



# QUALITY POLICY

**»» SCAN GLOBAL LOGISTICS – QUALITY POLICY**

Scan Global Logistics A/S and all subsidiaries worldwide comply with this Quality Policy. High quality is an integrated part of our DNA. We strive to be the market leader in quality.

Our Quality Management System documents the coordination of processes within our organization to fulfill our customers' needs and expectations, ensuring that our service provision is under control. We have a tradition for keeping long-term relationships with our customers because we develop tailor-made solutions prepared to meet their individual requirements.

We stay in close contact with our subcontractor, taking care of the transportation and logistics services and creating value for our customer's business.

We are committed to:

- Respecting all customer agreements.
- Focusing on each of our customers' needs.
- Handling customer inquiries promptly and professionally.
- Registering and learning from deficiencies.
- Processing claims fast and effectively.

We will achieve these agreed quality targets:

- Delivering shipments at time agreed on.
- Delivering shipments without deficiencies.
- Delivering shipments undamaged.
- Invoicing all shipments on time.

Once a year our targets are evaluated and belonging action plans conducted, to continuously improve our processes. Further ensuring that the customer always has the best possible experience and continues to come back.

We will comply with:

- ISO 9001

The majority of our organization is covered by our ISO 9001 Multiple site certification - and the rest of the world will follow.

*We exist to make the world a little less complicated. Therefore, it is a part of our nature to understand the complexity in our customers' business and the organization is geared toward providing tailor-made solutions. Our management system tells us what to do and requires documentation throughout the entire service provision.*



Susan Heilemann  
Group Head of Quality