

## CONTAINER SHIPPING QUALITY POLICY

The Container Shipping Quality Policy applies to the provision of products and services from Container Shipping to our customers.

Container Shipping provides our customers container feeder and NVOCC services within the Arabian Gulf and Indian Subcontinent.

Container Shipping is committed to being an industry leader, providing products and services to our customers which meet or exceed their expectations.

Customer satisfaction is considered a foundation of function within Container Shipping, and its successful management integral to the success of the organisation and our customers.

The integration of quality management principals into all business activities and striving for continual improvement is recognised as vital to achieving excellence.

Container Shipping will achieve our quality objectives through:

- establishing and implementing a documented operational processes in accordance with the requirements the Quality Management System and ISO 9001;
- understanding our customers' needs and ensuring that these needs are satisfied;
- setting of clear quality objectives and targets in the measurement of performance;
- periodical assessment and review of quality objectives and targets;
- identify and address opportunities for improvement for our customers;
- provision of products and services compliant to relevant statutory, regulatory and other relevant requirements;
- provide adequate resources to enable effective implementation of quality management systems;
- actively communicate quality requirements with relevant employees;
- implement processes for the monitoring and review of quality management systems;
- development of mutually beneficial relationships with customers and suppliers;
- actively seeking performance feedback from our customers;
- enabling a leadership culture which champions quality management at all levels of the organisation.

Approved and authorised by:



**Abdulrahman Essa A E Al-Mannai**  
**President and Chief Executive Officer**