

## QUALITY AND PERFORMANCE POLICY

As one of the world's leaders in the supply of turnkey services including international freight forwarding, customs and compliance, logistics and supply chain for the industrial markets; Bolloré Logistics' success depends on our ability to deliver products and services on time and safely, competitively priced with high standards of quality and reliability that meet the requirements of our clients.

We listen to our clients, we survey the market, we monitor our performance to continuously improve our processes and develop our business to secure our future, all while conforming to Bolloré Group's ethics and compliance directives.

**Our qualified and multi-cultural teams take an active part in the development of our company and are jointly committed to:**

- The continuous improvement of our offers and services to enhance client satisfaction;
- The continuous improvement of our operational processes;
- The promotion of sustainable partnerships with our relevant interested parties, in particular, external providers;
- The respect, recognition and development of our employees;

**To achieve this, Bolloré Logistics' management focuses on the following key points:**

- The promotion of leadership and Management Responsibility in the effectiveness of the management system;
- Clients are both internal and external;
- Team spirit and entrepreneurship are promoted in our relationships with others;
- Teams are properly trained and qualified to carry out their duties;
- A clear and complete understanding of clients and stakeholders' requirements and expectations is essential;
- Ethical and compliance directives are implemented in all our activities;
- The process approach is fully adopted throughout our organizations;
- Identification of all risks related to the processes as well as opportunities and all the prevention and control means is systematically performed for the execution of our operational activities;
- Services are planned and executed to ensure that contractual and legal/regulatory requirements are met;
- Suppliers and subcontractors are selected according to their ability to meet the contract requirements in terms of quality, safety, environment, cost and delivery time;
- Quality objectives are established at relevant positions and levels of the company. They are planned, measured, and reviewed providing the framework for management system performance improvement and client satisfaction, in conformity with the ISO 9001 standards or other business standards where applicable;
- Corrective and preventive actions are the key to continuous improvement of our processes;
- The Quality and Performance Policy is communicated and understood throughout the organization;
- The adequacy and relevance of the Quality and Performance Policy are reviewed periodically by the company's management team.

**This approach is fundamental to the success of our business. It is the responsibility of each manager to implement this policy in their area of accountability.**



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December 13<sup>th</sup>, 2021



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