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The GOSSELIN GROUP is **committed** to outstanding levels of customer satisfaction in compliance with the law and current regulations.

We **believe** that we offer an excellent quality of service in following areas:

- Worldwide removal orders (both import and export) by road, rail, sea and air
- Worldwide coordination of removal orders through our network of branches and representatives in Western and Central & Eastern Europe, the Caucasus and Central Asia
- Relocation services
- Warehousing
- Customs
- Forwarding (Sea - Land - Air)
- Transport
- Dockside & Terminal Operations
- Lashing and Securing operations

In addition to this, we consider our environmental responsibilities, as well as the care for safety, health and welfare, as equally important integral aspects of the entire company policy.

Our environmental policy particularly focuses on the prevention of waste and limiting the environmental impact of the utilization of raw materials and energy. Our safety policy focuses on prevention of personal as well as materialistic accidents and injuries.

To **achieve** this level of performance we will :

- Maintain and continuously improve our integrated management system;
- Ensure that all personnel understand the integrated management system and are committed to its implementation and maintenance at all levels of the organization;
- Establish annual objectives and targets and implement programs to achieve them;
- Provide suitable training to all current employees and new employees during their induction;
- Ensure compliance with legislation regarding relevant rules and regulations and in anticipation of new national and/or European legislation;
- Utilize highly qualified and trustworthy sub-contractors who have signed the SLA contract. This contract stipulates that they will manage their quality performance in line Gosselin Group's quality standard.



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The Gosselin Group integrated management system complies with the requirements of a.o. the following accreditations :

- ✓ ISO-9001
- ✓ ISO-14001
- ✓ AEO
- ✓ FIDI-FAIMPLUS
- ✓ EuRa Quality Seal

MARC SMET