

Jungheinrich UK Our Principles

Quality policy

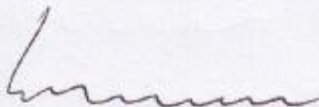
Our quality policy has been established in line with our corporate vision and corporate strategy and underpins the associated goals and initiatives, incorporating the external Quality Standard (ISO 9001:2008) which facilitates the establishment of confidence-building relationships with our customers.

Quality principles of the Jungheinrich Group

The main guidelines for our business activities are the quality principles as outlined below. They form the essential framework for the development of our Quality Management Systems at all Group levels.

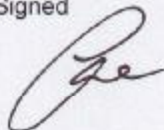
1. **Our objective is to provide our customers with excellent products and services.**
2. **Our quality benchmark is determined by our customers. The customer's verdict is final.**
 - We are committed to customer-supplier relationships both internally and externally.
 - We seek agreement with our customers (clear values).
3. **We encourage open and 'partnering' communication between both internal and external customers and suppliers.**
4. **Each one of us takes responsibility for the output quality of his/her own work.**
 - The delivery, expertise, and responsibility for work quality and output are in our hands
 - We only deliver excellent work. The goal is always to do it right first time.
5. **Each one of us is aware of his/her internal customer in the process chain.**
 - We consider all internal interfaces as customer-supplier relationships.
 - Statements of principle apply equally to all internal customers.
6. **We have a quality policy of continual improvement.**
 - We learn from mistakes.
 - We set ourselves goals.
 - We measure quality throughout the process chain by Key Performance Indicators

Signed



Mr. Hans-Herbert Schultz
Managing Director

Signed



Mr. Gavin Kibble
Director of Finance and Administration

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**JUNGHEINRICH**