



Delivering your strategy.

Quality Policy

GAC HUB SERVICES DWC-LLC

Our Service

As a key division within GAC Group's Shipping business, GAC Hub Services DWC-LLC (GHS) is committed to delivering efficient and competitively priced port call supervision and management, husbandry services and disbursement accounts management at the highest levels of quality, safety and compliance through world-class leadership, continual improvement, employee development, recognition, and social responsibility.

Our Commitment

To achieve the above, GHS Management is committed to:

- Establish Quality Management System in accordance with the Group Quality Management System and Group Operational Standards.
- Comply with applicable statutory and regulatory requirements.
- Satisfy customer and all other contractual requirements.
- Maintain focus on enhancing customer satisfaction.
- Establish quality objectives at relevant levels and functions within the organization in accordance with GAC Group strategic objectives.
- Monitor, review and analyse the quality objectives at planned intervals.
- Continually strive to improve our Quality Management System to ensure its effectiveness.
- Take appropriate action based on constructive internal and external feedback.
- Ensure that the resources needed to develop, implement and improve our Quality Management System are available, including training, support and encouragement.
- Promote the use of a process approach and risk-based thinking.
- Develop and maintain first class relationships with suppliers that share GHS' quality, safety, compliance and ethics values.

A handwritten signature in blue ink, appearing to read 'Kosala Wijesinghe'.

Kosala Wijesinghe
Managing Director
June 2024

This policy will be reviewed annually by GHS management and where deemed necessary, amended and re-issued.