



Modern Freight Company  
Your Trusted Partner

# MFC Quality Policy

## Our Service

MFC is a supplier of high-quality transport, agency, and related services worldwide, dedicated to consistently providing efficient and competitively priced services 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, MFC Management is committed to:

- 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.
- Monitor, review and analyze the quality objectives at planned intervals.
- Continually strive to improve the MFC 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 the 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 MFC's quality, safety, compliance and ethics values.

## MFC Standard

Through the effective application of the Quality Management System, MFC aims to achieve a high degree of customer value and satisfaction in the services it delivers.

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Laurance Langdon, General Manager  
March 2024

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