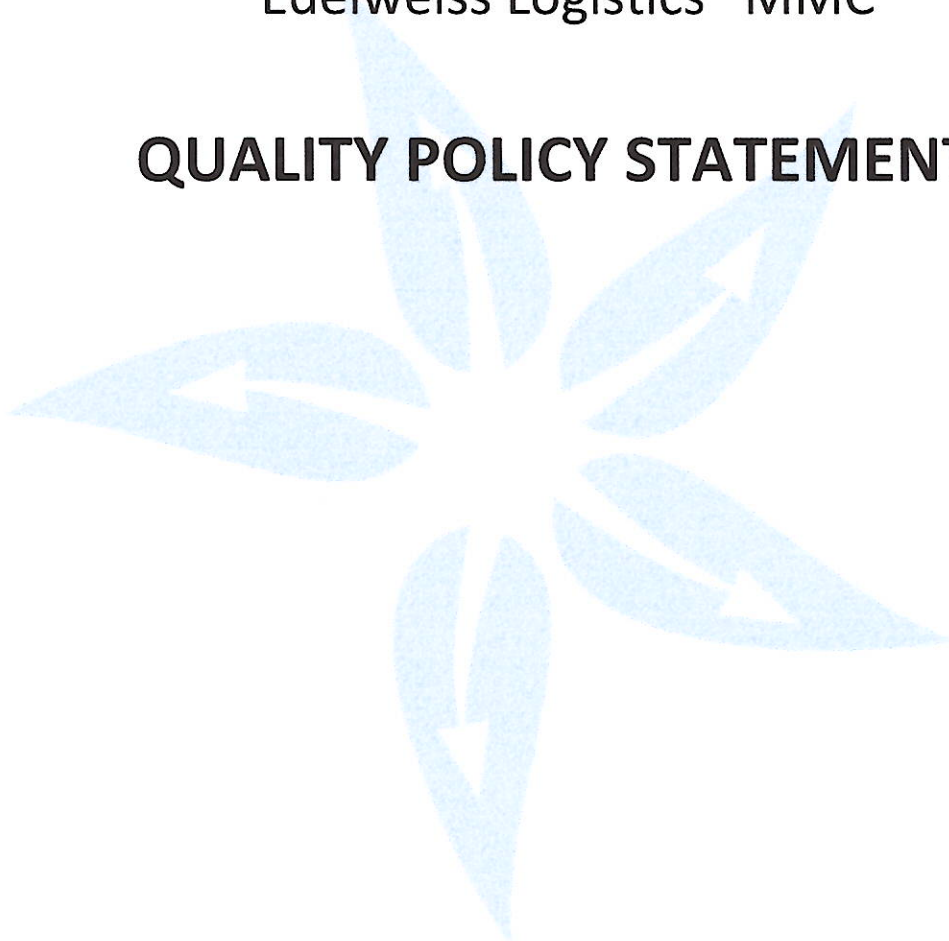


**DOCUMENT TITLE:**

**QUALITY MANAGEMENT SYSTEM**

“Edelweiss Logistics” MMC

# **QUALITY POLICY STATEMENT**



DOCUMENT TITLE:

**QUALITY MANAGEMENT SYSTEM**

Edelweiss Logistics MMC (EDWL) is one of the leading Azerbaijani Freight Forwarding organizations which provides general and project forwarding/ logistical services in local and international arena having satellite offices in Georgia and Turkiye regions for strong presence in Caspian and Black Sea basin.

The diverse requirement in today's transportation and logistical industry demands high quality, safe and efficient approach in all business aspects. In response to the industry specific standards, EDWL offers the best quality services in line with internationally recognized norms & requirements. The nature of the services provided by the EDWL places particular emphasis on deep knowledge and experience, expertise, capability and quality.

EDWL encourages and support each one in the team in their pursuit of continuous quality improvement and attainment of the objective every time.

EDWL philosophy:

- company management must set behaviour-based examples upon mentoring and coaching subordinates. *"Tell me, and I will forget, show me, and maybe I will remember, involve me, and I will understand."* (Antient proverb)
- all principles must be clear like a highway leading the team to success. Only set of well-defined company values and priorities may guide the team for management of services and issues in a right manner;
- when there is strong foundation in place, and all requirements are crystal clear, then we can overcome all challenges and deliver quality services, regardless of who on your team a customer is talking to.

EDWL is proud to have achieved ISO 9001:2015 certification for its commitment to the quality in all aspects of its services rendered. Quality is our best business plan!

EDWL management is committed to the requirements of the Quality Management System (QMS) and to continuous improvement of its effectiveness, in compliance with ISO 9001:2015 requirements. The system is mandatory at all levels of the company and all managers and employees alike are responsible for implementing it on daily basis.

EDWL management shall establish Quality Objectives, including those needed to meet customer requirements for our services, at relevant functions and levels of the Company. The objectives shall be measurable and consistent with this policy.

EDWL QMS shall be regularly reviewed and revised to ensure its relevance to the specific local and international requirements for freight forwarding/ logistics industry.

All revisions to QMS shall be duly communicated to all employees within the company, and company management shall make sure that it is well understood and adhered by concerned parties.

Approved: Emil Khalilov (Director & Compliance Lead) .....

