

Quality Policy of **Raben** Baltics

We create our Customers' competitiveness through cost and quality leadership supported by friendly service.

To Become a Leader Everywhere We Are.

The above statements embody our utmost care for the Customer and the goods entrusted to us. We guarantee that requirements of our Customers will be met to their satisfaction at every stage of the logistics services we render. We are aware that the future of our company depends on our ability to satisfy the needs, expectations and requirements of our Customers as well as the ability to react to the needs of the stakeholders and the impact environment.

Our activities target:

- Guaranteeing timely and correct services in the whole logistics chain
- Providing necessary means in order to execute and improve QMS processes
- Friendly Customer Service
- Creating work conditions based on the care for the health and safety of Employees and Suppliers
- Involving Employees in the improvement occupational health and safety
- Improving the effectiveness of the process
- Continuous improvement of environmental impact

Vilnius, 01.05.2015

Audrius Losunovas
General Manager
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