

Quality Policy

Hagland Shipbrokers and Hagland Agency offer quality shipbroking and ship agency services.

Hagland is committed to

- being reliable and responsible,*
- being available and accessible,*
- being long term.*

We seek continuous improvement of our services to meet the requirements and expectations of our clients.

Our Quality Policy is drawn from the way in which Hagland has been doing business for more than 150 years.

*Being **reliable and responsible** means that we act responsibly and keep our promises, and that our people are professional and knowledgeable. It also means that we comply with applicable statutory and regulatory requirements, as well as our ethical guidelines – and trust our business associates do the same.*

*Being **available and accessible** means that we are easy to get hold of, that we are always open for new business with existing and new clients both domestically and internationally, and that we share knowledge and support each other internally.*

*Being **long term** means that we seek to build lasting relationships with our clients and connections, that we take care of our employees, and that we manage our business also with the next generation in mind.*

*Read more about our way of thinking at our website:
www.hagland.com/our-way-of-thinking.*

*Paal W. Aanensen
Co-CEO*

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