

Dear Customer.

Kristoffersen AS has made quality their main priority in their strategy plans. To reach this target we have to focus on the quality work. This is done by implementing a quality system.

This quality handbook gives a brief description of this system and the company.

Our system has been built after internal control regulations, The Working Environment Act, ADR-rules customer demands, and part of the ISO 9001 standard. Our goal is to ensure quality on our services as well as looking after our employees and the environment. Through this system we want to be able to discover and correct errors so that we keep getting better at our job.

Feedback from you as a customer is much appreciated, both positive and negative.

We especially appreciate feedback in cases of contract breach.

Kind regards,
Kristoffersen AS
- Managing director-

The structure of our system.

File 1: Main book

The system is entirely built on the internal control regulation. These regulations are covered in chapter 1 to 6.

The regulations in the Working Environment Act are covered from chapter 7 to 14.

Quality and customer demands are covered in the remaining chapters.

Some of these demands and regulations will overlap, so the system has to be viewed as a hole.

File 2: Personnel.

To cover the demands for personnel documentation there is a personnel file with a chapter for each employee. Here we keep track of training, employment contracts, sick leave, and general information on the employee as well as certificates.

File 3: Drivers handbook.

The responsible for the company shall ensure that it is implemented and executed an internal control in the company, and that it is done together with the employee's representative.

The employees shall contribute to the implementation and execution of this internal control.

We have made drivers handbooks so that each driver will have an overview of our routines and be able to give feedback and again help us develop our system with the aim to improve.

This book is also a very helpful tool in the training process of new employees.

Quality handbook.

We have made a quality handbook after the ISO 9001 system. This book gives a brief overview of the company and how we work towards our quality goals and follow government demands.

Company goals

Our goals within health, environment and safety are:

- Zero injury in people and environment
- Zero accidents or loss

We strive to arrange our work in a matter that eliminates accidents, environment and health damage as well as creating a positive work environment. Our business shall impact the environment as little as possible. Our products and services shall be safe for our costumers. This is to be insured by planning and prioritizing this just as much as the execution of the work task, service and economy.

Our goals for security:

The risk of theft and misuse of dangerous goods will be reduced to a minimum level that is reachable.

Future goals.

We will run an economical healthy company and establish a safe and positive work environment. The resources of the employees will be developed and used. We will work to take care of our surrounding environment and deliver our services at the right place, to the right time and of the best quality.

Organisation plan

Tasks, responsibility and authority have to be clear. The overview over the organisation has to be in writing, as shown in our organisation plan.

Managing Director
HMS
Quality
Safety responsible

Sales Manager

Drivers

Managing Director has the full responsibility for health, environment and safety in the company. This includes making sure the implementations and executions of internal control in the company. This has to be done in cooperation with the employees and their representative.

1. The employees are also responsible to inform their closest superior of cases concerning health, environment and safety in everyday work if not solved directly.