



## Quality Policy

FRACHT Australia's success and profitability is derived by understanding customer's international logistics needs and in meeting these needs with prompt, professional and accurate service across the globe in unsurpassed confidence, stability and security.

Our company is committed to comply with customer, regulatory and statutory requirements, and to continually improve our performance. We aim at delivering quality service that satisfies our customers. Thanks to our commitments to quality, performance and customer satisfaction, we have enjoyed sustained growth from the beginning.

We operate a Quality Management System that is fully compliant with the requirements of AS/NZS ISO 9001:2015 standard.

Our success is thanks to dedicated, competent, trained and friendly staff who implement processes, procedures and other instructions in a manner that compliment our commitment to superior service. We employ highly sophisticated computer and communication systems to ensure that we deliver on our promises.

All the elements of our Integrated Management System comprising of Quality, Environmental and Health and Safety, are periodically reviewed to ensure they remain current, effective, efficient and suitable to changing needs.

Our commitments are communicated, understood and supported by every person employed in Fracht.

Fracht means Freight and Customer Care. We listen to our customers and we provide a prompt service to meet and satisfy their requirements.

The Quality management system covers all the activities, products and services of our organization as an International Freight Forwarder, including; Import/Export Air and Sea, Customs, Warehousing, Distribution, Logistics (3PL & 4PL), Trade Fairs, Exhibitions and Large Turnkey Projects.

This Policy will be communicated to all staff, contractors and suppliers, and will be available for the public.

Peter M Pluess  
**Managing Director**

A handwritten signature in blue ink, appearing to read "Peter M Pluess", is positioned to the right of the printed name and title.

6 August 2019