

WE DELIVER.

Solutions. Shipments. Success.

Quality Policy

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BREMERLLOYD

The goal of a profit oriented company is profit maximization. This also applies to Bremer Lloyd. However, the maximization of the shareholder value, especially for a private owned company, is a long-term goal. In future, Bremer Lloyd wants to grow sustainable, profitable, and primarily organically. Whereas growth itself is not the goal but the result of the right strategy including meeting customers' demand with high quality services. Thus, quality focus is core for Bremer Lloyd's strategy. The quality policy of Bremer Lloyd is published on the Bremer Lloyd website. The five principles for the successful quality management of our company are:

1. Customer comes first

Bremer Lloyd's right to exist is based on the added values for its customers. Customer satisfaction is core. Therefore, Bremer Lloyd tries to deliver customized services with the highest quality standard which will meet or exceed our customers' expectations and leave them with a positive experience. We call this the "Bremer Lloyd Approach".

2. Employees – our most valuable resource

Bremer Lloyd adds value through offering complex transport solution services. These require well-trained staff as the main resource. Thus, developing a motivated, well-trained and competent team is essential to the business of Bremer Lloyd. Besides, Bremer Lloyd enables all employees to apply their abilities and to use and develop their potentials by taking an active part in the decision-making processes.

3. Suppliers are our partners

Our suppliers make a significant contribution to the quality of our services. We thus demand the same high standards of quality from them as we do from ourselves. Together we contribute to common added value. For this reason, personal, transparent communication, the understanding of common targets with regard to customer's interests and the cooperation in the development and improvement of services are important for us and our suppliers.

4. Risk is involved – minimise it

Bremer Lloyd is, among others, specialized in the transport of breakbulk cargo. These transports require a detailed risk assessment. Thus, Bremer Lloyd follows a risk based thinking approach. This includes a project specific risk analysis throughout risk matrices if justified by the project scope.

5. We only have one planet

The sustainable and environmentally friendly use of resources is part of our corporate policy and thus influences the selection of our partners. Therefore, we make a positive contribution to protecting and preserving a livable environment.

"Whoever ceases to be better also ceases to be good". This general statement reflects the awareness that competence and quality are not static but far more dynamic parameters - and this applies to companies and the staff working there. For our corporate success, it is essential to foster the culture of continuous improvement for our services as well as for each employee. Furthermore, for Bremer Lloyd Management the strict compliance with the legal framework set by national legislators is out of question and not negotiable.