



Scandinavia AS

Quality Policy

EFG Scandinavia AS is a service provider and offers logistic services with a focus on project logistics and crane services located in Bergen, Norway.

In close cooperation with our motivated and dedicated employees, we not solely want to keep our presently achieved position within the market, but to develop same throughout quality reliability and best possible service. Cessation for us is equivalent to regress.

Guidelines of our company are customer loyalty, acquisition of new customers, maintenance and improvement of customer satisfaction as well as responsible handling and maintenance of occupational health and safety and the environment protection.

Following guidelines will allow us to stay in the future successful at the market and the competitive environment:

➤ **Our entrepreneurial success**

Basis for that is our business acumen and experience, qualified and professionally trained employees as also the internal and external interested parties (context).

➤ **Realization of customer goals / enhancing customer satisfaction**

Belonging to this is an ideal service towards our customers as well as cooperative and friendly contact. We seek for the enhancement of our customer satisfaction and successful acquisition of new customers.

➤ **Honest and valued collaboration**

Best performances can be provided solely within a good working atmosphere dealing fair and equitable with one another.

➤ **Occupational Health and Safety at all time**

Including ergonomically means for work, workplace and structural operational procedures as well as compliance with any occupational health and safety requirements.

➤ **Continuous improvement**

Our sequence of operations, processes, methods as also the quality management system is under permanent assessment and is optimized continuously in order to minimize the risks of business disruption, dangerous and hazardous occurrences and accidents within the service process.

➤ **Maintain and amplify knowledge**

Selective training and education of our employees by internal and external means shall ensure to stabilize existing acquaintance gain new knowledge.

➤ **Compliance with national and international laws and regulations**

Services provided to customers and applied to subcontractors are to be carried out in regards to the actual legislation of the countries concerned.



Scandinavia AS

➤ **Protection of environment**

Promoting sustainability is a target of our organization. Furthermore we encourage our employees to increase the environmental awareness as also to actively be part of the protection of the environment.

➤ **Avoiding mistakes**

The development of all our processes aids us to keep our services saleable. We act according to the premise „Avoiding mistakes before clearance of mistakes“. In addition to that we are able to learn from mistakes to avoid reoccurrences.

➤ **Providing necessary resources**

The management is responsible for assessing and provide necessary resources for fulfilling our services.

➤ **Risk- and opportunity management**

The management defines, recognizes and assesses the risks and opportunities within the organization.

The above mentioned guidelines provide the framework of our company's objectives.

The management is responsible for the implementation, realization, retention, development (continuous improvement) and effectiveness of the quality management system and is furthermore taking accountability for the system.

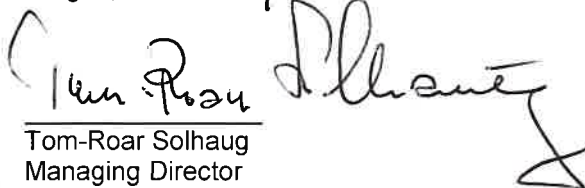
Every employee is bound to comply with these objectives. In order to realize this quality policy the implicit support of each and every one is required. In cooperation with all departments the management is constantly evaluating the effectiveness and implementation of our quality policy.

Quality management shall be seen as challenge for all employees of our company. Customer oriented services of highest quality is to be delivered permanently by unresented commitment of each and every one.

The determined company policy is taking effect from the day of management's signature.

Bergen, dated

27/10-2017


Tom-Roar Solhaug
Managing Director