

# Quality Policy

We are a private, family owned service provider for Air freight, Sea freight and Project Logistics. Our company has more than 150 years tradition and employs 1800 staff in a global network of more than 140 offices in 29 countries. Our Quality Policy supports Röhlig's Mission Statement:

## High quality - High tech - High touch

Röhlig connects its high-quality standards with high-tech and high-touch competencies to provide its customers with a positive trade experience that expands their business opportunities globally.

In our company quality has a name: "The Röhlig Way". Our Quality Management System goes beyond ISO 9001:2008 requirements. It is a Management tool to fulfill our ambition, which is to be the trade companion for entrepreneurs facing the global challenge.

Our distinctive competencies and commitment to our customers are:

1. Delivering tailor made solutions
2. Mastering operational, legal and cultural process complexity of supply chains
3. Leveraging communication power with modern IT tools and strong communication skills

"The Röhlig Way" defines the commitment and contribution of all Röhlig people by encouraging and inspiring entrepreneurial thinking on all levels. The involvement and development of all Röhlig staff is encouraged through open, regular communication, as well as training and career planning.

We continually monitor and update our procedures to ensure that they are effective and efficient. As such, our Management system is a long term commitment and a strategic tool assisting us in maintaining Röhlig's continued financial independence, profitability and growth.

**We are solid, vivid and committed - we are Röhlig**

Bremen, January 2010



Thomas W. Herwig (CEO)



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