

# QUALITY POLICY 2018

## LIFETIME EXCELLENCE

### SCOPE

PALFINGER MARINE shall be the global leading manufacturer and service provider of highly reliable, innovative and customised deck equipment and handling solutions for the maritime industries.

### POLICY

PALFINGER MARINE's primary focus is to ensure that the services and products we deliver are of high-quality and meet or exceed our customers expectations and requirements. We will endeavor to continuously improve and develop by building on our experience and know-how.

### To support and achieve our commitments we will:

- > Operate in compliance with applicable standards, regulations and requirements
- > Implement and continuously improve our global management system to ensure efficient, flexible and reliable processes and performance at all levels of the organisation
- > Set objectives and targets to meet our goals
- > Ensure that risk management is part of our daily work
- > Monitor performance internally and towards suppliers and sub-contractors
- > Develop and empower employees through appropriate development programs
- > Show strong management involvement and leadership
- > Build strong, durable and mutually beneficial relationships with our stakeholders



**DATO: 28.05.2018**

**Gunther Fleck**

Executive Vice President Sales and Service

**Bernhard Peintner**

Executive Vice President Operations