



# QUALITY POLICY

**Our mission** is to provide a wide range of logistics solutions where the customer can be on the pulse of the service.

**Our vision** is to strive for excellence. Our keystones: society, customers, suppliers and colleagues.

The HEGELMANN GROUP'S Management demonstrates leadership and commitment to the efficient quality management system and organises its operations in compliance with quality standards to keep the strategy focussed.

## THE HEGELMANN GROUP'S MANAGEMENT HAS COMMITTED ITSELF TO:

1. Meet the requirements of the customers and applicable laws and their implementing regulations, including the needs and expectations of all our stakeholders.
2. Consider the identified risks and opportunities in the light of the activities of the Hegelmann Group companies and, if the identified risks are rated high, to eliminate, or if that is not possible, to mitigate the risk, to adopt preventive measures and realise opportunities.
3. Ensure appropriate measures to ensure business continuity and to keep the strategy focussed.
4. Ensure that the services provided are fully aligned with the customer requirements and focussed on increasing customer satisfaction.
5. Continuously improve service quality by exercising control of non-compliances.
6. Increase staff motivation to maximise performance and efficiency by improving working conditions, internal communication and offering professional growth opportunities.
7. Provide the necessary resources to achieve the Hegelmann Group's objectives and to ensure continuous improvement and efficiency of the quality management system.

## MISCELLANEOUS


1. All employees of the Hegelmann Group companies are aware of the Policy and committed, within the areas of their responsibility, to ensuring that their operations are well-tuned with the company's quality policy and contributing to the efficiency of the quality management system and the continuous improvement of service quality.
2. The Quality Policy is publicly available on the Hegelmann Group's website and is accessible to all interested parties.
3. The Policy is reviewed annually to ensure it is relevant and up-to-date.
4. The Policy applies to all companies within Hegelmann Group.

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