



# italiana petroli Quality Policy

## About Us

italiana petroli is Italy's leading private operator in the fuel and mobility sector, with a widespread network of sales outlets, an extensive logistics network and a growing presence in renewable energy. We have been giving energy to an Italy on the move since 1933.

## Our Mission

We are at the heart of the Italian energy transition. We work to ensure fair, safe and sustainable access to energy for mobility while actively helping to reduce carbon emissions throughout the country.

## Our Values

- **Integrity:** We follow a model of transparency and respect for the rules
- **Respect:** For people, the environment and communities
- **Sustainable Growth:** Economic, social and environmental
- **Excellence:** In the quality of human capital, products and services

## The Quality Policy

italiana petroli's Quality Policy is formulated in compliance with the requirements established by the ISO 9001:2015 standard. This document establishes the fundamental requirements of the Quality Management System implemented within the company and reflects its philosophy towards all company stakeholders. It guarantees that all processes (sales, purchasing, supply of products and services, customer service) are carried out according to the highest quality standards, in full compliance with current regulations and contractual arrangements.

## Leadership and Objectives

italiana petroli is actively committed to its Quality System:

- by defining Specific, Measurable, Accessible, Relevant and Time-bound objectives
- by assigning roles and responsibilities
- by promoting continuous improvement

## Commitments to Customers

- To ensure safety, reliability and transparency at every point of sale
- To offer superior quality fuels
- To promote sustainable mobility with multi-energy solutions
- To invest in innovation and infrastructure to improve the customer experience

italiana petroli S.p.A.

Sede legale: Via Salaria n. 1322 - 00138 Roma - Italia - Tel. +39 06 84931 - [www.gruppoapi.com](http://www.gruppoapi.com) - Capitale sociale: euro 47.665.314,00 int. vers. - Società soggetta ad attività di direzione e coordinamento di api holding S.p.A. - Codice Fiscale, Partita Iva e n. iscrizione nel Registro delle Imprese di Roma: 00051570893 - R.E.A.: RM - 740950



- To actively listen to customer needs and continuously improve our services

## Service Standards

- **Safety:** We follow a model of transparency and respect for the rules
- **Distribution:** Widespread network across Italy
- **Sustainability:** Reduction of emissions thanks to alternative fuels and the development of an electric charging network
- **Training:** Staff qualified and kept up to date through our Corporate Academy

## Communication

We are committed to transparent and constructive dialogue with all our stakeholders:

- **Website:** [www.ip.gruppoapi.com](http://www.ip.gruppoapi.com)
- **Reporting:** Dedicated and strictly confidential channels for complaints, suggestions and whistleblowing

## Monitoring and Improvement

italiana petroli's Quality Policy is subject to annual review. The results are monitored by:

- Key performance indicators (KPIs)
- Customer feedback
- Internal audits and certifications

## Conclusion

The Quality Policy requires a common culture and awareness of the importance of everyone's individual role in achieving shared objectives, with conduct that is at all times consistent with the company Code of Ethics.

The training and motivation of staff at all levels is key to achieving italiana petroli's strategic objectives.