

Controlled Translation Notice

This document is a controlled translation of **IMS-QMS-POL-01_TR**. In case of any discrepancy, the Turkish version shall prevail.

Introduction and Commitment

As GHS Lojistik Global Relocations, we are fully aware of the responsibilities that come with operating in a sensitive field such as international household goods relocation. For us, quality is not limited to compliance with international standards; it is a reflection of the deep respect we show for the life stories and belongings entrusted to us by our customers.

We commit to delivering all our services within the framework of the FAIM quality standard, which is the most reputable assurance in our industry, along with legal requirements and unwavering ethical business principles. Our understanding of quality is not merely a set of rules governing our operations; it is the cornerstone of the promise we make to our customers, our company culture, and the work philosophy embraced by every employee.

Our Quality Principles

1. International Quality Assurance: FAIM Excellence

We design and implement our processes in full compliance with FAIM requirements, the symbol of excellence in international relocation, and we aim to continuously exceed this standard. This is not only compliance but our commitment to industry leadership.

2. People-Focused Excellence in Customer Experience

We understand the complexity of the moving process and aim to transform it into the most comfortable experience possible for our customers. We inform our customers accurately, timely, and transparently; by going beyond simply meeting expectations, we create a service experience that provides trust and peace of mind.

3. Transparency and Traceability: Flawless Records Management

We manage each operation with the discipline of complete, transparent, and auditable records. By ensuring that every file's history and current status can be tracked at any time, we provide full transparency for both internal audits and customer confidence.

4. Competence and Engagement: Investing in Our People

We continuously develop our employees' knowledge, technical skills, and ethical competence through regular and comprehensive training. We make the quality culture not only a management directive but a shared responsibility and a source of pride across the organization.

5. Proactive Risk Management and a Culture of Continuous Improvement

We systematically assess operational disruptions, risks of customer dissatisfaction, supplier performance, and information security. Through our CAPA (Corrective and Preventive Actions) and internal audit processes, we prevent recurrence of issues and make continuous improvement an integral part of our corporate culture.

6. Strategic Partnerships and a Reliable Supply Chain

We carefully select all partners and suppliers we collaborate with in line with our own quality standards and FAIM criteria. We continuously monitor their performance and jointly implement the strategic improvements required to maintain our high service quality.

7. Corporate Ethics and Professional Integrity

In all our activities, we remain committed to the principles of honesty, responsibility, confidentiality, and the highest standards of professional conduct. We never compromise ethical values in our relationships with customers, business partners, and competitors.

Signed Commitment

The effective implementation, maintenance, and continuous improvement of this Quality Policy is the direct and primary responsibility of GHS Lojistik Top Management.

All employees are obliged to adopt this policy as a guide and to passionately contribute to our company's quality objectives.

GHS Lojistik – Top Management
HASAN ÖKTEN

GHS LOJİSTİK EV VE OFİS
TAŞIMACILIĞI TİA LTD. ŞTİ.
Çanakkale Mah. Dinye Sk. A Blok No:445
Ümraniye/İstanbul Tel:0216 806 64 12
Alemdag V.D.: 3951975163