



Delivering your strategy.

# Quality Policy

## Our Service

GAC is a global service organisation dedicated to consistently providing efficient and competitively priced Shipping, Logistics and Marine services at the highest levels of quality, safety and compliance through world-class leadership, continual improvement, employee development, recognition and social responsibility.

## Our Commitment

To achieve the above, GAC Management is committed to:

- Comply with applicable statutory and regulatory requirements.
- Satisfy customer and all other contractual requirements.
- Maintain focus on enhancing customer satisfaction.
- Establish quality objectives at relevant levels and functions within the organisation.
- Monitor, review and analyse the quality objectives at planned intervals.
- Continually strive to improve the GAC Quality Management System to ensure its effectiveness.
- Take appropriate action based on constructive internal and external feedback.
- Ensure that the resources needed to develop, implement and improve the Quality Management System are available, including; training, support and encouragement.
- Promote the use of a process approach and risk-based thinking.
- Develop and maintain first class relationships with suppliers that share GAC's quality, safety, compliance and ethics values.

## Our Standard

Through the effective application of the Quality Management System, GAC aims to achieve a high degree of customer value and satisfaction in the services it delivers.

A blue ink handwritten signature, appearing to read 'Pontus Fredriksson', is written over a light blue scribble.

Pontus Fredriksson  
Group President  
January 2023

*This policy will be reviewed annually by top management and, where deemed necessary, amended and re-issued.*