

Quality, Health, Safety and Environmental Policy



Effective date: 1 July 2012

Panalpina intends to be an industry leader in delivering quality products and services for our customers, providing safe, healthy workplaces whilst minimizing our impact on the environment and supporting the communities where our operations are located. We aspire to be the most customer focused global provider of freight forwarding and logistics solutions – a trusted, valued and respected partner.

CUSTOMER

Panalpina is a customer focused and innovative company. We continuously evaluate the needs and satisfaction of our customers, aligning our products and services to their requirements. We will work to build long-term relationships which are founded upon high performance standards, delivering our promises and conducting our business with openness.

PEOPLE

Every Panalpina employee is responsible for the quality of service that we deliver to our customers. Through specifically developed training programs, strong leadership and consultation we will support and motivate our employees to provide the highest standards of service to our customers.

QUALITY

Our fully Integrated Management System supports the quality of our services and is in compliance with ISO 9001:2015, ISO14001:2015 and ISO45001:2018 standards. We are committed to continuously improve the efficiency of our management system and achieve the highest levels of quality.

HEALTH AND SAFETY

Panalpina will provide a safe working environment, eliminating hazards and reducing risks which may endanger health and impact the services that we provide. We will achieve this through formal risk assessments, safety training, development and consultation with employees that supports a culture of safety.

ENVIRONMENT

Panalpina places a high value on environmental protection and is committed to the global reduction in CO₂ emissions. We will proactively engage with customers and suppliers to better understand sustainability issues that are most important to them. We will continuously promote environmental awareness to all employees, partners and interested parties. Panalpina will engage with and support communities where we operate, and use the company's expertise to support people in need.

LEGAL COMPLIANCE

Panalpina commits to meet or exceed all applicable legislation and standards, fulfilling our obligations and commitments and respecting the rule of law.

CONTINUOUS IMPROVEMENT

Panalpina will drive continuous improvement throughout the business to improve efficiency, manage risks and enhance our operations to deliver quality products and services to our customers.

Handwritten signature of Stefan Karlen in black ink.

Stefan Karlen
Chief Executive Officer
April 26, 2019

Handwritten signature of Karsten Breum in black ink.

Karsten Breum
Chief Human Resources Officer
April 26, 2019



in motion