























CORPORATE ASSURANCE POLICY STATEMENT

 <p>CUSTOMER SATISFACTION Commit to deliver total customer satisfaction through conformance to standards, organizational, customers and other relevant requirements through reliable service and innovative solutions.</p>	 <p>COMPLIANCE Ensure compliance with legal, statutory, regulatory, internal standards relevant and applicable to its services, products, policies and procedures.</p>	 <p>TRAINING AND COMPETENCY Provide training to all its employees on its integrated management system, organizational and other relevant requirements. It provides organizational, specialized, behavior-based safety and other relevant trainings to develop skills and competencies of its employees and other interested parties, addressing their training needs.</p>	 <p>IMPROVEMENTS Ensure continual improvements of its integrated management system and other applicable best practices through periodic review of its manuals, policies, procedures, objectives and targets for relevance, changing conditions and any technological innovations.</p>	 <p>COMMUNICATIONS Ensure information, material or digital communications are disclosed in timely, consistent and appropriate manner according to applicable legal, statutory, standards, organizational and other requirements. It ensures prevention to improper use or disclosure of confidential or sensitive information. Its employees and stakeholders are informed on the document classification and authority matrix.</p>			
 <p>QUALITY Commit to the highest quality standards to ensure our business and operational excellence. It shall foster a quality culture and continuously improve its Quality Management System to guarantee the delivery of our service commitment through the reviews of quality objectives & results and satisfying the applicable requirements, inclusive of the corporate Integrated Management System (IMS). It encourages participation of quality responsibilities to its employees and other stakeholders through standards, supervision, and effective communication.</p>	 <p>OCCUPATIONAL HEALTH & SAFETY Provide safe and healthy work environment for workers and interested parties through effective risk management to eliminate hazards. OH&S objectives are set, evaluated and reviewed annually to ensure performance of the system where workers and interested parties are consulted and encourage to participate towards improvement.</p>	 <p>FOOD SAFETY AND DEFENSE Assure food safety and defense in receipt, storage, and delivery by establishing a Food Safety Management System (FSMS). Objectives are set, evaluated and annually reviewed to ensure the effectiveness of the system and to foster food safety culture.</p>	 <p>GOOD STORAGE & DISTRIBUTION PRACTICES (GSDP) Retain the quality and safety of pharmaceutical products during warehousing and while distribution. Objectives are set, evaluated and annually reviewed to ensure the effectiveness of the system.</p>	 <p>INFORMATION SECURITY, CYBERSECURITY AND PRIVACY PROTECTION Preserve the confidentiality, integrity and availability of information and associated assets and to strengthen data security controls and processes. The ISMS objectives are set, evaluated and annually reviewed to ensure the performance and effectiveness of the system.</p>	 <p>ENVIRONMENTAL Commit to reduce the impact on the environment resulting from its business activities. Objectives are set, evaluated and annually reviewed to ensure the effectiveness of the system.</p>	 <p>ANTI-BRIBERY AND CORRUPTION Commit to maintain its highly ethical business standards, regionally and globally, ensuring a zero-tolerance approach to bribery and corruption, acting professionally, fairly, and with integrity in all its dealings with internal and external stakeholders.</p>	 <p>CORPORATE SOCIAL RESPONSIBILITY Ensure to integrate social, environmental, and ethical concerns in its dealings with internal and external stakeholders at all times, which includes the prevention of illegal behaviors and respects for human rights.</p>
 <p>SUPPLY CHAIN SECURITY MANAGEMENT Commit to a risk-based approach to protect the assets, cargo, and personnel in its entire supply chain services. While maintaining the targeted security outcomes and complying with the requirements governing the supply chain, the developed security system shall mitigate its adverse impact in other areas of the supply chain services. The SCSMS objectives and security measurement controls are created, assessed, and reviewed yearly by accountable and responsible persons.</p>	 <p>RISK MANAGEMENT AND BUSINESS CONTINUITY Commit to safeguard its employees and stakeholder's interest through strong resiliency plan to ensure the availability of key services and to recover the business in case of an emergency. It will continue to identify, review, update and effectively manage organizational risks and properly enforce operational controls and security measures to eliminate or reduce risks at all levels of the organization.</p>	 <p>DATA PRIVACY AND PROTECTION Ensure adequate applicable privacy and protection of personal data for processing are safeguard against accidental loss, destruction, alteration, disclosure, or dissemination. The protections include encryption and authentication process are in accordance with applicable laws and organizational policies.</p>	 <p>SUSTAINABILITY Ensure sustainable strategies and incorporates it into its business policies and practices to ensure its critical role in supply chain shall not have adverse impact on the people, planet, and future. Commit to minimize the environmental impacts of its operations and contributing the global efforts by setting, evaluating, and continuously improving its sustainability objectives including reducing the consumption of unrenewable resources and carbon footprint, adopting 5R in waste management and to continuously improve the efficiency of our operations.</p>	 <p>EMPLOYEE WELFARE Provide employees with reasonable living conditions as per local laws and regulations, ensuring that employee's rights are properly protected.</p>	 <p>FACILITY MANAGEMENT Commit to provide appropriate facility management services related to MEP Civil, HVACR, Fire System and MHE to support and facilitate the operational, maintenance requirements and working environment of the demand organizations and users of the facilities. The established systems shall ensure that all the requirements are met and the risks associated to its activities are managed appropriately. Objectives are set, evaluated and annually reviewed to ensure the effectiveness of the system.</p>	 <p>ASSET MANAGEMENT SYSTEM GWC ensures that its assets such as buildings, machinery, vehicles, MHE's, IT systems and software are efficiently managed across the complete lifecycle in a safe, efficient and environmentally sensitive way that sustainably serves the needs of its stakeholders and customers and optimizes the long-term return on investment for its shareholder. GWC shall comply with applicable legal and regulatory requirement, promotes safe, reliable, sustainable cost-effective work practices, applies a lifecycle approach to asset management, ensures employees have the appropriate asset management competencies and continuous improved to achieve its objectives and targets.</p>	

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For more information visit gwclogistics.com



This policy is applicable to Gulf Warehousing Company QPSC (GWC Group) and all its subsidiaries





















DELIVERING LOGISTICS INNOVATION

Matthew Kearns **ماتيو كيرنز**
Acting Group CEO الرئيس التنفيذي بالإنابة
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