

DANSKE FRAGTMÆND

QUALITY POLICY



Danske
Fragtmænd

PURPOSE

Danske Fragtmænd is dedicated to providing reliable and efficient transport and logistics solutions that fulfil our customers' expectations. We are proud to be a company owned by independent carriers with in-depth knowledge of the local areas we serve.

QUALITY POLICY AND TARGETS

At Danske Fragtmænd, we are committed to delivering logistics and transport solutions of the highest quality. Our goal is to ensure complete customer satisfaction through reliable, efficient and responsible service.

Customer satisfaction

We are committed to offering a flexible range of solutions that we can customise to the customer's needs, regardless of the size of the business.

Employee well-being

We know that our employees are our greatest asset. Therefore, we strive for an inclusive and supportive work environ-

ment that values diversity and ensures employees' well-being and safety.

Innovation and efficiency

We continuously improve our internal processes and IT systems, including using Track & Trace to optimise logistics and reduce the environmental impact by increasing the load capacity of each lorry, which reduces the number of lorries on the road.

Environmental responsibility

We are committed to minimising our environmental footprint and increasing our environmental awareness. We promote sustainable practices in all operations from energy consumption to waste management. By implementing green technologies and solutions, we continuously work to improve our environmental performance and reduce overall emissions.

Supplier and partner relationships

We value close collaboration with our carriers and other partners to ensure that every link in the supply chain meets our quality and safety standards.

FOCUS AREA	TARGETS	WHY PURSUE IT?	HOW?	DEADLINE
Customer satisfaction.	95% of customers are satisfied or very satisfied.	Increase customer satisfaction.	Customer survey.	Annually.
Delivery reliability.	97% overnight delivery.	Strengthen delivery reliability.	Continuous monitoring and quality control.	Ongoing.
Employee well-being and development.	The target is to achieve a score of 4.4 on a scale of 1-5 in the question 'How satisfied are you with going to work?'	Improve the work environment and employee engagement.	Climate metrics, education and conversations.	Each year.
Environmental responsibility.	Carbon reductions of 50% by 2030, 70% by 2040 and 100% by 2050.	To promote the green transition of heavy road transport at Danske Fragtmænd and ensure it goes in a sustainable direction. Primarily to reduce the environmental impact.	Choosing sustainable fuels and investing in green vehicles for our transport fleet.	Annual follow-up.

RESPONSIBILITY FOR COMMUNICATING THE QUALITY POLICY TO ALL EMPLOYEES

Danske Fragtmænd A/S' management will ensure:

- The policy is continuously in focus in dialogue with and guidance of employees, subcontractors and others.
- Management actively contributes to ensuring the employee development and training (attitudinal and professional) necessary to fulfil Danske Fragtmænd A/S' quality policy and targets.
- Procedures are in place to ensure corrective actions in case of systematic deviations with significant consequences.

AUDIT AND IMPROVEMENT

Danske Fragtmænd reviews the Quality Policy annually to ensure that it continues to reflect the company's targets and market conditions. We are committed to maintaining and improving our quality management systems to meet the standards we have set.

APPROVAL

The policy has been approved by management and is effective from 28 May 2024. We encourage all employees to actively embrace the policy in their daily work to ensure and improve the quality of our services.

QUESTIONS

If you have any questions about Danske Fragtmænd's Quality Policy, please contact the Quality Department at kvalitet@fragt.dk.

