



# Quality Policy

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Express International Group (EIG) team is dedicated to providing the best possible services to our clients with a commitment to meeting their needs with least cost; reduced risk; agile services with standardized quality.

We believe that our uniquely professional employees, combined with consistently high standards of services provided to our clients, EIG can achieve our organizational goal of providing quality services to our customers and securing a profitable future.

All employees are fairly treated and given an equal voice. To that end, our decisions are made by consensus.

To achieve our objectives; EIG has established and will maintain an effective Quality Management System, planned and developed to meet the standards and the requirements of ISO 9001-2015.

Our commitment to meet customer's expectations is accomplished by constant reviewing to our policy and procedures for improving our quality management system by:

- Hiring qualified staff
- Holding training sessions to improve employee skills
- Regular reviews, internal audits and spot checks.

These regular reviews ensure efficiency and continuity of our system and allow a room for improvement introducing advanced methods to maintain highest quality standards.

It is the responsibility of every employee to use their skills and diligence to ensure that all hazards that might affect the quality service, are eliminated. EIG Management is also accountable for communicating the importance of meeting customer requirements with the high standard quality services to employees on all levels.

As per EIG Environmental Policy, we are aware and strive to preserve our surroundings for a green and clean environment, by:

- Recycling our office papers through shredding and then reusing in packing fragile items.
- Cleaning up all debris from surrounding area after job completion.
- Reusing packing materials collected after deliveries to pack items (warehouse - local moves).
- Purchasing environment-friendly equipment.

Express International Group will ensure understanding and implementation of policy at all company levels.

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