



HTLC NETWORK SAGL

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Main correspondent offices :

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COMPANY POLICY FOR QUALITY V. 1.0 - 1/8/2017 - Luca Martin/Sole Director

The **priority goals** of our Company policy for quality are the following :

- 1) reach the highest possible level of **satisfaction of our Clients, Staff and Correspondents**, by system continuous **improvements**;
- 2) accumulate, update, manage and **share** professional and operative **knowledge** within all the network members and staff;
- 3) take care of any **evaluation and planning** in the most possible **objective and measurable way in full compliance** with the existing and applicable laws and quality rules.

The **HTLC Network quality systems for the mobility business unit**, is acting by :

- a) A **'LEAN ORGANIZATION'** organizational model, mixing direct control and a sustainable management of a correspondents and sub-contractors chain, ensuring high level skills and experience of all members, under the central coordination and quality control of HTLC Network, related to all elements of the ISO 9001.2015 and EURA Global Quality System quality manual and related international rules;
- b) An **added value creation process**, optimizing time saving as essential resource for supplier and client, updating continuously the market evolving needs and the ability of our organization to see, analyze, plan, implement, improve and end a group of operations and control functions, aimed to high quality and performance level;
- c) A **high operations precision, punctuality and professional integrity level**, including research and analysis activities and supply of services and consulting anyway compliant with the applicable legal, ethic and regulatory standards;
- d) A **complete neutrality, independency and impartiality of our legal and technical opinions**; to grant the maximum objective evaluation, transparency and reject of any undue interference or influence related to the company activities.

This document has been diffused inside and outside the company to **any level of interlocutor**, by documents sharing (hanging on company boards by each worksite), company web site, meetings and participative discussions, considering the ISO UNI 9001.2015 approach of the **'risk based thinking'**, with the aim to anticipate market trends and demand, and adjust as soon as possible the company planning, organization, activity, control and process improvements accordingly, possibly taking the right opportunities and reducing risks, to ensure the widest possible contents understanding and sharing.

The group holding and company board and legal representatives are engaged to ensure that this policy will be understood, shared, implemented, improved and applied for all the company and group workers, management, suppliers, correspondents. The management will therefore be active at all levels with unified goals and common intents, working to create the conditions for the staff to be put in the best conditions to reach the agreed policy goals, aligning strategies, processes, procedures and resources for said aim. On the base of the following **'general principles'**, have been identified several measurable goals, to be monitored at least on annual basis by the board of directors checks, in order to improve continuously the performance of the Quality Management System.

1. Pay the maximum attention to the analysis and identification of the individual satisfaction parameters and needs, especially related to the company and group staff;
2. Grant the extensive application of the Company Ethics Policy, including transparency, ethics and sustainability;
3. Improve quality management of company, services and consulting linking such actions to economic and staff welfare improvements and customer satisfaction;
4. Respect all the principles of financial ethics and management with any Third Party;
5. Grant always the availability of sufficiently qualified human resources to the internal and external stakeholders related to the reference markets;
6. Improve continuously the company market brand and reliability image;
7. Keep high attention on environmental sustainability and choose/approve any more sustainable option;
8. Grant a continuous action of evaluation, motivation and professional growth of the staff;
9. Respect continuously the Safety System Rules and control the application of the same;
10. Review and update with continuity the Company Quality Policy granting the the group and company staff will fully understand and apply the same, informing at same time also all stakeholders of any quality and company update relevant for the quality system application.