

POLICY

of the management system in the field of quality standard in accordance with the international standard ISO 9001:2015

- 1. Company History:** The "Hazar logistik" company was established in 2020 in the city of Mary, Turkmenistan. We offer a wide range of transport and logistics services, including container, road, and rail freight transportation, as well as the transportation of special hazardous cargo. Our transportation geography includes Turkmenistan, CIS countries, Asia, Europe, Russia, Saudi Arabia, and other regions.

The company has obtained permission to conduct brokerage activities in Turkmenistan and actively promotes the interests of several foreign companies. We participate actively in foreign economic activities by providing customs services and preparing customs declarations. Maritime agency is also a significant aspect of our work.
- 2. Scope of QMS Application:** The scope of the Quality Management System (QMS) extends to the following areas:
 - Transport and logistics services;
 - Maritime agency;
 - Trade activities.
- 3. Company Objective:** Our objective is to contribute to the development of business and international cooperation in Turkmenistan, establish economic relations, attract new partners, and provide high-quality services. We pay special attention to safety, mutual assistance, and respect for cultural differences in partner countries.
- 4. Company Vision:** The company aims to become a holding that combines logistics, international trade, brokerage, and agency services with shipping in the Caspian Sea.
- 5. Strategic Goal:** To achieve leadership in the logistics service market in Turkmenistan, expand internationally, open branches abroad, and develop ship ownership.
- 6. Responsibilities of Management:** The management of the company assumes the following responsibilities:
 - To fulfill all orders within specified deadlines;
 - To ensure the safety of cargoes and maintain a stable pricing policy;
 - To continuously monitor service quality;
 - To ensure the relevance of documented information within the QMS;
 - To comply with regulatory legal acts of Turkmenistan and international agreements;
 - To identify and eliminate non-conformities with ISO 9001:2015 requirements;
 - To encourage employees to learn and apply standard requirements;
 - To plan and allocate necessary resources for effective management of the company;
 - To ensure employee awareness and establish communication with interested parties;
 - To consider risks and opportunities that affect QMS effectiveness;
 - To continuously improve customer satisfaction by enhancing processes and services;
 - To adhere to environmental standards and support ecological sustainability according to ISO 9001:2015 requirements;
 - To continuously improve the quality management system.
- 7. Communication with Interested Parties:** This Policy is communicated to all interested parties.

CEO ES "Hazar logistik"
Date: "07" January 2025.

