

MAGHREB solutions

QUALITY MANUAL

This quality manual presents Maghreb Solutions and its business. It lays down our policy and the commitments described in our Integrated Quality, Safety, Environment Management System, which has been certified according to NF EN ISO 9001:2015, ISO 9001:2015 and ISO 45001:2018.

As a forwarding agent, the Group facilitates transport and logistics to and from Europe and North Africa. Our development strategy is founded on continual improvement of our services to ensure company longevity and customer satisfaction.

This manual has been created to inform our customers, subsidiaries, partners and external service providers. It is also a tool used in-house and provided to all employees.

Mr. ZRAIGUI
Managing Director



I – INTRODUCTION TO THE GROUP AND ITS BUSINESS

1 – THE GROUP

MAGHREB SOLUTIONS is a forwarding agent facilitating transport and logistics to and from Europe and North Africa. Founded in 2004, our objective is to provide our customers integrated services by implementing customised, competitive resources. Specialising in the niche market of North Africa, our services are performed within an optimal time frame as a result of strategically-located offices across French soil, our Moroccan subsidiary, and a long-time partner in Tunisia.

For over 15 years, MAGHREB SOLUTIONS has developed expertise and know-how to meet the highest customer expectations, becoming an expert on this market.

Through its formidable experience, the Group has sought to constantly improve the quality of its services, in accordance with NF EN ISO 9001:2015 and today, pursues its growth strategy by developing a new partnership in Türkiye.

2 – OUR ORGANISATION

2.1 – Our locations

Today, the MAGHREB SOLUTIONS group comprises:

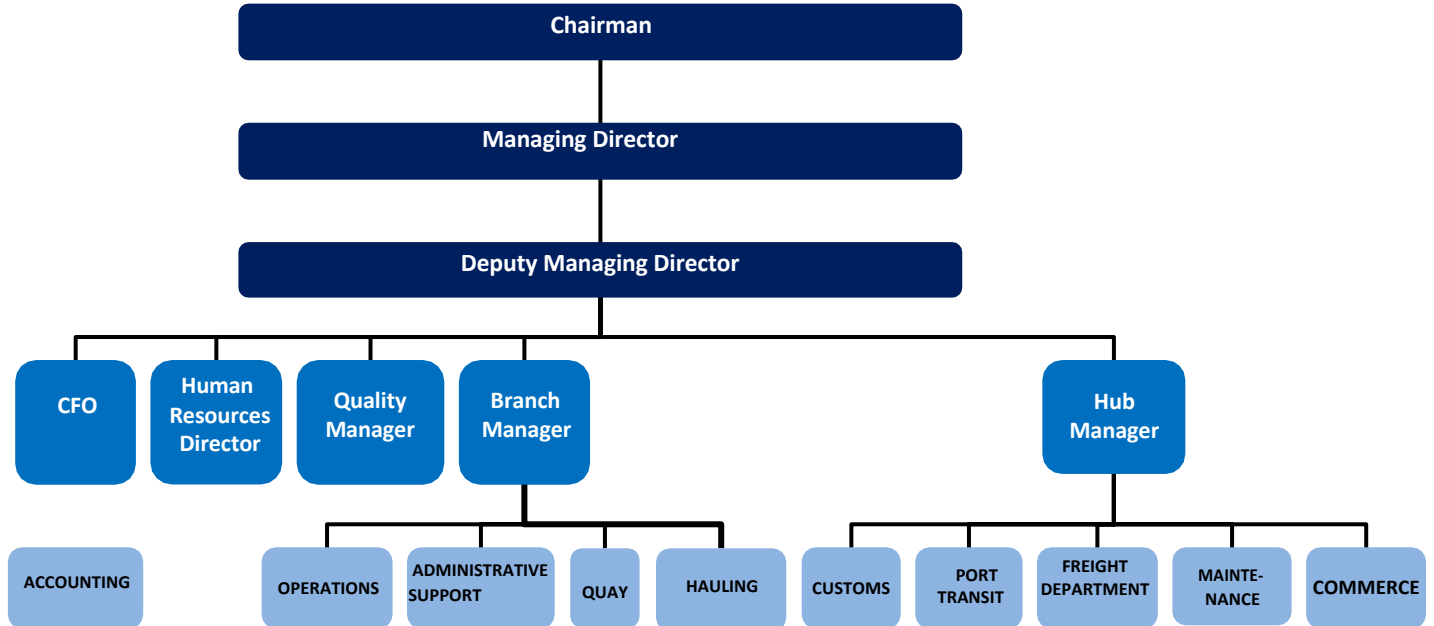
- ✓ **1 head office**
- ✓ **5 branch offices in France:** MS13, MS25, MS33, MS69 and MS95
- ✓ **1 branch office providing port services:** MS PORT
- ✓ **1 subsidiary in Morocco:** MAGHREB SOLUTIONS LOGISTICS
- ✓ **2 partners in Tunisia:** MAGHREB SOLUTIONS TUNISIE, ATMC
- ✓ **1 partner in Türkiye:** GALATA



