

# **NUMILOG QUALITY POLICY**

In a context of economic globalization and intense competition, **NUMILOG** will continue to maintain its leading position in the field of logistics and transport solutions. We achieve this through the know-how and business expertise of our teams, as well as our advanced information systems that ensure end-to-end traceability throughout all processes, placing the satisfaction of our clients' expectations as our ultimate priority.

To this end, NUMILOG is fully committed to a rigorous quality approach in accordance with the requirements of the **ISO 9001:2015** standard. This approach aims to continuously improve the quality of our services, optimize our organization, and strengthen our responsibility toward our partners, while firmly upholding the core values of the **Cevital Group**:

## **Initiative, Respect, Integrity, and Solidarity.**

The Quality Policy of NUMILOG revolves around the following strategic pillars:

- Strict adherence to legal, regulatory, and normative requirements.
- Continuously satisfying and strengthening partnerships with our clients to ensure active and long-term collaboration.
- Guaranteeing the economic performance and sustainability of the company while ensuring the fulfillment and professional development of our employees.

**Derived from these strategic pillars, the objectives of NUMILOG's Quality Policy are outlined as follows:**

- Deploy the Quality Management System (QMS) and continuously improve its performance.
- Establish compliance with requirements at the core of all business activities.
- Align the organization to best meet and exceed client expectations.
- Guarantee operational excellence through the implementation of best practice frameworks.
- Strengthen continuous training initiatives, empowering employees as active contributors to the corporate vision.

**To achieve these objectives, NUMILOG's management commits to:**

- Providing all necessary resources (human, technical, and financial) for the effective implementation of the Quality Policy.
- Honoring all commitments made to our clients regarding service quality, responsiveness, and integrity.
- Reconciling business improvement areas with the expectations of our partners.
- Ensuring that all employees fully adhere to and support the Quality Management System.
- Continuously working to enhance the QMS to make our corporate processes more efficient.

The ongoing support and active participation of all directors and managers are essential to ensure the full involvement of all employees in the successful implementation of this Quality Policy.

