

Quality & Environmental Policy

Customer

Customers being at the heart of our business, we continuously evaluate their needs and satisfaction, aligning our products and services to their requirements. We recognize that our customers place a high value on environmental protection and we will therefore continue to work with all partners to achieve sustainable logistic services.

Training and development

A highly qualified, committed and motivated staff is the basis for a successful business. Panacademy supports this principal with specifically developed training programs.

Quality & Environmental Systems

Panalpina commits to meet or exceed all applicable legislation and standards. Our fully Integrated Management System (IMS) is a proven tool to support the steady optimization of the quality and sustainability of our services following the ISO9001/14001 standards.

Responsibility

Every Panalpina employee is responsible for the quality of the service we deliver to our customers. Panalpina takes seriously its responsibility to deliver the service in a sustainable manner that respects the communities we work in and with least impact on our environment.

Improvement

We monitor key performance indicators throughout our company to evaluate and improve the efficiency of our business and reduce our environmental impacts.

Awareness

The continuous promotion of quality and environmental awareness to all employees is a key component in delivering high quality sustainable products and services.

Business Processes

Panalpina's business processes are constantly adjusted, standardized and improved in anticipation of changing market requirements and to ensure consistent quality.

Environment

Panalpina strives to implement controls with the aim to reduce pollution and environmental harm. To reduce our impacts the following programs are implemented:

- Eco-Transport: More efficient and ecological use of transport modes through environmentally responsible Cargo Consolidation, Modal Shifts and HazMat Handling.
- Eco-Consumption: Manages the purchase, consumption, reuse and recycling of office and packaging material, and other sources such as electricity, water, fuel and gas.



CEO

29-06-09

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