



# Policy

## Quality Management System (QMS)

2026

FFT/POL/QMS-ENG/2026-R08

FFT is dedicated to continuously maximizing Customer satisfaction through the provision of high-quality services in the area of customs brokerage, warehousing and distribution, transit and transshipment, handling of dangerous goods, supply chain management, Oil & Gas Logistics Operations, and Heavy Lift, turnkey projects.

The management is committed to the requirements of the quality management system and to continual improvement of its effectiveness, in compliance with ISO 9001:2015. The system is mandatory to all levels of the company and all managers and employees alike are responsible for implementing it on daily basis

The greatest asset of the company is its staff. As a result, FFT shall continually improve skills of the management and staff through appraisals to determine training needs and provide these trainings to ensure staff are abreast with the latest trend in their area of specialization to maximize their productivity in compliance with the training policy.

FFT shall promote the culture of continual quality improvement and the philosophy of getting things done "right the first time".

The quality Policy statement is displayed at a vintage points within the company to bring the needed awareness to both employees and other stakeholders.

The implementation and the maintenance of the ISO 9001:2015 quality management system in the company shall be executed by management through internal audit, management review, corrective and preventive actions and training of key personnel through whom this will fulfilled.

Management pledges its support for the quality management system by ensuring provision of all needed resources for the implementation and maintenance of the quality management system.

\_\_\_\_\_  
Alistair Mbotela Msusa  
General Manager Operations and Commercial  
Freight Forwarders (T) Limited.

\_\_\_\_\_  
Date

