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QUALITY POLICY

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Movex Quality Policy

At Movex, our commitment to excellence is unwavering. We are dedicated to providing premier logistics solutions that consistently meet and exceed the expectations of our clients. Our quality policy reflects our steadfast dedication to continuous improvement, customer satisfaction, and operational excellence.

We pledge to:

- 1. Deliver Exceptional Service:** We are committed to delivering logistics solutions of the highest quality, tailored to meet the unique needs of each client. Our goal is to consistently exceed expectations by providing reliable, efficient, and innovative services.
- 2. Ensure Customer Satisfaction:** Our customers are at the heart of everything we do. We prioritize open communication, responsiveness, and proactive problem-solving to ensure the highest level of customer satisfaction. We strive to build long-term partnerships based on trust, integrity, and mutual respect.
- 3. Adhere to Quality Standards:** We adhere to stringent quality standards and best practices in all aspects of our operations. Our team is dedicated to upholding industry regulations, safety protocols, and environmental sustainability practices to ensure the integrity and reliability of our services.
- 4. Continuous Improvement:** We foster a culture of continuous improvement, where every team member is empowered to contribute ideas and initiatives to enhance our processes, services, and performance. Through regular evaluation and feedback, we strive to identify areas for optimization and innovation to drive greater efficiency and value for our clients.
- 5. Invest in Our Team:** We recognize that our team is our greatest asset. We are committed to providing ongoing training, development, and support to empower our employees to achieve their full potential. By fostering a culture of respect, collaboration, and personal growth, we ensure that our team is equipped to deliver excellence in every aspect of our operations.
- 6. Monitor and Measure Performance:** We maintain rigorous monitoring and measurement systems to track our performance against key quality indicators and objectives. By analyzing data and feedback, we identify opportunities for improvement and take proactive steps to address any deviations from our quality standards.
- 7. Compliance and Ethics:** We conduct our business with the highest standards of integrity, ethics, and compliance. We are committed to operating in full compliance with legal and regulatory requirements, as well as ethical business practices, to uphold the trust and confidence of our clients, partners, and stakeholders.

This Quality Policy serves as a guiding principle for all employees of Movex Forwarding Company, reflecting our unwavering commitment to excellence, customer satisfaction, and continuous improvement in everything we do.

Movex Company Management



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