



## 2.2 Policy\_Quality



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# Goal and field of application

This document outlines the Quality Policy of Gruber Logistics, establishing the principles, objectives, and commitments that guide the organization in achieving excellence in quality management. It serves as a reference framework for all employees and stakeholders, ensuring alignment with the company's strategic direction and compliance with ISO 9001 standards. **Field of application:** Corporate

## Legend and Glossary

**ISO 9001** – International standard for quality management systems, providing a framework for continuous improvement and customer satisfaction.

**QHSE** – Acronym for Quality, Health, Safety, and Environment. Refers to the integrated management of these four critical areas within the organization.

**BU (Business Unit)** – An organizational division within Gruber Logistics focused on a specific service line or market segment (e.g., FTL, LTL, XTL, PAO).

**FTL (Full Truck Load)** – A logistics service where an entire truck is dedicated to a single shipment.

**LTL (Less Than Truck Load)** – A transport service for shipments that do not require a full truck, combining multiple shipments in one vehicle.

**XTL (Exceptional Transport & Logistics)** – Business unit focused on the transport of oversized or complex cargo.

**PAO (Project and Operational Logistics)** – Business unit dedicated to customized logistics services, including industrial projects and international freight (Air & Ocean).

**MyBooking / MyDelivery / MyFast / MyADR / MyGreen** – Value-added services developed by Gruber Logistics to enhance customer experience and offer tailored logistics solutions.

**SOP (Standard Operating Procedure)** – A documented process that describes how to perform routine operations to ensure consistency and quality.

**KPI (Key Performance Indicator)** – A measurable value that demonstrates how effectively the organization is achieving its key objectives.

**SPOT Operations** – One-time or non-repetitive transport services typically arranged at short notice.



# General Quality Policy Statement

At Gruber Logistics, we are committed to upholding the highest standards of quality management in accordance with ISO 9001. Our approach is rooted in being a reliable partner who minimizes complexity for our customers while proactively delivering sustainable and innovative logistics solutions. With over 80 years of experience and a strong drive for innovation, we aim to set new benchmarks in digitalization and sustainability within the transport and logistics industry.

Our mission is to create solutions that simplify our customers' lives—moving mountains together to overcome challenges and deliver excellence. This commitment is guided by our core values:

**IMPROVEMENT** – Striving continuously for better outcomes.

**TRUST** – Building partnerships that last.

**MOTIVATION** – Inspiring growth and engagement.

**CHALLENGE** – Embracing opportunities with determination and courage.

Over the past five years, Gruber Logistics has experienced significant growth. As we look ahead, we recognize the importance of consolidating our achievements, digesting the progress made, and preparing ourselves for the next big step. This moment of reflection and strategic alignment ensures that our future development is sustainable, structured, and fully aligned with our quality objectives.

This policy reflects our dedication to customer satisfaction, operational excellence, and continuous improvement across all business units and geographies.

## Strategic Vision

Gruber Logistics is committed to being a benchmark in the integrated logistics sector, offering reliable, sustainable, and customer-oriented solutions. Our quality policy is an integral part of our business strategy and reflects our commitment to continuous improvement, customer satisfaction, and compliance with regulatory requirements.

## Core Principles

### 1. Customer Focus

Understanding and meeting our customers' needs is our top priority. We offer personalized and multichannel Customer Care services tailored to the specific characteristics of each customer segment.

### 2. Leadership and Responsibility

Management leads the organization with clarity and consistency, promoting a culture of quality and ensuring that roles and responsibilities are clearly defined and understood at all levels.



**3. Employee Engagement**

We value the skills of our people through continuous training, transparent communication, and active involvement in improvement processes.

**4. Process Approach**

We manage our activities as interconnected processes, aiming for efficiency, traceability, and measurable results.

**5. Continuous Improvement**

We constantly monitor our performance and implement corrective and preventive actions to improve processes, reduce waste, and increase customer value.

**6. Evidence-Based Decision Making**

We use centralized and up-to-date strategic data to make informed decisions, improve information management, and optimize operational flows.

**7. Relationship Management**

We collaborate transparently and constructively with customers, suppliers, and stakeholders, fostering long-term relationships based on mutual trust.

**8. Compliance and Sustainability**

We comply with QHSE (Quality, Health, Safety, and Environment) standards and are committed to reducing the environmental impact of our activities, contributing to sustainable development.

## Quality Policy Objectives

- Increase customer satisfaction through timely, safe, and customized services.
- Automate and simplify processes from commercial offer to invoicing.
- Reduce order fulfillment and payment collection times.
- Unify and improve information systems, especially accounting software.
- Ensure traceability and transparency of qualitative and quantitative information.

