

Scope: Provision of foreign trade services, customs clearance, warehousing, sea, road, air, and intermodal (rail) logistics operations, as well as inland and international delivery services.

Introduction

At Apron Global Logistics Foreign Trade Ltd. Co., we are committed to achieving and maintaining the highest standards of quality across all logistics and foreign trade services. Our pursuit of excellence is grounded in the principles of the ISO 9001 Quality Management System. This policy outlines a comprehensive and systematic approach to exceed customer expectations and reinforce our leadership in the logistics sector.

Vision and Mission

Our vision is to become the benchmark in logistics and foreign trade services for quality and customer satisfaction. Our mission is to deliver reliable, transparent, and sustainable logistics solutions through continuous improvement of our processes and services.

Key Elements of Our Quality Policy

- **Customer Focus and Satisfaction:**
Our highest priority is exceeding customer expectations. We actively seek customer feedback and integrate it into our improvement processes, ensuring adaptability and responsiveness to market demands.
- **Leadership and Management Commitment:**
Our leadership team provides clear direction, allocates necessary resources, and instills a shared quality vision across all departments, promoting a culture where excellence is the standard.
- **Employee Participation and Empowerment:**
We recognize our employees as the foundation of our success. Through continuous training and inclusive engagement, we empower all staff to actively contribute to our quality goals.
- **Process Approach and Operational Excellence:**
We design and manage all operational processes with precision and efficiency. This structured approach enables us to reduce waste, minimize errors, and deliver consistent, high-quality service.
- **Risk-Based Thinking and Proactive Management:**
We adopt a proactive, risk-aware mindset across our strategies and daily operations. This enables us to anticipate potential challenges and ensure continuity, agility, and resilience.
- **Supply Chain Management and Strategic Partnerships:**
We foster collaborative relationships with our suppliers, enforcing quality benchmarks and monitoring their compliance to ensure the integrity of our overall service quality.
- **Continuous Improvement and Innovation:**
At the core of our system is continuous improvement. We embrace innovation, leverage digital technologies, and optimize workflows to ensure operational excellence and long-term success.
- **Sustainability and Ethical Responsibility:**
Our quality approach extends to sustainability. We support environmental responsibility, energy efficiency, and ethical practices in all aspects of our logistics operations.
- **Stakeholder Engagement and Transparency:**
We maintain open communication with all stakeholders. Sharing performance metrics, quality goals, and improvement areas helps build trust and long-term business relationships.
- **Implementation and Governance:**
Our quality policy is supported by cross-functional quality teams, internal audits, and governance structures that ensure objectives are translated into actions and monitored effectively.

Review and Continuous Evolution

This quality policy is a dynamic document. It is reviewed periodically in light of new technology, industry trends, and customer expectations to ensure that our system remains effective and future-ready.

Conclusion

Through this comprehensive quality policy, Apron Global Logistics Foreign Trade Ltd. Co. reaffirms its unwavering dedication to excellence, customer satisfaction, and sustainable growth. Our quality-first mindset is the cornerstone of every decision we make and every service we deliver.

APPROVED BY THE CEO AND THE BOARD OF DIRECTORS

Apron Global Logistics Foreign Trade Ltd. Co.



PREPARED AND APPROVED BY APRON GLOBAL LOGISTICS BOARD OF DIRECTORS