

QUALITY POLICY

GAC GLOBAL HUB SERVICES

GAC Global Hub Services (GHS), part of GAC Group's Shipping business, is a service provider dedicated to the provision of coordination for port calls and ship husbandry services and handling of disbursement accounts for shipping principals.

To fulfil the above, GHS has developed and implemented a Quality Management System (QMS) based on ISO 9001:2015 standard. Moreover, GHS Management complies and operates under the guidance of GAC Group QMS.

Our quality commitment includes, but is not limited to:

- Complying with all customers' and principals' requirements, meet and exceed their needs and expectations and satisfy all applicable requirements
- Developing and implementing a quality approach to determine, manage and address risks to meet market demands and identify opportunities
- Establishing, implementing and regularly improving quality objectives, evaluating and reviewing targets, KPIs and actions to enhance both employee and customer satisfaction
- Promoting and continually improving the quality management system

The GHS QA Policy is communicated, periodically reviewed and updated and is available to all relevant interested parties through the company's intranet and website.



Lars Hardeland, Managing Director, GHS
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