



**Approved
By the General Director
«Terminal Logistics Services» LLP
Order dated 10 March 2017 No. P-1/1**

THE QUALITY POLICY OF «Terminal Logistics Services» LLP

This Policy of «Terminal Logistics Services» LLP (the Company) in the field of quality is established in accordance with the appointment of the company, with the aim of sustainable development and prosperity on the market, and is aimed at a permanent and complete satisfaction of all the needs of customers, compliance with the customs legislation in the process of provision of customs clearance services and services for the transportation and forwarding of goods, as well as a duty of the company to continually improve the existing QMS (Quality Management System).

Our Mission

Company is a vibrant and modern team of professionals, providing quality services in the field of logistics, freeing partners' time to develop their business in Kazakhstan. We are focused on personal success of our customers and employees.

Our Policy

The main objective of Company for today is to ship faster, more reliable and more profitable for the Customers.

Company is intended to foresee future needs of Customers.

It is a duty of every employee of the Company to take part in the compliance and improvement of the quality management system, as well as an immediate response to changes of customer requirements.

The Company's management, in turn, intends to always encourage their employees and maintain the infrastructure and working environment in the Company on the proper level.

The competitive advantages of the Company are strong motivation and professionalism of the staff, clear vision of the strategic objectives of the overall development of the Company by the top management, and positive business reputation, developed over many years.

The company is committed to continuously meet the customers' requirements and ISO standards on quality management systems, as well as the legislation of the Republic of Kazakhstan.

The Company takes responsibility to continuously improve the existing quality management system.

Advanced technologies and methods of organization and management processes are used by Company while work performance.

The top management of the Company is obliged to ensure all conditions for realization of the quality policy.

This policy is the basis for establishing and reviewing quality objectives. The company's management intends to constantly monitor their quality objectives for timely adjustments and changes.

The top management is obliged to be an example for all employees in the implementation of quality policy.

«Terminal Logistics Services» LLP - Everything will go the way you want!