## FTL Business Unit – Quality Policy Statement

The Full Truck Load (FTL) Business Unit at Gruber Logistics is committed to delivering high-quality, sustainable, and efficient transport solutions tailored to the needs of medium-sized and multinational clients. Operating across key European corridors, the FTL unit focuses on high-volume, fixed-line services supported by flexible SPOT operations. Our product strategy emphasizes the development of environmentally responsible transport models, including relay systems and intermodal solutions, while maintaining excellence in traditional road freight and expanding our capabilities in refrigerated logistics. The operating model is built on clearly defined responsibilities, branch-level specialization, and strict adherence to standardized procedures and accountability. Geographically, the FTL unit strengthens its presence in core domestic markets—Italy, Germany, and Poland—while optimizing flows between France, Germany, Spain, and Italy. Through regional expertise, digital innovation, and data-driven strategies, we empower small and medium enterprises and ensure continuous improvement in line with ISO 9001 standards.



## XTL Business Unit – Quality Policy Statement

The Exceptional Transport & Logistics (XTL) Business Unit at Gruber Logistics is dedicated to delivering specialized, high-quality transport solutions for oversized and complex cargo. With a strong focus on the industrial sector—including bridge components, cable drums, locomotives, and heavy machinery—the XTL unit also expands into emerging markets such as aerospace and concrete logistics. Our product strategy emphasizes the development of rail-based and concrete transport solutions, while further enhancing capabilities in bridge construction and the defense sector. The operating model is being strengthened through branch-level optimization, the implementation of standardized processes, and robust reporting and monitoring systems. Geographically, the XTL unit is expanding its footprint in France, transferring specialized know-how to Italy, and entering the Turkish market. Leveraging proprietary assets, permit expertise, and sustainable practices, we position ourselves as a trusted partner for complex logistics challenges, in full alignment with ISO 9001 standards for quality, consistency, and continuous improvement.

## LTL Business Unit – Quality Policy Statement

The Less Than Truckload (LTL) Business Unit at Gruber Logistics is committed to delivering high-quality, reliable, and flexible logistics solutions through a robust European delivery network. Serving key sectors such as Food & Beverage, FMCG, Fashion, Chemicals, and Electronics, the LTL unit also maintains a strong focus on industrial and steel part-load customers. Our product portfolio includes premium services such as MyBooking, MyDelivery, MyFast, and the newly introduced MyADR, with ongoing development in excise duties, customs clearance, and sustainable solutions like MyGreen. Operational excellence is driven by a model centered on control, monitoring, and support, ensuring efficiency in both groupage and part-load services. Strategically, the LTL unit is exploring opportunities to expand its network within Italy, reinforcing its commitment to service quality, innovation, and continuous improvement in line with ISO 9001 standards.

## LOX Business Unit – Quality Policy Statement

The LOX (Logistics Operations Excellence) Business Unit at Gruber Logistics is committed to delivering high-quality, customized logistics solutions tailored to the needs of industrial clients, including spare parts and fast-moving consumer goods. Our approach is built on strong, trust-based relationships with clients, driven by a commitment to quality, efficiency, and strategic resource planning.

Our product development focuses on enhancing both industrial and standard logistics services, with particular attention to packaging and the acquisition of expertise in bonded warehouse operations. We continue to strengthen our proven operating model by clearly defining processes, responsibilities, and rules, while placing strong emphasis on control and monitoring.

Geographically, the LOX Business Unit is focused on consolidating and expanding its presence in Italy and Germany, ensuring proximity to key markets. Through a solution-oriented mindset and structured, process-driven execution, we ensure continuous improvement and full alignment with ISO 9001 standards for quality management.



## PAO – Air & Ocean Business Unit – Quality Policy Statement

The Air & Ocean division of the Project and Operational Logistics (PAO) Business Unit at Gruber Logistics is committed to delivering reliable, high-quality international freight solutions through a customer-centric and globally connected approach. Our market focus includes both Full Container Load (FCL) and Less than Container Load (LCL) customers, with a strategic emphasis on FCL services in Germany and the development of an LCL network in Italy. We are actively expanding key tradelanes, including Italy–Far East (LCL) and Europe–Egypt (FCL), to enhance global connectivity. The operating model remains stable and proven, ensuring consistency and reliability in service delivery. Geographically, the unit is strengthening its presence in Germany and Italy, expanding operations in China, and entering the Egyptian market. Through comprehensive transport solutions and a commitment to building trustworthy, personal relationships, the Air & Ocean team upholds the principles of ISO 9001 by ensuring quality, responsiveness, and continuous improvement across all international logistics operations.

## Project Cargo Business Unit – Quality Policy Statement

The Project Cargo Business Unit at Gruber Logistics is specialized in delivering end-to-end logistics solutions for complex and oversized shipments, with a strong focus on the oil & gas, power generation, energy transmission, and mobility sectors. We consider both the sender and receiver as key customers, ensuring a comprehensive and customer-centric approach. Our product strategy emphasizes the transport and port handling of heavy equipment such as transformers, while further developing our expertise in XPL (Extended Project Logistics). The operating model remains stable and proven, ensuring consistency and reliability across all operations. Geographically, the unit is expanding its presence in Italy, targeting selected Eastern European markets and Egypt to support strategic growth. With access to proprietary assets, deep technical know-how, and a commitment to sustainability, the Project Cargo team ensures high-quality execution and continuous improvement in line with ISO 9001 standards.

