

## ANTRAK LOGISTICS – QUALITY AND PERFORMANCE POLICY

As one of the world's leaders in the supply of turnkey services specializing in moving complicated and over-dimensional project consignments to and from some of the most remote and difficult locations around the world, including international freight forwarding, customs and compliance, logistics and supply chain for the industrial markets; Antrak Logistics' success depends on our experience and ability to perform in arduous and sometimes hostile environments safely, securely and on time, 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 main suppliers and subcontractors;
- ▶ The respect, recognition and development of our employees;

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

- ▶ 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;
- ▶ The process approach is fully adopted throughout our organizations; concepts within the company and also
- ▶ Identification of all risks related to the processes as well as all 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 contractual 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;
- ▶ 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 his or her area of accountability.



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