


HSSE POLICY MANUAL				
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Final draft				

3.3 QUALITY ASSURANCE POLICY STATEMENT

3.3.1 FAMS Group of Companies has a mission to provide high quality and tailored international and domestic supply chain services to Southern Africa entities. This mission is driven by a dedicated team that value customers and all stakeholders.

3.3.2 FAMS Group of Companies value its customers the most. It strives to produce quality products and services always. To achieve best performance and quality service, FAMS Group of Companies has a policy of respecting and valuing the contribution of all its employees.

3.3.3 FAMS Group of Companies, vision is to provide innovative cargo logistics solutions ensuring customers operate efficiently and cost effectively.

3.3.4 FAMS Group of Companies is committed to continuous improvement and will continuously strive to maintain a high standard of quality in pursuing its mission, and ensuring its vision is realised.

3.3.5 To that effect, FAMS Group of Companies shall;

- a) Leverage on digitalisation and technology for quality products and services. The company aims to use the most modern and suitable IT systems, applications, and processes to support its business.
- b) Ensure regularly monitoring of customer feedbacks and ensure all customer complaints are investigated and corrective action instigated.
- c) Maintain consistency in work method throughout in accordance with set policies, procedures, regulations, and codes of practice, and without significant deviation.
- d) Continuously train and develop all its employees
- e) Regularly carryout quality audits of the company's internal processes
- f) Develop and maintain a standardized quality management monthly report.

An appointee appointed by FAMS Group of Companies management shall be responsible for quality assurance. All employees of FAMS Group of Companies shall commit to offering quality service in every line of business operation.

NAME IN PRINT..... *STEVEN HAROLD*..... SIGNATURE..... *[Signature]*..... DATE..... *10/4/26*
DESIGNATION *Director*..... POLICY REVIEW DATE *10/4/27*.....

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