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2.2 – Our human resources

The group has 47 employees in France, 45 in Morocco, and 31 in Tunisia, forming a dynamic, competent team of experts in the field. The hierarchy and reporting relationships are shown in the following organisation chart.



2.3 – Our road transport fleet

To be in a position to fulfil customer requests quickly, the MAGHREB SOLUTIONS GROUP maintains a road transport fleet equal to its business:

- 112 MEGA box trailers and 3 curtain-side trailers,
- 43 tautliner or tarp trailers,
- 3 platform container carriers,
- 4 refrigerator trucks,
- 2 maintenance vans to respond quickly to requests for maintenance at the Port of Marseille.



3 - OUR SERVICES

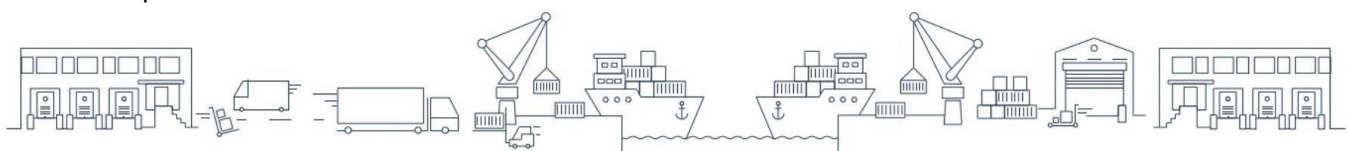
3.1 – Well-managed

Through our integrated network, we are in full control of the transport process from pick-up all the way to delivery.

Our comprehensive service cover the following steps:

- ✓ Processing requests,
- ✓ Organising transport,
- ✓ Performing or purchasing the transport service,
- ✓ Integrated customs service,
- ✓ Transport logistics, and
- ✓ Follow-up and control of the transport operation

Towing of our trailers, sea carriage, and services provided by our subsidiaries and partners are externalised processes.



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3.2 – Diverse services

Over the years, MAGHREB SOLUTIONS has developed and adapted its services to suit a customer portfolio that serves customers with a wide variety of businesses and goods:

- ✓ Relocation
 - Textiles: transport on hangers and in flat pack boxes
 - Automotive: managing transport for tight production outputs
- ✓ Industrial projects
 - Transport in tarped trailers, factory relocation
- ✓ Artisanship
- ✓ Consumer goods
- ✓ Aeronautics
- ✓ Pharmaceuticals

3.3 - Experts at your service

TRANSPORT

Each destination is entrusted to **an individual who is a specialist on their line, available, and keeps you informed in real time.**



LOGISTIQUE

With over **12,000 m² of warehouse space**, we also offer logistics services related to goods shipment:

- **Condition verification**
- **Order preparation and dispatching**
- **Packing et palettising**

Our teams review any request for logistics services in France and in the Maghreb, taking into consideration your specific needs.

