


Quality Management policy Kvalitetspolicy		02		
Approved by: CEO	Created by: Finance Manager	200928	Sid:1 (2)	

Following policy has been established for Ahréns Åkeri AB, hereinafter referred to as “the company”.

Background

The company's Quality Policy is a document with guidelines regarding quality and factors that affect quality. Everyone in the company is expected to follow the policy.

Purpose

The purpose of the company's quality work is satisfied customers. The company's name must be associated with high quality in terms of staff, services and customer service.

Guidelines

The management must set clear quality objectives that are communicated, followed up and revised regularly. The company uses the international quality standard ISO 9001 as a guideline in the quality work.

Customer satisfaction

Our main success factor is satisfied customers, therefore

- we are responsive and flexible and plan the execution of the service carefully based on orders and agreements
- we deliver services in transport and logistics with high availability
- it must be right from the beginning and at the right time
- we maintain high quality by ensuring that resources are available in the form of well-trained employees, maintained fleet and equipment as well as well-functioning premises.

Employee satisfaction


A good and productive work environment is a success factor, therefore

- all employees work as a team where there is knowledge of the importance of the individual work effort for the whole
- we communicate both positive and negative feedback from our customers in order for work to be performed with quality and success
- we pay attention to and confirm success and reward success
- is the right person in the right place through well-planned recruitment

Owner satisfaction

Satisfied owners and development of value is a success factor as it ensures the company's sustainability and growth, therefore

- all the employees are the key factor for the company's long-term survival
- the objective image is clear and communicated
- we always strive to achieve the objectives and always get better

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Society

The company is part of a larger context, therefore

- we follow the laws and regulations that prevail but also the company's ethical rules and policies
- we minimize the negative impact on air, water and land
- we minimize water and energy consumption

Continuous improvement

Our business environment and business concept require constant improvements, therefore

- we base our decisions on facts and measurements
- we continuously improve our quality management system
- we do the right things at the right time and in the right way
- we work proactively to prevent problems and risks
- we engage employees and other stakeholders in the daily improvement work in order to increase customer satisfaction