ROSEBROCK

Wilhelm Rosebrock GmbH & Co. KG
Albert-Bote-Str. 11, Germany-28197 Bremen
P.O. Box 14 02 64, Germany-28089 Bremen
phone +49 421 52000-0
fax +49 421 52000-69
e-mail info@rosebrock.com

www.rosebrock.com

Appendix F.1

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 (5.2.1.c), excellent relations worldwide, the responsible handling of all goods and a distinctive sense for the logistically viable are among our guiding values.

Top Management is totally committed and takes account for the effectiveness of the Management System. It ensures the availability of the required resources.

As such, we realize and measure our quality and our quality objectives within the range of our services in the removals business (5.1.1.b), which we define during our annual management reviews and periodic quality audits.

We use these tools to evaluate our services by customer satisfaction (5.1.2.c)(5.2.1.b) and to provide a continual improvement (5.1.1.i)(5.2.1.d) 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 (5.1.1.f).

Management and employees of WILHELM ROSEBROCK GMBH & Co KG are committed to fulfil this Quality Policy within the range of each individual's area of responsibility (5.1.1.h). Top Management will engage, direct and support persons to contribute to the effectiveness of the QMS accordingly (5.1.1.h).

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 (5.1.1.g).

Each staff member / employee is required to become familiar with the contents of this policy (5.2.2.b).

Bremen, 20.07.2018

- Original signed -

---	---
Ulrich Weichert	Martin Sommer
Managing Director	Managing Director

Legal notices and mandatory statements
for the company Wilhelm Rosebrock GmbH & Co. KG

Registered office Bremen – registration court: Bremen HRA 11239 HB
P.h.G.: Rosebrock & Sommer holding GmbH, registered office: Bremen
Registration court: Bremen HRB 3186 HB
General Manager: Ulrich Weichert, Martin Sommer

We operate exclusively in accordance with the Allgemeine Deutsche Spediteurbedingungen 2017 – ADSp 2017 – (German Freight Forwarders' General Terms and Conditions 2017).

Note: In clause 23 the ADSp 2017 deviates from the statutory liability limitation in section 431 German Commercial Code (HGB) by limiting the liability for multimodal transportation with the involvement of sea carriage and an unknown damage location to 2 SDR/kg and, for the rest, the customary liability limitation of 8,33 SDR/kg additionally to Euro 1,25 million per damage claim and EUR 2,5 million per damage event, but not less than 2 SDR/kg.

1.) In addition, it is agreed that paragraph 27 ADSp does not extend the liability of the Freight Forwarder, or its responsibility for its employees, agents or other third parties, to the benefit of the principal, deviating from legal provisions such as section 507 of the German Code of Commerce, article 25 MÜ, article 36 CIM, article 20, 21 CMNI.
2.) The Freight Forwarder as forwarder listed in section 512, paragraph 2, Nr. 1 German Code of Commerce (HGB) , in cases of nautical fault or fire on board vessel is liable only for his own fault and
3.) The Freight Forwarder as forwarding agent in the sense of CMNI, in accordance with the conditions in article 25, paragraph 2 CCMNI, is not liable for nautical fault, fire on board or vessel defects.

During moves our general terms and conditions apply. For furniture storage, the general storage conditions of the German furniture removers (ALB) are agreed upon.

The freight forwarders insurance has been finalized with Lampe & Schwartze KG, Bremen, Germany.