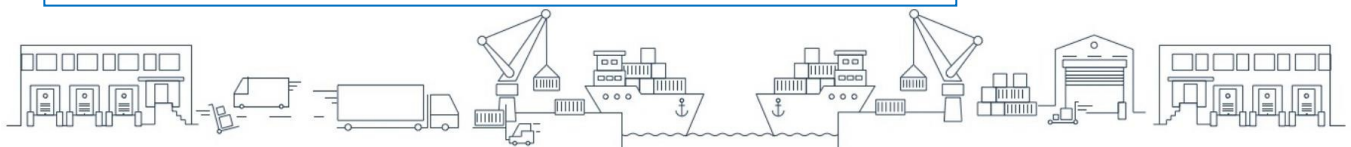


DOUANE

Our Customs department handles all paperwork for your shipments:

- ✓ **IM-A and EXA**
- ✓ **Trade in goods declarations**
- ✓ **Custom advisory services** to verify customs nomenclature for any new product shipped and/or trade.

In addition, the company its own **bonded customs warehouses** on the premises of the MS13 and MS33 branch offices.



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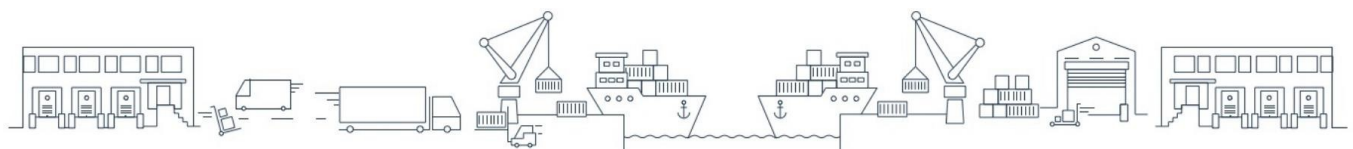
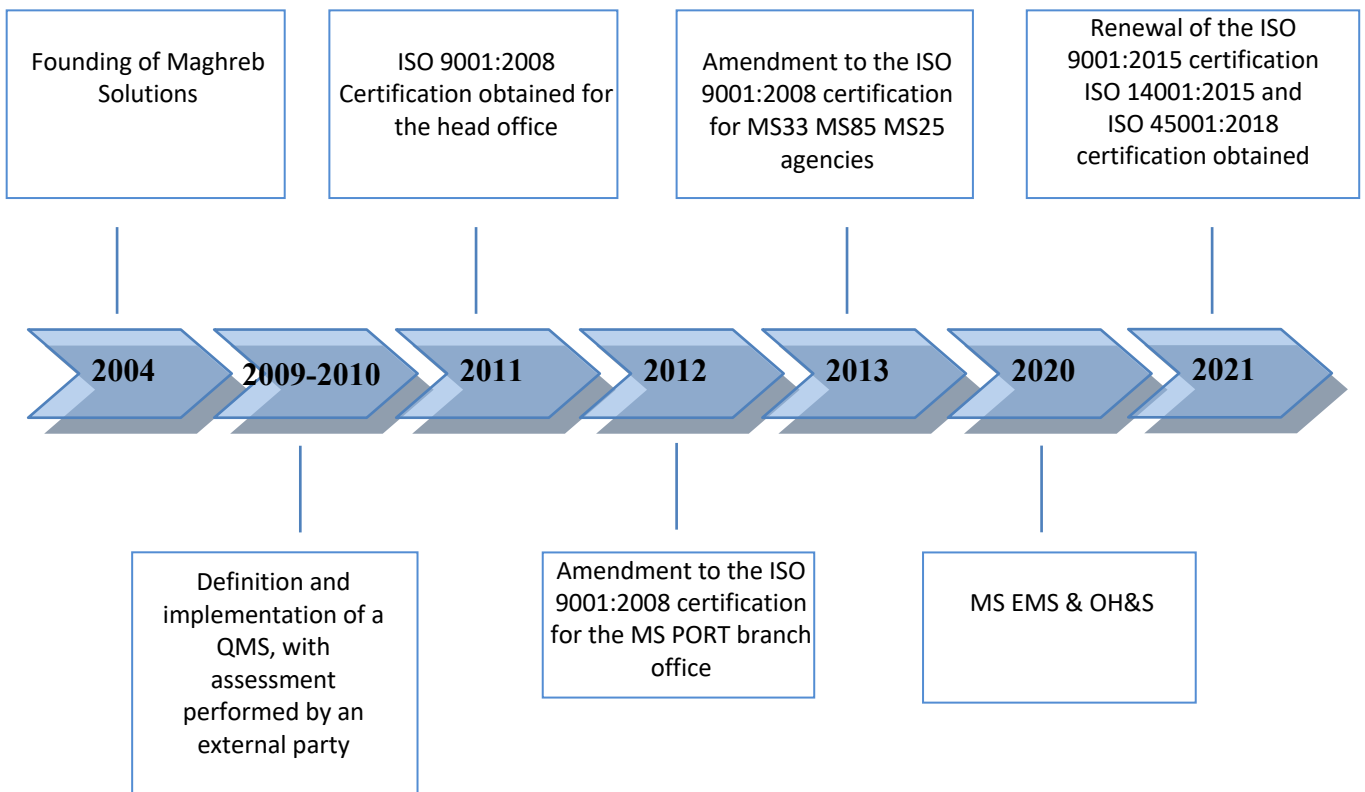
II - OUR INTEGRATED QUALITY, SAFETY, ENVIRONMENT MANAGEMENT SYSTEM (IMS)

