

Corporate Quality Policy	FHB-COR-00005 Rev 0	Effective: 31 October 2011
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CORPORATE QUALITY POLICY

Bertling's strategy is 'To deliver sustainable growth in shareholder value by becoming the Logistics Partner of Choice.'

Bertling is one of the leading providers of Global Freight Management and Logistics Services, and will maintain its commitment towards achieving continuously improved performance in Quality Management and in the Quality of Services provided globally to its Customers by measuring and monitoring input and output throughout all levels of our organisation and will measure the achievement of the aims and objectives of this policy.

In implementing this policy Bertling recognises that the quality of our operations have the potential to impact our customers, partners, suppliers, the environment and the community.

Bertling believes that every one of our personnel should have a personal and collective responsibility towards achieving the quality targets established for services to our clients.

Our central aims and objectives are:

- To be recognised for our commitment to enhancing Bertling's reputation and trust with our clients and partners.
- To ensure Management commitment to Bertling's Corporate Quality Management System and its continued effectiveness by establishing Objectives at all levels where the services are provided.
- To comply with, and where practicable exceed, the international requirements and regulations for Quality Management.
- To monitor, evaluate and continuously improve our performance in the quality of our services against established goals and Customer requirements.
- To allocate appropriate resources for ensuring the effective implementation of this policy.
- To satisfy the expectations of our Customer's in our reliability and compliance to contractual, statutory and regulatory requirements.

The aim of this policy will only be achieved through leadership, responsible management, commitment and ownership of these issues by Bertling personnel.

This policy and any revisions shall be communicated to all employees within Bertling and the management shall ensure it is understood.

This quality policy and quality objectives shall be periodically reviewed for continuing suitability in management review meetings.

Signed:	Name & Title:	Date:
	Matthias Oehmicke CEO	1 April 2015