



# 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. This Policy is reviewed and updated annually.

## **MANDATORY TRAINING**

Training in the Quality policy and other SGL Group policies are conducted for all new employees and every two years in the global mandatory e-learning platform "Academy" together with tests which all employees must pass to finally receive a

diploma for the training as documentation. All training is registered and stored digitally in the system.

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.

## **»» RISK MANAGEMENT AND RISK ASSESSMENT OF THIS POLICY**

When planning, implementing, and executing strategic objectives and goals, we need to account for outcomes and circumstances, that can threaten the achievement of these ambitions. To accommodate this, our Policy is created using a risk-based approach, including a yearly updated risk assessment for the relevant risks related to the policy.

The risk assessment is done based on the internal Scan Global Logistics dedicated SOP "21414 Risk Management" and using the controlled template "21585 Template – Risk Analysis" maintained in the global company "Quality Management System".

*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.*



Trine Tiedemann  
Group Head of Quality