

PISAMOVER S.p.A. is the concession-holding company that, following a public procedure, has designed and installed the APM (Automated People Mover) service that connects the Galileo Galilei Airport to the Pisa Central Station, with a stopover next to the park'n'ride car parks in Via Aurelia and in Via di Goletta.

PISAMOVER is also responsible for the management of the transport service and of the two car parks, connected to the local road network, which has been properly integrated.

PISAMOVER is committed to pursuing a Corporate Policy which aim is the satisfaction of the customer's needs and the protection of the environment through the following key points:

- ✓ Compliance with contractual commitments and applicable laws and regulations;
- ✓ The identification of the stakeholders, the analysis of their expectations and the context in which they operate;
- ✓ The risk assessment and opportunities in each process;
- ✓ Improvement of the customer's relationship and of the service offered;
- ✓ Improvement of the relationships with suppliers and shareholders;
- ✓ Improvement of the employee skills;
- ✓ Continuous improvement of quality and environmental performances, with particular attention to energy saving and maintenance activities;
- ✓ A keen attention to the effectiveness of the quality management system through a process based approach;
- ✓ The review of the Corporate Policy, the assessment of risks and opportunities and the Management System depending on the internal and external changes

In order to implement this Policy, **PISAMOVER** applies a Quality and Environment Management System in compliance with UNI EN ISO 9001:2015 and UNI EN ISO 14001:2015 standards, based on a risk based thinking approach through which it undertakes to:

- pursue these aims;
- define key performance indicators for the measurement of these objectives;
- systematically review the Policy, objectives and processes in order to redirect and focus on the corrective actions;
- maintain the certification of the Integrated Management System.

The Management is involved in the respect and implementation of these commitments by ensuring that the Policy is documented, approved, maintained active, periodically reviewed, and available to the staff and to the public as well.

PISAMOVER constantly monitors the fulfillment of these commitments thanks to a correct and punctual management of the company's system, which is incorporated in every business process.

The President.



Pagina 1 di 1