

Quality Policy - DCS Liburnus Project Srl

Management is committed to improving its quality management system by constantly reminding the entire organization to comply with all applicable requirements related to the services provided, whether legal, contractual, commercial, or inherent to the services themselves. Furthermore, DCS Liburnus, with the aim of offering greater guarantees to its partners and clients, has adopted a Code of Ethics.

DCS Liburnus Project Srl operates in the field of national and international transport, both import and export, in the context of construction/plant engineering; specifically, it deals with the handling of plants, construction site installations, steel structures, Oil & Gas, earth-moving machinery, and railway equipment. The types of shipments include sea, land, and air transport. The expertise acquired in over 40 years of activity in the specific Project Cargo sector makes DCS Liburnus a top-level player in the field of international out-of-gauge and heavy lift shipments.

In order to ensure a product/service aimed at the highest level of Customer satisfaction, and more generally, that of all interested parties, the Company defines the following as reference principles of its Quality Policy:

Customer and Stakeholder Focus:

DCS Liburnus is committed to understanding customer needs and plans its activities to fully meet them. It also operates in compliance with the demands and requirements of:

- The target market
- Partners
- The parent company
- The countries in which it operates, complying with laws and regulations
- All parties involved in its critical processes

Process Approach

DCS Liburnus identifies the various activities of its organization as processes to be planned, controlled, and continuously improved, ensuring the human and economic resources needed for their implementation.

Leadership

DCS Liburnus assumes responsibility for the effectiveness of its QMS, making all necessary resources available and ensuring that planned objectives are compatible with the context and strategic directions.

Risk and Opportunity Assessment

DCS Liburnus plans its processes with a risk-based thinking approach in order to implement the most appropriate actions to:

- Evaluate and address risks related to business processes
- Leverage and strengthen identified opportunities

DCS Liburnus promotes an adequate sense of proactivity at all levels in managing its risks.

Involvement of Personnel and Stakeholders

DCS Liburnus is aware that the involvement of personnel and all stakeholders is a key strategic element. It promotes the development of internal professional skills and the careful selection of external collaborations in order to have competent and motivated human resources.

Improvement

DCS Liburnus sets the continuous improvement of the performance of its QMS as a permanent goal through the definition of quality objectives, which are embodied in:

- Customer loyalty
- Expansion of the client portfolio
- Customer satisfaction
- Competitiveness

To make the identified objectives measurable and comparable, the organization defines specific monitoring indicators that make it possible, over time and together with the execution of periodic internal audits, to verify whether the Quality Policy remains appropriate, consistent, and suitable for achieving company goals. The results of this analysis will be included in the management review. Management ensures that the Policy is made available to the public and that it is communicated, understood, and pursued by all human resources of the Company and/or those acting on its behalf.