



## QUALITY POLICY

### AS "VIM AGENTUUR" values:


**Mission:** *Our mission is to provide excellent freight forwarding services of cargo, time- and temperature-sensitive shipments, courier express services and customs brokerage services domestically and internationally.*

**Vision:** *Our vision is to provide bespoke freight forwarding services to local and international customers in the Baltic region based on specific customer needs, using our unique expertise and tailored approach to finding unique and special logistical solutions.*

### AS "VIM AGENTUUR" quality policy:

- The company's quality policy is to provide existing and potential customers with high-quality services in its scope. The company's services comply with the applicable laws, standards and regulations.
- The company defines quality as the provision of a service in accordance with the wishes and requirements of the client and compliance with international standard ISO 9001:2015 Quality management system and European Commission guidelines of 5 November 2013 on Good Distribution Practice (GDP) of medicinal products for human use (2013/C 343/01).
- In its activities, the management of the company observes the changing demands and wishes of the customers in the range of services offered, as well as the variability of quality criteria. As well as the company undertakes to fulfill the applicable requirements, incl. requirements of interested parties.
- The main goal of the company is to make long-term profit and provide the highest quality in serving its customers. The company carries out continuous improvement and development of the developed quality management system, analyzing the company's operation and the fulfillment of the established requirements.
- Each employee of the company is responsible for the implementation of the company's quality policy, because each employee is considered an important asset in the operation and improvement of the quality management system. The task of the company's management is to create the necessary prerequisites for providing quality services.
- The management of the company independently evaluates the efficiency and economy of the quality management system, the actions and understanding of the employees in the field of quality. Employees are constantly encouraged to submit proposals for improving the quality management system. The company is constantly educating and improving the qualifications of its employees. Employees who are motivated in their work are the company's greatest asset, ensuring the provision of quality services and taking responsibility for the results of their work.

APPROVED BY  
AS "VIM AGENTUUR"  
Managing Director

  
/ Vadim Malenko /  
06.06.2023



## QUALITY POLICY

### SIA "VIM AGENTUUR" values:

**Mission:** *Our mission is to provide excellent freight forwarding services of cargo, time- and temperature-sensitive shipments, courier express services and customs brokerage services domestically and internationally.*

**Vision:** *Our vision is to provide bespoke freight forwarding services to local and international customers in the Baltic region based on specific customer needs, using our unique expertise and tailored approach to finding unique and special logistical solutions.*

### SIA "VIM AGENTUUR" quality policy:

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**APPROVED BY**  
**SIA "VIM AGENTUUR"**  
**Managing Director**

*[Signature]*  
**/ Vadim Malenko /**

**06.06.2023**





## QUALITY POLICY

### UAB "VIM AGENTURA" values:

**Mission:** *Our mission is to provide excellent freight forwarding services of cargo, time- and temperature-sensitive shipments, courier express services and customs brokerage services domestically and internationally.*

**Vision:** *Our vision is to provide bespoke freight forwarding services to local and international customers in the Baltic region based on specific customer needs, using our unique expertise and tailored approach to finding unique and special logistical solutions.*

### UAB "VIM AGENTURA" quality policy:

- The company's quality policy is to provide existing and potential customers with high-quality services in its scope. The company's services comply with the applicable laws, standards and regulations.
- The company defines quality as the provision of a service in accordance with the wishes and requirements of the client and compliance with international standard ISO 9001:2015 Quality management system and European Commission guidelines of 5 November 2013 on Good Distribution Practice (GDP) of medicinal products for human use (2013/C 343/01).
- In its activities, the management of the company observes the changing demands and wishes of the customers in the range of services offered, as well as the variability of quality criteria. As well as the company undertakes to fulfill the applicable requirements, incl. requirements of interested parties.
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Managing Director

/ Vadim Malenko /

06.06.2023