QUALITY POLICY

Airland Logistics is committed to exceeding industry benchmarks when it comes to quality management.

Our motto is "delivering the impossible daily" which defines our constant goal of perfection in our daily duties and interaction with our clients.

We strive to achieve perfection in our quality management by following Airland's "**Super 9 Guiding Principles**".

The Super 9 Principles underpin **Airland's** corporate culture, setting out the behaviours against which we expect to be judged to be the preferred logistics partner of choice in the worldwide movement of cargo.

Endorsed by all **Airland** employees, our Super 9 have been established to support the achievement of our organisational goals and guide our relationships with customers, subcontractors, partners and the communities in which we work. The principles are:

1. Innovative Service

We provide innovative and high quality logistics services that add value to our customers.

2. Unique Solutions

We provide a network of strategically located offices that work as a team to develop unique solutions for our customers.

3. Total Commitment

We act with integrity to deliver total commitment to customer service.

4. Exceed Expectations

We meet and exceed our customers' expectations.

5. Better Communication

We understand that communication at a higher level than our industry benchmarks is the key to our success.

6. Recommended by Trust

We aim to be respected and recommended by building trust through the services we provide.

7. Exceptional Staff

We employ exceptional staff and develop, coach and empower them to achieve their full potential.

8. Socially Responsible

We adopt socially responsible practices to ensure we have a positive impact in countries in which we operate.

9. Open and Accountable

We offer a rewarding workplace where each employee embraces a culture of open communication and accountability for our customers and colleagues.

Jan Jensen
Group CEO
Airland Logistics
May 2013

Airland
LOGISTICS
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