

Quality Policy

- **Background**

The company's Quality policy is a document with guidelines that respect quality and factors that affect quality. All within the company are expected to follow the policy.

- **Purpose**

The goal of the company's quality work is to satisfy customers. The company's name shall be associated with high quality that applies to personnel, services, and customer service.

Guidelines

The management shall implement quality goals that should be communicated, followed up and revised regularly. As an aid in the quality work, the company uses the international quality standard ISO 9001.

- **Customer satisfaction**

Our main success factor is satisfied customers, therefore:

- we are responsive and flexible and plan the execution of the service carefully based on orders and agreements
- we deliver services in transport with high availability
- it must be right from the start and at the right time
- we maintain high quality by ensuring that resources are available in the form of well-trained employees, maintained fleet and equipment and well-functioning premises

- **Employee satisfaction**

A good and productive work environment is a success factor, therefore:

- all employees work as a team where there is knowledge of the importance of the individual work effort for the whole
- we convey both positive and negative feedback from our customers in order to ensure that work is carried out with quality and success
- we pay attention to, confirm and reward success
- the right person is in the right place through well-planned recruitment

- **Owner satisfaction**

Satisfied owners and value development is a success factor as it ensures the company's continued existence and growth, therefore:

- all employees are responsible for the company's long-term survival
- the target image is clear and communicated
- we always strive to reach the set goals and always get better

- **Society**

The company is part of a larger context, therefore

- we follow the laws and regulations given but also the company's ethical rules and policies
- we minimize the negative impact on air, water and land
- we minimize consumption of water and energy

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- **Constant improvements**

Our external environment and business concept require constant improvements in implementation, therefore:

- we base our decisions on facts and measurements
- we continuously improve our quality management system
- we do the right things at the right time and in the right way
- we work proactively to prevent problems and risks
- we involve employees and other stakeholders in the daily improvement work with the aim of increasing customer satisfaction