

Quality Policy

PURPOSE OF THIS POLICY

To share and communicate our commitment to provide our customers with consistently high-quality transport services, complying fully with and, where possible, exceeding our regulatory requirements, the requirements of ISO 9001:2015 and all other applicable requirements. This policy applies to companies of the Girteka Group that are certified under the standard. It is reviewed and, if necessary, revised annually.

OUR COMMITMENT

As a leading European transport service provider, we recognize the importance of quality and continuous improvement throughout all interactions along the customer journey in the cycle of service provision, from first customer contact to invoicing and feedback. To this end the company has implemented a quality management system & cultivates a customer satisfaction and quality-oriented mindset among all employees.

ACHIEVING OUR COMMITMENT

We are committed to improve and retain a high level of quality service provision & promote quality-oriented decision-making in daily operations by:

- Deploying the best leadership and management structure required to deliver this policy.
- Setting measurable objectives to track the progress in quality management.
- Ensuring customer expectations are met under the previously agreed terms.
- Adopting business practices in line with the principles of continuous improvement.
- Providing the necessary staff training & expertise to ensure the implementation of this policy.
- Enacting controls of all subcontractors, external and integrated, to further the goals of this policy.
- Acting to address risks impacting the progress towards quality goals as well pursuing risk-based decision-making throughout the company.

The Girteka Group Executive Board is responsible for establishing this policy and for monitoring and reviewing the quality performance of Girteka Group and its subsidiaries. The Chief Executive Officer is accountable for implementing this policy.

CEO Name	Signature	Date
CEO Jeroen Eijsink		2024.04.26

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