

The Polish-language version shall prevail: Polityka Jakości

The English text below is provided for information purposes only.

QUALITY POLICY

The overriding objective of VETRO Sp. z o.o. is to provide high-quality freight forwarding, logistics and warehousing services through effective management and by meeting our customers' expectations, thereby ensuring the highest possible level of customer satisfaction with our services and cooperation.

To achieve this objective, we are committed to:

- maintaining and continually improving a Quality Management System compliant with PN-EN ISO 9001:2015;
- analysing customer needs and responding to their evolving requirements;
- providing the appropriate resources and infrastructure necessary to meet customer expectations as well as applicable legal and other requirements;
- understanding and monitoring the context of the organisation;
- identifying and understanding the requirements of interested parties.

We recognise our responsibility for achieving the objectives set out in this Quality Policy. Clearly defined responsibilities and authorities, together with well-established organisational relationships, contribute to improving the way we work. We are committed to providing the resources necessary for the effective operation of the Quality Management System.

Our current priority is the continued development and improvement of the Quality Management System. All employees are responsible for implementing the Quality Policy within the scope of their respective roles and are expected to take an active part in the continual improvement of our processes and services.

Management Board

Jacek Tymiński

Sopot, 01 July 2023

VETRO Sp. z o.o.

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