

Gartner KG's management systems stand for highest quality, also regarding customer demands and wishes, as well as regard for safety and health of the workforce. The management system sees itself and the entire staff responsible to regard conditions resulting from documentation as foundation of their thinking and acting.

**Quality**

Based on our duty of care in respect to customer satisfaction and constant quality enhancement, we define and describe our quality policy regarding food safety and Good Distribution Practice in this Policy Statement.

All organizational, commercial or technical activities influencing product quality must be planned, directed and supervised by quality control. All processes further underlie provisions according to Food Hygiene Regulations, pharmaceutical regulations as well as legal provisions in force.

**Employee Responsibilities**

The constant and systematic advancement of the quality management system as well as the contribution and commitment of every single staff member is a necessity to secure the enforcement of our quality policy and objectives.

The quality of both the service provided and the intermediary production of the service must be guaranteed in every stage of cooperation – from order acceptance to handling, complaint processing and follow-up care.

Every employee is obliged to implement quality standards according to this policy statement in his or her area of responsibility. Every staff member is responsible for the quality of his or her work within the limits of his or her tasks and duties. The contribution and commitment of each and every employee is sought-for and actively encouraged.

In addition, Gartner KG advocates equality of opportunity and diversity. Gartner KG undertakes to comply with all occupational safety and health protection regulations. It goes beyond legal provisions in order to create a safe working environment and to encourage risk minimizing behavior. A central concern of Gartner KG is to prevent occupational injuries and work losses and to continuously reduce accident rates.

**Food Defense / Product Safety**

Necessary architectural and technical measures are taken to overcome the risk of malicious attacks and subsequently completely eliminate it. The avoidance of bogus or contaminated products to the legal distribution chain is a fundamental issue which is guaranteed by adequate precautionary measures.

**Customer Satisfaction**

Maximum customer satisfaction is often reached by long-standing, fair cooperation and realization of customer requirements. Measuring of this customer satisfaction is carried out within the scope of continuous evaluations and customer meetings.

Policy Statement IFS / GDP		Ausdruck vom 09.11.2016
<b>erstellt:</b> <i>[Mag. Madeleine Schwarz, LB, 02.07.2015; Revision am 03.06.2016]</i>	<b>geprüft:</b> <i>[Jasmine Bammer, LB, 03.06.2016]</i>	<b>freigegeben:</b> <i>[Prok. Mag. Christian Danzer, LB, 03.06.2016]</i>

<b>Policy Statement IFS / GDP</b>		<b>GARTNER</b> THE WORLD OF TRANSPORT
Bereich: QM		
Seite 2 von 2	Version: 2	Gültig ab 03.06.2016

Objectives, as well as actions necessary to achieve these objectives, in conjunction with legal requirements resulting from quality standards, are shown in detail in the periodic Management Review.

The Policy Statement, signed by the management of Gartner KG, enunciates the positivity and the commitment of the management, as well as its will to assume comprehensive responsibility.

**Sustainability**

Being a company, which is family-owned and rich in tradition, Gartner KG is aware of its social responsibility, especially concerning sustainability. The confidence put in the company by its clients and suppliers is maintained and reinforced by an open and transparent dialogue. Gartner KG is seeking to bring the economic, social and ecological impacts of our actions into accordance.

**Environmental responsibility**

Our objective is to burden the environment as little as possible. This goal is achieved by environmentally compatible handling of resources as well as constant renewal of our vehicle fleet with regard to most innovative technology. Ecological aspects are always considered during planning and execution of services, whereby also customer specific requirements are incorporated. Our environmental management system further substantiates this policy as well as our endeavor to constantly enhance our environmental performance.

**Responsibility towards business partners**

We put high requirements on our business associates and suppliers. Important suppliers have to pass through a selection process, whereby criteria such as quality-, environmental-, and occupational safety- as well as legal standards are reviewed.



Approved by management 03.06.2016

Policy Statement IFS / GDP		Ausdruck vom 09.11.2016
<b>erstellt:</b> <i>[Mag. Madeleine Schwarz, LB, 02.07.2015; Revision am 03.06.2016]</i>	<b>geprüft:</b> <i>[Jasmine Bammer, LB, 03.06.2016]</i>	<b>freigegeben:</b> <i>[Prok. Mag. Christian Danzer, LB, 03.06.2016]</i>