

As one of the **leaders in the supply of integrated logistics services** including ports operations, rail operations, international transport, customs clearance and compliance, logistics and supply chain for several markets, **Africa Global Logistics' (AGL)** success relies on our ability to deliver services on time, safely, competitively priced with high standards of quality & reliability, to meet our customers, partners and other stakeholders' requirements.

We listen to our clients, partners and other stakeholders, we survey the market, we monitor our performance to continuously improve our processes and develop our business to secure the future of AGL and its entities, all while conforming to internal and regulatory requirements (ethics, compliance, CSR and other regulatory requirements that applies).

Our qualified and multi-cultural teams take an active part in the development of AGL and its entities 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 partners and relevant stakeholders

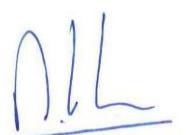


The respect, recognition and development of our staffs

To achieve this, AGL's management focuses on the following key points:

- The promotion of leadership and management responsibility in the effectiveness of the management system;
- 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;
- Regulatory and internal requirements are implemented in all our activities;
- The process approach is fully adopted throughout our organizations;
- All risks and opportunities related to the processes are systematically identified and mitigated through adapted prevention and control means;
- Activities are planned and executed by ensuring that contractual and legal and regulatory requirements are met;
- Suppliers and subcontractors are selected according to their ability to meet the contract requirements in terms of quality, safety, environment, cost and delivery time;
- All activities are carried out in accordance with AGL's code of conduct and the associated anti-corruption documentary system;
- 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 & partners' satisfaction, in conformity with the ISO 9001 standard or other business standards where applicable;
- Corrective and preventive actions are the key to continuous improvement of our processes;
- The quality policy is communicated and understood throughout AGL and its entities;
- The adequacy and relevance of the quality policy are reviewed periodically by AGL'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 their area of accountability.**



**Philippe LABONNE**  
President

Puteaux, December 22<sup>nd</sup>, 2022