1 – SCOPE

The Maghreb Solutions IMS meets the requirements of the following standards:

- ✓ NF EN ISO 9001:2015, “Quality Management System: Requirements,” excluding requirements of clause 7.5.1 “Monitoring and measuring resources” and 8.3 “Design & development of products and services,” since the company does not perform activities related to metrology or to design;
- ✓ NF EN ISO 14001:2015, “Environmental Management Systems: Requirements with guidance for use”;
- ✓ NF EN ISO 45001:2018, “Occupational health and safety management systems — Requirements with guidance for use.”

2 – – PAST CERTIFICATIONS



3 – MANAGEMENT COMMITMENT AND THE QSE POLICY**3.1 – Management commitments****LETTER OF COMMITMENT**

Through this letter, the Maghreb Solutions management team is affirming its desire to develop a QSE (**Quality**, **Safety**, **Environment**) policy that is core of its activities and strategic orientations.

Our customers hold high expectations of our services and these expectations are always evolving. For example, they expect us to guarantee **quick, reliable services**, through a flawless quality system and full **mastery of our processes**. Our primary objective is to meet their expectations but also those of all our stakeholders.

The women and men who make up our staff are our main resource. The Maghreb Solutions management team accepts the responsibility for **safeguarding their health and safety** and does so by evaluating occupational risks and implementing appropriate preventive measures in the field in consultation with employees.

Perfectly conscious of the challenges of our time, and particularly global warming, Maghreb Solutions takes the role it can play in the green transition to heart. **We seek to reduce our impact** and choose solutions that are more respectful of the environment.

Management has therefore decided to implement and steer a QSE management system that complies with **ISO 9001**, **ISO 45001** and **ISO 14001** to guarantee that it meets a recognized framework. Further, we commit to providing the resources required to actively work toward a robust and efficient system. Our aim is to reach our objectives, with an eye to continually improving our performance.

Each person's individual contribution is of utmost importance. This is why we must commit to making progress together in pursuit of our growth, to ensure company longevity in line with our values and those held by society.

In Vitrolles, France, on 23 February 2021

Rachid ZRAIGUI
Directeur Général

Jean-Philippe DI GUARDO
Directeur Général Délégué



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3.2 – Our QSE Policy

QSE POLICY

An expert in transport and logistics since 2024, Maghreb Solutions has developed the expertise to offer customers integrated, competitive services that implement personalised resources and are perfectly adapted to their needs.

Ever aware of our responsibilities to customers, all our stakeholders, as well as society as a whole, company management steers activities according to an integrated Quality, Safety and Environment management and CSR system. Through it, we commit to:

- ✓ Meet all applicable requirements;
- ✓ Continually improve performance of our QSE approach in accordance with ISO 9001, ISO 14001 and ISO 45001;
- ✓ Provide safe and healthy working conditions for our employees, which aim to eliminate hazards and reduce risks, preventing accidents on the job and occupational illnesses.
- ✓ Consult, involve, and train workers on OH&S topics;
- ✓ Protect the environment by preventing pollution and reducing our impact;
- ✓ Safeguard our working conditions and enable our employees to pursue career advancement.

