



# ETSA

## EXPRESS-TRANSPORT SHIPPING-AGENCY GMBH

Express-Transport Shipping-Agency GmbH | Albert-Bote-Str. 11, 28197 Bremen, Germany | P.O. Box 14 02 54, 28089 Bremen, Germany  
P +49 (421) 52 000 71 | F +49 (421) 52 000 76 | [info@etsa-germany.de](mailto:info@etsa-germany.de) | [www.etsa-germany.de](http://www.etsa-germany.de)

Express-Transport Shipping-Agency GmbH, Albert-Bote-Str. 11, 28197 Bremen, Germany

## Quality Policy

The most important features of our company are the reliability in our service, our competence and our individual care for our customer.

Our objective and mission is to work with our network partners to provide a service which is based on reliability, high levels of service and the trustful execution of the requirements of our clients. Entrepreneurial vision, personal engagement concerning all customer needs, excellent relations worldwide, the responsible handling of all goods and a distinctive sense for the logistically viable are among our guiding values.

As such, we realize and measure our quality and our quality objectives within the range of our services in the removals business, which we define during our annual management reviews and periodic quality audits.

We use these tools to evaluate our services by customer satisfaction and to provide a continual improvement of our quality management system at all levels within the organisation.

The Company has established a documented Quality System designed to meet the requirements of the quality standards which are required within the removals industry.

Management and employees of Express-Transport Shipping-Agency GMBH are committed to fulfil this Quality Policy within the range of each individual's area of responsibility.

We communicate our quality objectives to our employees and network partners.

This Policy is available on our website, via our presentation material or is available upon request.

Our Policy and objectives will be reviewed annually (as a minimum) by senior management to ensure that they continue to fall in line with the overall Company strategy and the Quality System in general.

Bremen, 21.08.2017

  
-----  
Ulrich Weichert  
Managing Director

  
-----  
Martin Sommer  
Managing Director

Bankhaus Neelmeyer AG Swift-Code / BIC NEELDE 22 IBAN EUR: DE39 2902 0000 0000 0361 63  
Bankhaus Neelmeyer AG Swift-Code / BIC NEELDE 22 IBAN USD: DE61 2902 0000 0000 2046 44  
VAT-ID: DE 114 70 33 18 Steuer-Nr. 60 112 05818  
*Please see overleaf for legal notices and mandatory statements.*

