



## Quality policy

GLOBAL CARGO LEADER is a service company specializing in international freight transportation. We offer tailored solutions to meet the diverse needs of our clients in maritime, air, road, conventional, and Project Cargo transport. We provide customized services in Freight Forwarding (FF), cargo control (IATA), and maritime transport, with a fleet capable of handling up to 20,000 TEUs per year. With over 500 agents worldwide, we offer high-level expertise to ensure efficient and reliable logistics solutions.

Our commitment to effectively meeting our partners' requirements, the unanimous desire to provide the best for our clients, and our intention to continuously evolve leave no doubt about our dedication to implementing a quality management system compliant with ISO 9001:2015 standards and meeting its requirements.

Our Quality Management System (QMS) has the following main strategic orientations:

- The implementation of GCL's strategy and development projects.
- Continuous development of human capital.
- Improvement of internal and external communication.
- Meeting stakeholder expectations by complying with current regulations and fostering mutually beneficial business relationships.
- Continuous improvement of our processes by offering innovative and suitable solutions that provide our clients with productivity gains.

To achieve these orientations, I, as the General Manager, commit to ensuring compliance with the strategic requirements of ISO 9001:2015 and driving continuous improvement. The scope of my commitment includes:

- Defining objectives at the process level.
- Ensuring compliance with legal and regulatory requirements and other obligations.
- Supporting managerial leadership.
- Providing necessary resources and ensuring their optimization.

All GCL personnel adopt and embrace this policy, communicate it to their teams, and contribute to its effective implementation to achieve objectives and ensure the continuous improvement of our performance.

Casablanca, July 31, 2024

**Abdellatif TAIHI**  
**General Manager**

A blue ink handwritten signature of Abdellatif TAIHI, written over the printed name and title.