Through this progress-focused dynamic, this year, we aim to roll out the following strategic initiatives intended to:

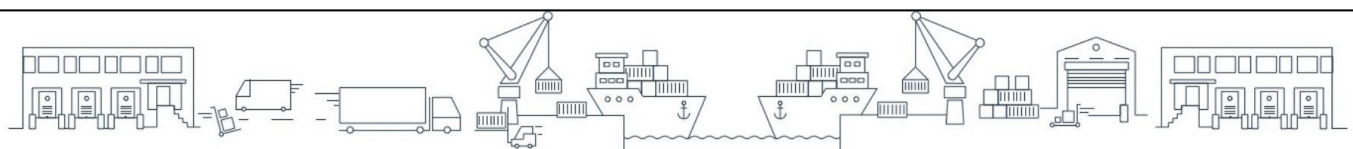
- 1) Improve customer satisfaction by anticipating their needs via transparent, effective communication;
- 2) Control and process any issues encountered;
- 3) Develop our reputation and customer base through external communications;
- 4) Improve efficiency by optimising practices, tools, and work equipment;
- 5) Ensure that we manage relationships with partners and external service providers in a mutually-beneficial way;
- 6) Increase safety-related signage and measures in the loading/unloading area;
- 7) Train staff and increase awareness of the rules governing dangerous goods transport;
- 8) Reduce the emissions and pollution generated by our business;
- 9) Eliminate plastic waste and further develop paper recycling at our facilities
- 10) Promote responsible purchasing of goods and services, taking a life cycle perspective;
- 11) Analyse our carbon footprint and work up actions to help reduce it;
- 12) Implement formal reviews of work life quality and career advancement for our employees in order to make sure that good working conditions are observed and internal mobility is prioritised.

We are convinced that commitment is the key to our success. Let's therefore commit, together, to making progress in pursuit of our growth, to ensure that Maghreb Solutions continues to operate in line with its values and those held by society.

In Vitrolles, France, on 5 September 2022

Rachid ZRAIGUI
Directeur Général

Jean-Philippe DI GUARDO
Directeur Général Délégué



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4 THE STRUCTURE OF OUR INTEGRATED MANAGEMENT SYSTEM (IMS)

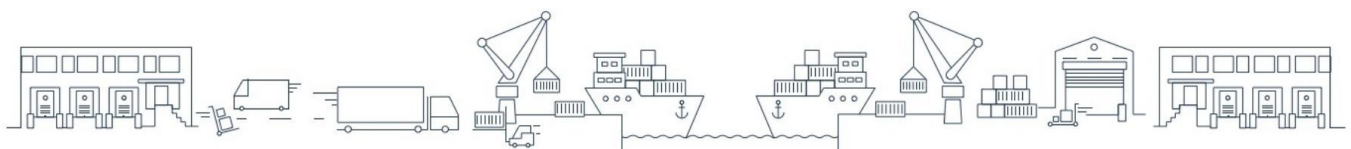
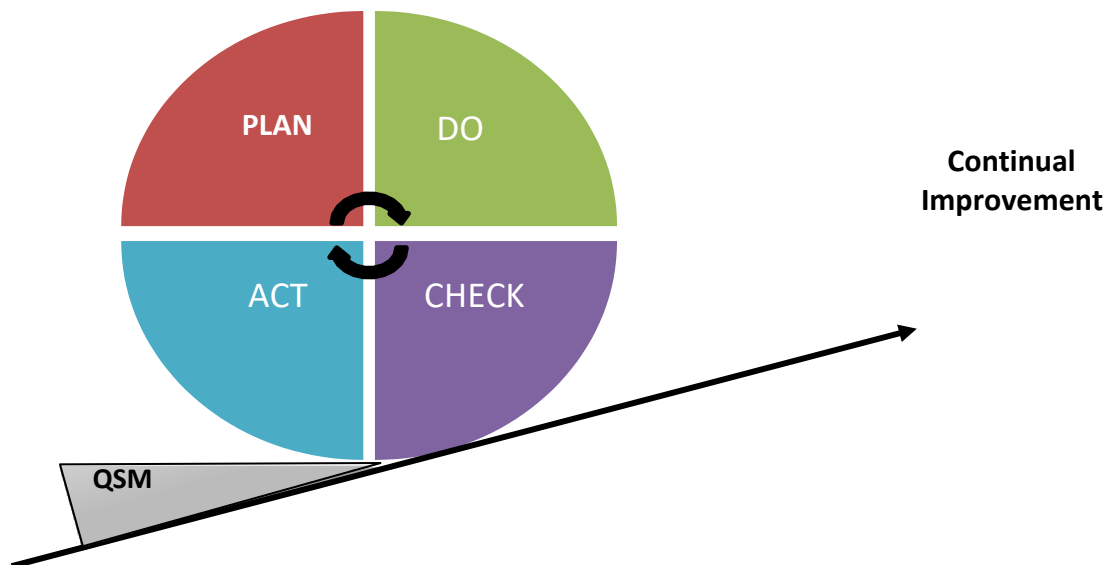
4.1 - Quality approach

