anonymous reporting of illegal conduct (so-called "whistleblowing") and the analysis of causes of near misses and accidents;
- Increase the corporate social responsibility with the assumption of specific commitments aimed at workers;
- Guarantee transparent management of human resources through new ways of involving workers;
- Strengthen the level of professionalism and motivation of the staff also through working climate;
- Promote the cultural growth of the company and the search for the causes of the problems that occur;
- Recruit and train staff to remain competitive in the future;
- Provide adequate resources (means, equipment, etc.) with effective investment management;
- Maintain a high level of supplier performance, verifying compliance with the social responsibility requirements.

HAVING GOT A STRATEGIC VISION

- Achieve continuous improvement in every process and aspect, given the needs of interested parties;
- Control ethics and social correctness in the supply chain with respect for equal opportunities and diversity;
- Measure performance to increase results, consolidating corporate structure and size;
- Increase the number of customers and understand the needs of the market;
- Identify the risks to minimize them and the opportunities to take them.

To this end, the Management establishes the function of Head of the Integrated Management System (RSGI): he's entrusted with the responsibility and authority for the establishment of the SGI, and the verification of its application by all the other functions involved. .

Angelo Piffer
CEO

