



SAVINO DEL BENE

Global Logistics and Forwarding Company

ITALIA - FIRENZE

Savino Del Bene S.p.A.

Worldwide Headquarters

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Quality Policy Statement

Our clients are our highest priority. We are devoted to serve them in the best way possible, sometimes by doing the impossible. Our Quality targets are set to achieve 100 percent of our customers' satisfaction. We want to arrive 100% on time and, in the hope to obliterate non-compliance in the future, we strive to shrink non-compliance to 0,5%. We expect to reach our goals through:

Responsiveness

Tend to our customers' needs and requests before, during, and after shipment

Reliability

Trust in making the best decisions for our clients, in choosing the most qualified carriers, the proper equipment and favourable routes.

Flexibility

Design the best customised shipping solutions fit to each situation.

No doubt, at the top of our resources are our Human Resources. Technology is great, useful and timely but our people are what count: they hold the key to customer service. They will answer the phones. They will be there to assist our clients in every way. Through them we will reach excellence.

Encouraging our employees to be proactive and zealous in performing, to communicate in a professional and pleasant way is the key. Solving our customers' problems is our daily deed.

Our mission is:

**to be distinguished by our clients
as the most reliable international freight forwarder
around the world**

Paolo Nocentini
President

Scandicci, March 1, 2010

Quality Management System since 1997

Sede Legale: Savino Del Bene S.p.A.

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