

Quality policy



Eurowag is fully aware of its responsibility toward customers, partners, employees, shareholders, and all stakeholders. We are committed to upholding the principles of quality in accordance with ISO 9001 and to continuously improving our integrated mobility and payment solutions for commercial road transport across Europe. Our approach to quality management is dynamic and continuously evolving, reflecting the principles of our Operating Model. We recognize that quality management requires ongoing adaptation and improvement, rather than a fixed approach.

Commitment

We pledge to deliver reliable, innovative, and sustainable services that simplify operations, reduce costs, and enhance customer satisfaction. Our Quality Management System (QMS) supports this commitment through its objectives and ongoing improvement.

Principles

Leadership

Our leaders inspire and empower teams to achieve excellence and unlock potential. Our quality governance is aligned with the company's Operating

Model, ensuring clear decision-making structures and defined ownership for all aspects of quality. This alignment guarantees that responsibilities are transparent and that quality objectives are embedded in our organizational framework.

Compliance

We adhere to all applicable laws, standards, and regulatory requirements, including those governing financial services and data protection.

Sustainability

We support responsible development through alternative fuels, eMobility, and environmentally conscious practices.

Culture

EUROWAG fosters a unified corporate culture built on trust, transparency, innovation, and collaboration. These values guide our decisions and shape our relationships across countries where we operate.

Customer focus

Understanding and anticipating customer needs is central to our strategy. We provide tailored solutions – from fuel cards and toll services to fleet management and tax refunds – that empower transport companies to grow efficiently and sustainably.

Relationship management

We build long-term partnerships across our acceptance network and service ecosystem.

Learning

We learn from experience, analyse performance, and apply insights to improve future outcomes.

Communication

We maintain open, transparent communication with all stakeholders, ensuring clarity of strategy, policy, and goals. Quality is a shared responsibility across all functions and teams. We foster cross-functional collaboration and empower every employee to contribute to quality outcomes, breaking down silos and ensuring clear ownership of quality-related decisions.

Process approach

We manage and optimize interconnected processes to achieve strategic and operational goals.

Continuous improvement

We continuously enhance our products, technologies, and processes to increase value for customers. We set measurable quality objectives and leverage real-time data and key performance indicators (KPIs) to monitor progress. Our commitment to data-driven improvement ensures accountability and transparency in achieving our quality goals.