Every day, we endeavour to rise to the customer satisfaction challenge. This is why MAGHREB SOLUTIONS has made its approach to quality a priority since the 2010s.

With full commitment from company management, the group and all of its activities have been certified per NF EN ISO 9001:2015. Continual improvement is what anchors its work methods; it is what guarantees customers the best service.

The Deming wheel, or plan–do–check–act (PDCA) method, is the basis for steering our quality management system. It involves a series of actions that is repeated in a loop:

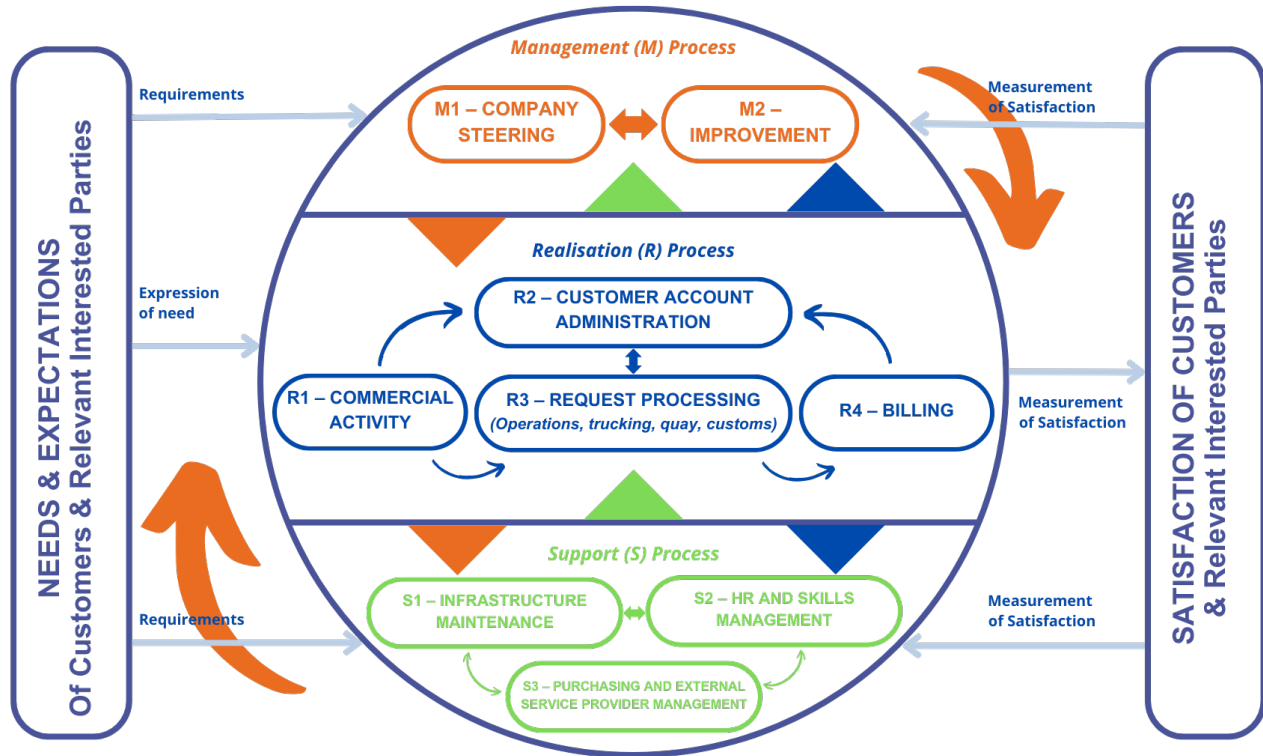
1. **Plan:** Establish the objectives and processes necessary to deliver expected results to customers
2. **Do:** Implement new processes
3. **Check:** Monitor and measure process performance
4. **Act:** Adapt and set up actions to improve the processes.



