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POLICY STATEMENT

Guyana Logistics and Support Services Inc. is dedicated to provide high quality services in procurement of items, logistic, custom brokerage and support services to foreign clients operating, or looking to do business in Guyana. We consistently meet or exceed the requirements and expectations of our customers, employees and stakeholders through the application of a rigorous Quality Management System compliant with the International Standard, ISO 9001: 2015 to ensure customer satisfaction.

Specifically, we are committed to:

- *Customer Focus* – We listen to our customers and provide proactive solutions to their explicit and unstated expectations to enable them to be leaders in their industry. We accomplish this while balancing the needs of all other stakeholders
- *Continuous Improvement* – We evaluate all areas that are critical to our stakeholders and constantly seek to improve our products, processes and management system
- *Mutually Beneficial Supplier Relationships* – We partner with our key suppliers to leverage their knowledge and experience in the pursuit of providing improved performance and advanced solutions so all supply chain members benefit
- *Involvement of People* – We hire, motivate, retain, reward and unleash the full potential of all our members
- *Factual Approach* – We use data and information from reliable sources and a well-developed tool kit in the appropriate context to understand any problems, opportunities, and to implement the solutions
- *Process and Systems Approach* – The ability to produce sustainable results is a direct function of the process(es) that deliver them. To that end, we look at our business as a set of tightly interconnected processes and provide the solutions that optimize the overall business

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- *Leadership* – We communicate and live by our vision and values for the organization and we set and review objectives, measure results and improve performance. Our management team has appointed a QHSE Manager with full responsibility and authority to:
 - Ensure that the QMS conforms to the requirements of ISO 9001: 2015, legal and regulatory bodies of Guyana
 - Ensure that the processes are delivering their intended outputs
 - Report on the performance of the QMS and opportunities for improvement to management
 - Ensure the promotion of customer focus throughout the company
 - Ensure the integrity of the QMS is maintained when changes are planned and implemented

AUTHORIZED BY:



MR. GLENN LOW-A-CHEE
Managing Director

3rd March, 2022