

QUALITY POLICY

As a leading player in the provision of **integrated logistics solutions**, covering port and rail operations, international transport, customs clearance, as well as logistics and supply chain services for numerous sectors, **Africa Global Logistics (AGL)** relies on its ability to deliver services that meet the growing expectations of its customers, partners, and stakeholders, while integrating best practices in terms of **lead time, safety, cost, quality, and reliability**. The ISO 9001 certification obtained in 2023 confirms the relevance of our Quality approach and our ongoing commitment to **continuous improvement**.

OUR VISION:

Aware of the importance of anticipating and meeting the expectations of its stakeholders, AGL remains actively engaged in monitoring market developments and expectations, measuring its performance to improve its processes, and ensuring the sustainable development of its activities.

This dynamic aims to ensure the **long-term success of the AGL Group** while anticipating the new requirements of the **ISO 9001** standard, in particular:

- Proactive risk management
- Strategic alignment
- Digitalization of processes
- Consideration of climate and sustainability issues

All of this is carried out in strict compliance with our **ethical** and **regulatory commitments**.

OUR QUALITY COMMITMENTS:

1 *Strengthen customer satisfaction through continuous improvement*

- In-depth and shared understanding of the needs and expectations of customers and partners.
- Planning and execution of activities in full compliance with contractual, legal, and regulatory requirements.

2 *Optimize our processes through digitalization and risk management*

- Recognition of internal and external customers as essential partners.
- Deployment of an efficient process-based approach, aligned with ISO 9001 and adapted to our business challenges.
- Systematic identification and management of risks and opportunities.
- Definition, measurement, and review of quality objectives at all levels.
- Implementation of corrective and preventive actions to ensure process robustness.

3 *Develop sustainable and responsible partnerships*

- Selection of suppliers and subcontractors based on strict criteria: quality, safety, environmental responsibility, cost, and lead time.
- Compliance with AGL's Sustainable Development Charter and anti-corruption framework, in accordance with applicable national and international regulations.

4 *Respect, recognize and develop teams*

- Affirmation of leadership and managerial responsibility in the performance and agility of the quality system.
- Promotion of teamwork, innovation, and entrepreneurship.
- Continuous training and skills development to support business transformation.
- Communication and control of understanding of the Quality Policy at all levels.

This proactive and forward-looking approach is a **key driver of sustainable success**.

Every **manager** is responsible for its implementation and monitoring within their operational scope.



Philippe LABONNE

Président

Puteaux, le 22 décembre 2025