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## QUALITY POLICY

**Global Freight Services Ltd. (GFS)** is a logistics company offering freight forward and logistics services by air, sea or land globally across the world.

**GFS** is committed to collaborate with partners and international networks to be able to offer a wide spectrum of logistical solutions within an extremely demanding industry, securely and efficiently together with a personalised service.

**GFS** adopts a Quality Management System based on the requirements of MSA EN ISO 9001:2015

**GFS** has established the following strategic objectives to be pursued through the Quality Management System:

- Long Term Vision
  - To establish long-lasting business relationships with clients that have strong potential for development and growth.
- Customer Focus
  - To meet customer requirements in a timely and professional manner without ever comprising the business ethics and principles.
  - To provide a flexible service that suits the needs of the customers.
  - To constantly strive to exceed customer expectations.
  - To give the required and deserved respect and attention to all clients.
- Resources
  - To harness and develop the experience and knowledge earned over the years.
  - To ensure that all staff is able to adapt to difficult and unforeseen operational circumstances.
  - To urge teamwork and cooperation between the employees of **GFS** and also with customers, other freight agents, shipping line agents and regulatory authorities.
- Quality
  - To continuously improve the quality management system and the overall management of **GFS**.
  - To constantly nurture the culture of good quality and continuous improvement across **GFS**.

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Managing Director  
*Jimmy Cutajar*