

## Quality policy

Our quality policy is basically based on doing everything as right as possible, the goal is to be 100% so that the customer returns to us. We do this by:

### The booking:

It is extremely important that we receive the right information.

- Who will pay for the shipping? Customer number or organization number.
- Where should we pick up and drop off? Full address with contact person and telephone number.
- What should we drive? Weights and Measures. Length x width x height in cm.
- When is it ready to pick up?
- When will it be last? The longer we have on us, the greater the chance at a lower price.
- Reference on the invoice?

After booking, you will be offered a consignment note sent to your e-mail address. There you check all information and if something is wrong contact our customer service.

### Traffic management:

A traffic manager produces a suitable car for the purpose based on the information in the booking. The traffic manager sees all vehicles on a map as the vehicles have GPS monitoring in real time. We have traffic management systems from the well-known fleet101 and which is called K2. The program is the largest in the transport industry and has unique opportunities for, for example, the customer to obtain important statistics.

### Our vehicles:

The company has complete & modern vehicles to perform transports up to 19 tons (19000kg). We also have partners with larger vehicles, trailers and cars with trailers. Each vehicle has a safety device such as equipment for securing the goods and all cars are equipped with GPS. Many vehicles also have piers, pallet pullers and tailgate lifts to facilitate transport. There is also a hand-held terminal in the vehicles where the driver sees all assignments. When the delivery is complete, an electronic signal is sent to our server, which can also send out a delivery confirmation to the customers who want it.

### Our drivers:

These are our ambassadors and the most important in the chain for everything to work smoothly. All drivers have been carefully tested to work with us and must wear uniforms for good recognition. It is in traffic that we are most visible and the drivers should be a role model in traffic. Everyone also has a driver's ID.

### Delays:

Sometimes accidents occur on our roads or other things that prevent the delivery from arriving at the time we estimated. The most important thing for us is that we quickly give feedback to the person concerned.

### Billing:

The invoice must contain the necessary information so that the customer can quickly and easily certify the invoice. This is done by the quoted price corresponding to the invoice price. If there is a delay or something else that has affected the car's time / distance, we will provide feedback on the price adjustment as soon as we become aware of this.

### The future:

To continuously follow developments in the field of transport and logistics and keep up to date with changes in infrastructure and laws and regulations.