






Quality Policy – DKSH Europe

DKSH corporate values describe and articulate the unique culture of DKSH. As such, they provide us guidance to set priorities and quality objectives.

Along with DKSH values, we, members of the ISO MSC Steering Committee recognize that our continuing success and reputation depend on the quality of the service offered. This is the reason why we, members of the ISO MSC Steering Committee, are fully committed to continuously improving the effectiveness of our Quality Management System and to promoting the use of the process approach and the risk-based thinking. Our main objectives are:

	Integrity	We never compromise on our ethical, business and compliance standards.
	Empowerment	We own our decisions, take accountability for our actions and trust and respect each other – so each one of us can make a difference and grow.
	Collaboration	We work as one DKSH team, supporting each other and our partners, to achieve joint success.
	Entrepreneurship	We innovate, identify business opportunities and focus on operational excellence to drive growth for our partners and us.
	Sustainability	We take responsibility for our environmental, social and economic impact to account for present and future needs.

- Quality Management System effectiveness**
 We ensure that our Quality Management System is reviewed and continuously improved.
 We ensure the traceability of our activity.
- We want to be within the TOP 10 specialty chemicals and ingredients distributors in Europe**
 We want to grow business efficiency and market coverage.
 We strive to increase the visibility of our activities.
- Good understanding of our interested parties needs and expectations**
 Our objective is to fully satisfy our customers, clients, suppliers and sub-contractors through ethical standards, caring the communities where we perform our services and the impact on our environment.
 We ensure clear communication and transparency.
- Involvement of our employees**
 We pay special attention to employees' expectations and provide safe and pleasant work environment and competitive conditions.
 We ensure that every employee fully understands and actively contributes to our quality approach.
- Specific focus on regulatory compliance**
 We continuously monitor regulatory requirements and related changes.
 We offer added-value service to differentiate in the markets and to attract customers and clients.
 Our team of fully dedicated experts provides professional business support.
- Relevant and efficient service**
 We ensure that our suppliers and subcontractors are performing, efficient, and complying. The core of our mission is to make the correct material reach the customer in good condition and at the right time and place.
 We make sure that every nonconformity gives rise to effective actions and resolution.

Effective from August 17, 2022 onwards.

John Roemling VP BU PM Europe		Robert Koller Senior Director, Regulatory Affairs	
Jean-Dominique Foulon DKSH France (Central ISO), Managing Director		Oliver Kranendonck DKSH GmbH, General Manager, Performance Materials	
Federico Guanzini DKSH Italy, General Manager, Performance Materials		Josep Maria Guilera DKSH Marketing Services Spain, Head Country Management	
André Aguiar DKSH Portugal, Unipessoal General Manager PM		Frank Buennig DKSH Switzerland, Managing Director	
Casper Larsen DKSH Nordic, Managing Director			