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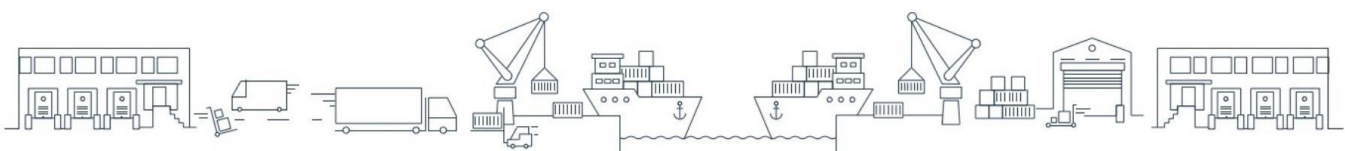
4.2 – How our IMS is subdivided

The graphic below presents the wide array of group activities that contribute to meeting customer requests and requirements.



Group activities are organised according to three types of complementary processes, which are regularly assessed for effectiveness and performance:

- **MANAGEMENT PROCESSES:** These are steering and improvement-related activities:
 - ✓ **QMS steering (M1)** directs the course of the company and develops its growth strategy, policies and annual objectives. It also supervises the other processes in order to ensure that they are performed well.
 - ✓ **Improvement (M2)** pertains to continual improvement of the entire QMS through document management, control and processing of non-conformances and claims, monitoring indicators, internal audit schedule, and management review to plan and set up corrective actions.
- **REALISATION PROCESSES:** These are MS core businesses. Customer requests are what get the ball rolling. Realisation processes are implemented to fulfil the customer's request, through integrated transport services which culminate with goods delivery.
 - ✓ **Sales (R1)** handles prospectation, responses to customer requests, quotations and proposals as well as customers communication.
 - ✓ **Customer account administration (R2)** manages the administrative and accounting follow-up of customer accounts.
 - ✓ **Request processing (R3)** ensures that integrated services involving transport, logistics, port transit and customs clearance in accordance with regulations and customer requirements.
 - ✓ **Billing (R4)** establishes and transmits customer invoices and settles subcontractor invoices.



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- **SUPPORT PROCESSES:** These processes are vital to delivering our services.
 - ✓ **Infrastructure maintenance (S1)** handles equipment fleet maintenance to guarantee safety and reliability during transport and for carriers, and limit repair costs.
 - ✓ **HR and skills (S2)** handles recruiting, onboarding and human resource management as well as managing skills.
 - ✓ **Purchasing and external service providers (S3)** are regularly evaluated to control the activities performed by third parties.

4.3 – IMS tracking and improvement

Separate these processes allows each company activity to be assessed step by step, as well as how they interact. The goal is to improve internal workflows.

Each process is described in a separate document, which defines:

- ✓ The activities involved in the specific process;
- ✓ The actions that make it possible to reduce risk;
- ✓ The relevant documentation;
- ✓ The means for monitoring that are implemented to steer and improve the process
- ✓ (indicators); the interfaces with other processes within the organisation;
- ✓ The resources associated.

The IMS and its processes are monitored by mean of:

- ✓ Periodic tracking of the indicators defined for each process;
- ✓ Process review, which takes stock of how the process functions and its effectiveness;
- ✓ Analysis and processing of non-conformances, customer claims and customer satisfaction measurement;
- ✓ Internal audits that ensure IMS compliance with respect to requirements of standards and norms;
- ✓ Annual management review that assesses how the IMS functions and its effectiveness.

