

QUALITY POLICY

Every employee of Bravida works to create a good customer experience – every day. Our goal is to have the best customer offering and delivery on the market. This Quality Policy provides guidelines on how Bravida's quality assurance work is to be conducted as an integrated part of our business and applies to all employees within the Bravida Group.

The customer in focus

We listen to our customers in order to understand their needs, so that we can proactively propose solutions that meet, and ideally exceed, their expectations. We collaborate internally to ensure that we can offer and deliver a smooth, holistic solution to the customer. We actively seek feedback from our customers and we continually improve ourselves.

Common working methods

We deliver high quality products and services by meeting customers with a common culture, working methods and strategies. Our deliverables shall always meet, and ideally exceed, the customer's expectations. Our common working methods ensure that we always comply with legislation, regulation, standards and contractual requirements.

Responsibility and competence

Every employee play a vital role in our quality assurance work. Continually developing the skills of our employees is a prerequisite for ensuring that they have the right competence to lead and contribute to quality assurance work. We also work with systematic learning through experience feedback. Quality is the responsibility of every employee and, through their commitment and high level of competence, it shall permeate everything we do – from first contact with the customer to final delivery.

Cooperation and collaboration

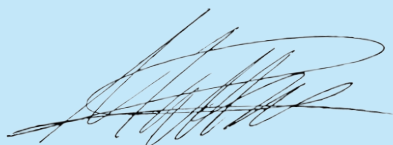
We work together: within Bravida, with the customer and with our suppliers. Dialogue with customers, suppliers and other stakeholders is built on cooperation, trust and transparency.

Continuous improvement

At Bravida, we work to continuously improve our common working methods through development, training, monitoring and systematic experience feedback. We set high standards and ambitious goals for our customer deliveries.

Good today – even better tomorrow!

Bravida 19.08.2021



Mattias Johansson, President and CEO

This policy is in line with Bravida's other policies, its Code of Conduct and its core values.

