

Our way of working (Business manual)

Edition: 10 Developed by: Fredrik Larsson Approved by: Management Valid from : 2019-02-04

1. Policy and description of our operating system

1.1 Business policy

Professional Parts Sweden AB, in Stockholm, is a wholesaler of car spare parts that imports and exports with the world as a market. The company specializes in spare parts for Volvo and Saab but also has coverage against other well-known car brands in the market.

Quality Policy

Quality for us is when we as a supplier work and develop based on what our customers expect. To always offer a wide range, competitive prices, good service and customer relationship makes us one of the leading wholesalers in the market. We achieve this by working on the following points:

- Continuously work with feedback from our customers on the range and service.
- Continuously educate and engage competent staff within the company.
- Always work with quality and improvements, both internally within the company, but also externally around our product range and customer relations.

Environmental policy

We work for continuous work to contribute and prevent a reduced environmental impact. We shall as a minimum comply with laws and requirements from authorities, customers and suppliers. The following points mean that we work on environmental prevention:

- Educate staff in working with our environmental work based on laws and regulations. For example, source sorting, environmental considerations when purchasing consumer products and transport.

- Offer our customers alternatives for environmental compensation at our freight forwarders.
- Continuously improve our joint environmental work within the company.