

QUALITY POLICY

Our Mission – is to provide a wide range of logistics solutions, adapting to the pulse of customers.

Our Vision – is to strive for excellence in cooperation with the society, customers, suppliers, and colleagues.

Quality policy applies to all companies belonging to Hegelmann (according to organizational structure).

ORGANIZATIONS MANAGEMENT demonstrates leadership and commits to the effectiveness of the quality management system and organizes the group's activities in order to implement the strategy in compliance with the requirements of quality standards.

ORGANIZATIONS MANAGEMENT COMMITS TO:

1. To comply with the requirements of the client and applicable laws and their implementing legislation, including the implementation of the needs and expectations of all stakeholders.
2. Assess the identified risks and opportunities related to the activities of Organizations Companies, and if a high level of risk occurs - eliminate it, and if it cannot be eliminated, reduce it and apply preventive measures and take advantage of the opportunities.
3. To ensure appropriate measures to maintain the continuity of operations and strategic direction.
4. Provide services only after making sure that the client's requirements are identified, clarified and fully understood. Ensure their implementation while maintaining focus on increasing customer satisfaction.
5. Carry out continuous improvement of services by analyzing discrepancies and making decisions to reduce them.
6. To increase employee motivation, productivity and efficiency by improving working conditions, internal communication and providing opportunities for improving professional qualifications.
7. Provide the necessary resources to achieve the goals of the Organization and the continuous improvement of the quality management system.

IMPLEMENTATION OF THE POLICY

The Organization has approved this policy so that all employees comply with the principles and norms established herein. Any employee who notices violations of the policy must promptly inform their manager. The Company guarantees complete confidentiality, data protection, and protection against retaliation for whistleblowers.

FINAL PROVISIONS

1. All Organization employees are familiarized with the policy, which applies to all Hegelmann Companies.
2. The Organization publicly publishes the policy on its website, making it accessible to all interested parties.
3. The Organization reviews the policy every 2 years to ensure it remains relevant and appropriate.

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Anton Hegelmann

