

## RITSCHARD QUALITY POLICY

Our quality policy meets the requirements of the ISO 9001 standard and is based on 6 pillars: customers satisfaction through efficient management, goods security, regulatory and legal compliance. We are committed to continuously improving our processes and maintaining transparent communication to ensure the reliability of our services. Ritschard is also committed to training its employees, who guarantee the quality of service, and to implementing sustainable and socially responsible behavior.



Our areas of activity are as follows:

- Freight forwarding by road, rail, sea, air
- Moving
- Storage & Logistics
- Customs clearances
- Tax representation

The quality of our services is permanently evaluated. This is achieved primarily by listening to our customers and employees' feedback. It also involves proactivity, market research (benchmarking), customer satisfaction surveys, and the implementation and monitoring of the ad-hoc indicators.

Our main areas of focus are as follows:

1. Satisfaction (customers, employees, partners)
2. Continuous improvement (evaluation, questioning, training)
3. Protection (zero-accident employee, environment)
4. Sustainability (profitable activity to ensure future investments)

We are committed to respecting the individuality of each person, to not practicing any form of discrimination in our activities, and to providing safe and healthy working conditions for our employees and subcontractors.

Didier Beier  
HR and Support Director



François-Xavier Van Elslande  
Director

