



A. HENRIKSEN SHIPPING A/S
est. 1934

Quality Policy – February 2024

A. Henriksen Shipping A/S is a Danish company with strong local and international client relations.

In our daily work, we intend to find the best solution for our customers where quality and service characterize our work and are the reason why we are chosen to carry out the next assignment.

Our quality objective and binding quality policy have been defined and are continuously verified and revised.

To achieve our objectives, we will:

- Have a problem-solving approach, actively seeking to understand and address our customers' needs.
- Offer the most effective and competitive solutions while maintaining trust and reliability as key goals.
- Work with a professionally managed, streamlined organizational structure characterized by efficient communication channels.
- Ensure adequate resources are available to support company growth and evolving requirements.
- Implement quality practices throughout all levels of the organization, adhering to the requirements of DS/EN ISO 9001:2015.

To ensure success, we commit to:

- Provide tailored solutions and guidance that meet client needs, regulatory requirements, and adhere to international standards.
- Identify the most effective solutions for each scenario and offering professional advice and service to both existing and prospective customers.
- Maintain strong relationships with customers and other stakeholders to create trust and collaboration.
- Ensure that every department and employee understand the importance of quality and proper documentation.
- Offer ongoing training and education to promote a culture of quality awareness throughout the organization.
- Encourage active participation from employees and management in continuous improvement efforts aligned with quality objectives.
- Implement a documented and certified quality control system compliant with ISO 9001:2015 standards.
- Regularly assess customer satisfaction through systematic measurement and feedback mechanisms.
- Establish quality improvement goals and action plans across the organization, and carefully monitoring performance and outcomes.
- Conduct internal audits and management evaluations to monitor the effectiveness of our quality control system.
- Select suppliers and partners who meet our company's standards and criteria for approval.
- Adopt of all measures for the compliance with the requirements of the law relevant to the safety of the employees and the operation of the company in general.
- Effective control of the needs of education, training and specialization of the employees of the company.

Bjarke West Pedersen
CEO