

5.3. Quality policy

SERVAES SERVICES b.v.b.a.

Quality Policy

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

This is based on the implementation of our mission statement which relays on our co-operation with other network partners within the EUROMOVERS organisation, which is based on reliability, high levels of service and the trustful execution of the requirements of our Clients.

As of such, we realize and measure our Quality and our Quality Objectives within the range of our services of the Removals Business, which we define during our annual management reviews and periodic quality audits.

These tools are used to evaluate our services by customer satisfaction and to provide a continuous improvement of our quality.

It is our major objective to provide the required quality standards ruled within the industry and try to improve them.

Management and Employees of Servaes Services b.v.b.a. are obliged to fulfil this Quality Policy within the range of each person's area of responsibility.

Vilvoorde, October 1st, 2015

Eddy Walschot