III – OUR COMMITMENTS

1.1 – Our commitment to quality

We commit to advancing our quality management system through:

- ✓ Management commitment and planning 'SMART' goals;
- ✓ Reviewing the system so that it is relevant, effective, and aligned with our quality objectives;
- ✓ Accounting for customer feedback and measuring their satisfaction with turnaround times, product and service quality;
- ✓ Managing internal resources and monitoring our external service providers;
- ✓ Tracking our processes and handling non-conformances or customer claims;
- ✓ Data analysis and internal audits;
- ✓ Setting up corrective and preventive actions.

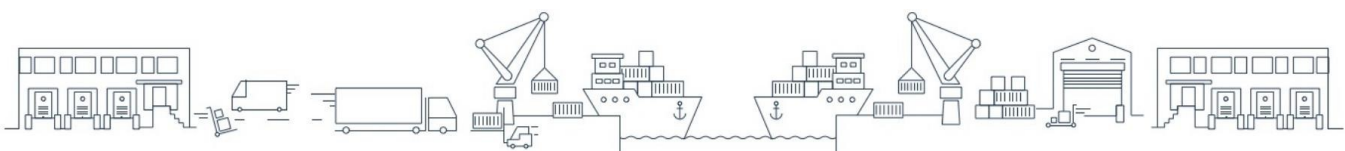
1.2 – Our commitment to the environment

Aware and attentive to environmental concerns, MS has committed to a sustainable development strategy.

To minimise the impact on the environment, MS has implemented an environmental management system that covers all its activities, and complies fully applicable laws and regulations.

To this end, we commit to:

- ✓ Regularly checking applicable legislation and carrying out appropriate actions;
- ✓ Eliminating or reducing, to the greatest extent possible, the environmental risks and impacts related to our activities as well as managing crisis situations;



- ✓ Providing training and awareness-raising initiatives for all staff.
- ✓ Implementing actions on behalf of the environment in order to reduce our carbon impact such as sorting wastes, upgrading our vehicle fleet, optimising transport flows, raising awareness of eco-friendly practices, and partnering with non-profits whose missions is to protect the environment.

On the latter topic, Maghreb Solutions has developed a partnership with AMEPN, the Moroccan Association for Ecotourism and Wildlife Conservation, which works to preserve biodiversity by:

- ✓ Promoting ecotourism;
- ✓ Showcasing the value of the country's rich natural, ecological resources;
- ✓ Raising awareness on preserving natural resources
- ✓ Contributing to economic and development in rural areas.

1.3 – Our Occupational Health and Safety (OHS)

The company implements actions to prevent harm to the health and safety of our employees, temporary workers and outside staff working on MS sites.

To do so, we comply with the French Labour Code and commit to:

- ✓ Performing occupational risk analyses at least once per year, defining and implementing appropriate preventive and improvement actions;
- ✓ Preserving the health and safety of our employees, first and foremost, by taking action in the work environment and on equipment and materials;
- ✓ Analysing the root causes of accidents or dangerous situations in order to define corrective and/or preventive actions;
- ✓ Monitoring applicable legislation regularly by carrying out appropriate actions;
- ✓ Providing training and lead company-wide awareness-raising initiatives.
- ✓ Checking equipment periodically according to regulatory instructions;
- ✓ Integrating safety audits into the schedule of internal audits and management review;
- ✓ Approving all operational provisions and documentation at the workstations and in work areas (responsibility of management).

1.4 – Corporate social responsibility

For many years now, our company has voluntarily committed to sustainable development. Ever since, we have endeavoured to firm up our corporate social responsibility (CSR) commitments. Today, we wish to make these values an integral part of our company values and keep them at the forefront of our concerns.

Our main CSR challenges are:

- ✓ Safeguarding employee health, safety and well-being;
- ✓ Guaranteeing proper working conditions;
- ✓ Fighting inequality;
- ✓ Developing employees' skillsets;
- ✓ Reducing our greenhouse gas emissions and informing our clients of theirs;
- ✓ Fighting energy waste.

