

# QUALITY POLICY

We are a global service provider for Air Freight, Sea Freight, Rail, Project and associated logistics services.

Our strength lies in the agility of a family-owned business, experienced network around the world, providing a range of standardised products and specialised local services combined with high flexibility.

Our Vision is: “to be a top solutions provider combining logistic products beyond classic freight forwarding.”

At Röhlig, “Quality” is our commitment to excellence that extends throughout all areas of our business, ensuring our staff and partners are involved in contributing towards the continuous enhancement of Quality and prioritising excellence which we have defined as:

**Service excellence** based on a strong customer focus to deliver a positive customer experience, whilst combining high quality through process efficiency and measurable data quality.

**Product excellence** integrates customer requirements with strategic planning and solid governance, ensuring that we deliver the best possible solutions. Our holistic approach drives process management to ensure the integrity of our performance while handling market demands for innovative and sustainable products.

**Organisational excellence** relies on highly experienced and qualified global teams, strong partners with local market knowledge and expertise, enabling best practices and a working environment that drives the spirit of entrepreneurship, talent development and open communication.

**Digital excellence** is our strategic focus on developing technological innovations and advancements in digital services, with high-level process efficiency through automation and controls.

Our Management System is a long-term commitment and a strategic tool assisting us in maintaining Röhlig’s continued **Quality excellence**.

## Röhlig Global Executive Board



Philip W. Herwig  
Managing Partner



Hylton Gray  
CEO Air Freight, Sea Freight,  
Contract Logistics & Projects



Ulrike Baum  
Chief Human Resource Officer



Dr. Robert Gutsche  
Chief Financial Officer

Bremen, 18.01.2022, 000-1