

## Quality Policy Statement

The Fracht Australia Group of Companies, including Consolidated Freight Australia and Bowen's, attributes its success and profitability to a deep understanding of our customers' international logistics needs. We pride ourselves on meeting these needs with prompt, professional, and accurate service across the globe, ensuring unsurpassed confidence, stability, and security in every interaction.

Our commitment to Good Distribution Practice (GDP) and Chain of Responsibility (CoR) is integral to our operations. By adhering to the highest standards of GDP and CoR, we ensure that all goods, particularly those that require sensitive handling, are transported, stored, and distributed under conditions that maintain their quality and integrity. This commitment is reflected in our processes, which guarantee compliance with both customer requirements and regulatory standards.

Fracht Australia Group is dedicated to continually improving our performance and meeting customer, regulatory, and statutory requirements. Our aim is to consistently deliver quality service that not only meets but exceeds customer expectations. Thanks to our ongoing commitment to quality, performance, and customer satisfaction, we have experienced sustained growth from the outset.

We operate a Quality Management System fully compliant with the ISO 9001 standard. The system, combined with our adherence to GDP principles, ensures that we maintain operational excellence across all service areas. Our team of dedicated, competent, trained, and friendly staff consistently implements processes, procedures, and instructions in alignment with our commitment to superior service.

To support our operational promises, we employ advanced computer and communication systems to facilitate the seamless delivery of our services. All elements of our Integrated Management System (including Quality, Environmental, and Health and Safety) are periodically reviewed to ensure they remain current, effective, efficient, and responsive to evolving needs.

Our commitments to quality, GDP compliance, and customer satisfaction are communicated clearly and understood across all levels of the Fracht Australia Group of Companies. We ensure that every employee, contractor, and supplier supports and upholds these principles in their daily operations.

Fracht means Freight and Customer Care. We listen to our customers and provide prompt, reliable service to meet and satisfy their requirements. Our Quality Management System covers all aspects of our operations 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 is communicated to all staff, contractors, and suppliers and is made publicly available to ensure transparency in our operations.



Peter M Gasnier  
MANAGING DIRECTOR