

## Quality Policy

At FTS Logistics Sweden AB, we are dedicated to delivering top-quality transport services to our customers. We strive to continuously improve our processes, meet customer requirements, and exceed expectations by focusing on the following principles and goals:

- **Customer Satisfaction:** We prioritize our customers' needs and aim to exceed their expectations by providing reliable and professional transport solutions. We actively listen to our customers' feedback and act promptly to resolve any issues and enhance our services.
- **Quality in Every Step:** We are committed to maintaining high-quality standards in all our processes and services. This includes careful planning and monitoring of our transports, regular maintenance of our vehicle fleet, and adherence to safety and quality controls.
- **Continuous Improvement:** We aim to continuously improve our work methods and processes by evaluating our performance, identifying areas for improvement, and implementing measures to increase efficiency and quality in our services.
- **Competence & Training:** We invest in our employees' skills and training to ensure they have the knowledge and expertise required to perform their tasks to the best of their abilities. We promote a culture of learning and personal development to constantly enhance our quality and service.
- **Compliance with Laws & Regulations:** We strictly adhere to all applicable laws, regulations, and industry standards relevant to our operations to ensure compliance and maintain the trust of our customers and stakeholders.

By actively following this quality policy and continuously striving for improvements, we are confident that we can continue to deliver high-quality transport services and maintain our reputation as a reliable and responsible transport partner.

This policy will be reviewed and updated regularly to ensure it remains relevant and effective in relation to our quality objectives and current legislation.

Please contact us if you have any questions or comments regarding our quality policy.