

## QUALITY POLICY

I. H. Mathers is a trusted supplier of logistics, marine and personnel services. We provide a comprehensive range of services including: freight forwarding, customs brokerage, project logistics, cargo handling, warehousing, marine agency, immigration consulting and personnel supply.

In the interest of delivering quality services, I. H. Mathers is committed to:

- Compliance with all ISO 9001 and regulatory requirements;
- The continual improvement of our quality management system;
- Incorporating quality operating practices in everything we do.

I. H. Mathers achieves quality excellence by:

- Developing, implementing and maintaining quality management systems for each of its operations;
- Meeting or exceeding the requirements of ISO 9001;
- Using a risk-based approach to quality affecting products, services, or processes;
- Determining client requirements and striving to meet or exceed expectations in order to contribute to our mutual success;
- Continually audit and improve quality practices;
- Reviewing the Management System at regular intervals to assess its effectiveness;
- Learning from undesired events and prevent recurrence through improved quality processes;
- Including quality practices in our employee training programs;
- Staying current with industry best practices;
- Accepting responsibility for quality assurance through every level of management and staff.

This policy directs all employees to recognize their role in the quality of services they provide as part of I. H. Mathers.

To ensure this policy continues to meet our needs and in the spirit of continual improvement, I. H. Mathers commits to reviewing this policy annually.



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*CEO, I. H. Mathers*

January 11, 2022

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*Dated*