

# Quality Policy

Hankyu Hanshin Express (Netherlands) BV recognizes that the disciplines of quality, health and safety and environmental management, are integral parts of its management function.

The management of HHE (Netherlands) BV views these as a primary responsibility and fundamental to the best business practice of operating under the control of a Quality Management System along the lines laid down in the ISO 9001:2015 standard.

It is the Company's policy to seek to operate to the highest standards continuously and to implement and operate fully the ISO 9001:2015 standard, including continual improvement, through registration and annual review.

The Company will:

- ❖ Comply with all legislation relevant to the forwarding business;
- ❖ Implement continual improvement initiatives and make best use of its management resources;
- ❖ Communicate its quality objectives and its performance in achieving these objectives, throughout the Company and to interested parties;
- ❖ Take due care to ensure that activities are safe for employees, associates, subcontractors and others who come in to contact with its services, work and other activities;
- ❖ Work closely with its Customers and Suppliers in seeking to establish the highest quality standards;
- ❖ Adopt a forward-looking view on future business decisions which may have an impact on quality;
- ❖ Train all members of staff in the needs and responsibilities of Quality Management;
- ❖ Constantly striving to meet, and where possible exceed, its customer's expectations.

Responsibility for upholding this policy is truly company-wide under guidance and with the assistance of the Management who encourages the personal commitment of all staff to address quality as part of their skills.

April 1, 2021  
Marcel Bosio  
Managing Director  
HANKYU HANSHIN EXPRESS (NL) b.v.