



LUXURY TROLLEYS & BUFFETS

Company Policy

Ze Pè S.A.S operates and develops its services based on a management system that complies with the international voluntary standards UNI EN ISO 9001 and UNI EN ISO 14001. This certification ensures the quality of services offered, responsibly manages environmental impacts, and fosters continuous improvement, communication, and transparency with all stakeholders, including customers, suppliers, and collaborators.

Our guiding principles, both internally and externally, have always been: honesty, precision, exceptional quality, optimal financial flow management, timely payments and collections, and minimal debt.

Certified management systems serve as a valuable tool and ally for Ze Pè S.A.S, enabling the management of increasing technical and administrative complexity, particularly in environmental matters, and providing a systematic method for ensuring legislative compliance.

The organization plans its processes with a risk-based approach to implement the most appropriate actions to:

- Evaluate and address risks associated with processes;
- Leverage and strengthen identified opportunities.

At all levels, the organization promotes a proactive approach to risk management.

Through the Quality and Environmental System, Ze Pè S.A.S aims to:

- Fully satisfy customer needs by offering highly qualified services that respect the environment and the health and safety of workers and workplaces;
- Continuously improve efficiency and performance to prevent and reduce environmental impacts of activities and minimize health and safety risks for workers and workplaces;
- Pursue equal treatment for all collaborators, maintaining a serene, cooperative, and humane company climate that values diversity, as outlined by the European Green Deal.

These objectives are achieved through:

- Analysis of the company context and processes;
- Identification and evaluation of risks and opportunities related to activities, considering internal and external factors that may impact profitability, success, and environmental and social performance;
- Ongoing attention to human resources, the company's primary and genuine capital, by adopting personnel management methods that nurture talent, encourage engagement, motivation, and active participation, and create attractive, stimulating, and equitable working conditions for all genders;
- Involving and engaging workers in a continuous improvement mindset;
- Constant information dissemination and training for all personnel;
- Promoting best practices and a culture of respect for the environment, individuals, diversity, health, safety, and risk prevention within the company;
- Adhering to national laws and EU Directives, particularly regarding environmental compliance;
- Preemptively evaluating potential environmental impacts and health and safety risks associated with any new activities;
- Consistently monitoring the services offered and operational methods;
- Building constructive, transparent, and trustworthy relationships with customers;
- Choosing technologies and operational methodologies aimed at continuous quality improvement of services;
- Clearly defining roles and responsibilities of various resources involved in activities.

This policy document and the entire company management system are communicated to all personnel to ensure its efficient operation.

