



QHSSE Policy

This statement sets out how the M.A Cargo Truckers & Forwarders Limited QHSSE department is committed to achieving the highest standards of QHSSE performance throughout the company, M.A Cargo Truckers & Forwarders company Undertakes all activities in a highly responsible, professional and competent manner and strives to continuously improve performance towards an ultimate objective of zero incidents, injuries, failures or complaints together with maximum effectiveness and efficiency.

The Corporate QHSSE has been established to lead, coordinate and review the Management System with respect to suitability, adequacy and effectiveness to ensure that the applicable standards are always met. The system includes supporting policies which focus in more detail on specific QHSSE aspects.

Our commitments translate into important policy statements and actions:

Health and Safety

- Promote wellbeing, professional skills and provide a healthy environment for our employees
- Develop and provide safe methods of work and appropriate training for all employees and activities
- Assess and manage all risks associated with our business operations
- Report and investigate all incidents and share findings across the Company.
- Comply with all applicable laws, directives and industry guidelines

Environment

- Minimize impact of all operations on the environment
- Reduce the carbon footprint of operations
- Optimize the use of natural resources

Quality

- Meet or exceed customer requirements in all operations
- Report and investigate all complaints and non-conformities and be proactive

Through communication to our customers and partners in the supply chain

- Communicate procedures, best practices and knowledge throughout the Company.

Security

- Protect staff, assets and information from theft or harm
- Transport, store and handle high consequence dangerous goods in compliance with relevant legislation

M.A Cargo Truckers & Forwarders Limited invests heavily in the system, training, infrastructures and equipment to run the business.

These principles and all employees must take personal responsibility for the successful implementation of our QHSSE principles in their daily operations.

QHSSE Management Policy

Objectives Promote wellbeing, professional skills and provide a healthy environment for our employees	Description ■Provide training in safety and health related topics (e.g. BBS or equivalent, Drug and alcohol misuse, Use of seat-belts, Dangers of using mobile phones when driving, Tiredness and fatigue)	Indicators ■Audit results ■Training days per employee
Develop and provide safe methods of work and appropriate training for all employees and activities	<ul style="list-style-type: none"> ■Monitor and record all injuries sustained by employees ■Periodic medical tests for personnel (if applicable) ■Raise safety awareness through observation, coaching, communication and feedback ■Emergency response organization 	<ul style="list-style-type: none"> ■Audit results ■Key Performance Indicator personal injuries ■KPI near miss reporting ■Number of driver spot checks ■Training days per employee ■Number of drug and alcohol spot checks (if applicable) ■Emergency response plans and exercise
Assess and manage all risks associated with our business operations	Develop risk assessments for operations and products <ul style="list-style-type: none"> ■Organization and implementation of QHSSE audit plan by Company.QHSSE ■Local audits to be carried out by local management 	<ul style="list-style-type: none"> ■Local risk assessments ■Number of audits ■Audit results
Report and investigate all incidents and share learning across the Group	<ul style="list-style-type: none"> ■Monthly reporting by all locations to form QHSSE KPIs ■Analyze incidents and implement corrective actions ■Train staff in root cause analysis ■Share leanings with all business Areas. 	<ul style="list-style-type: none"> ■QHSSE safety KPIs (e.g. motor vehicle accidents) ■Incident investigation reports for major incidents ■Trend analysis ■Number of staff trained in Root Cause Analysis techniques ■Safety flashes, newsletters

Comply with all applicable laws, directives and industry guidelines	<ul style="list-style-type: none"> ■ Use consulting services offered by QHSSE Team and dangerous goods advisors ■ Participate in best practice workshops organized by Tanzania Associations such as Nemic etc. ■ Ensure proper training plans are in place ■ Monitor compliance performance ■ Observe the M.A Code of Conduct 	<ul style="list-style-type: none"> ■ Training days per employee Audit reports ■ Regular reports to Advisory Board
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Environment

Objectives	Description	Indicator
Minimize impact of all operations on the environment	<ul style="list-style-type: none"> ■ Avoid pollution through safe operations ■ Controlled waste disposal at all sites ■ Reduce waste and increase recycling ■ Wastewater treatment in cleaning operations ■ Energy management 	<ul style="list-style-type: none"> ■ KPI spills and leaks ■ Amount of waste generated during cleaning operations ■ Energy consumption by cleaning Depots and offices
Reduce the carbon footprint of operations	<ul style="list-style-type: none"> ■ Expand and encourage intermodal transport operations ■ Measure and implement actions to reduce emissions 	
Optimize the use of natural resources	<ul style="list-style-type: none"> ■ Reduce fuel consumption 	<ul style="list-style-type: none"> ■ Fuel consumption

Quality

Objectives	Description	Indicator
Meet or exceed customer requirements in all operations	<ul style="list-style-type: none"> ■ Customer requirements known and documented ■ Formal annual review with major customers ■ Customer surveys 	<ul style="list-style-type: none"> ■ Key Performance Indicator customer complaints ■ KPI performance events ■ KPI not on time delivery ■ Performance evaluation by customers (if applicable)

Report and investigate all complaints and non-conformities and be proactive through communication to our customers and partners in the supply chain	<ul style="list-style-type: none"> ■ Formal closure and recording of all reports ■ Feedback on requests and complaints within requested time frame 	<ul style="list-style-type: none"> ■ Customer complaints report
Communicate procedures, best practices and knowledge throughout the M.A cargo Company	<ul style="list-style-type: none"> ■ Continuous review of procedures and instructions ■ Learning from major incidents ■ New industry standards / best practice guidelines 	<ul style="list-style-type: none"> ■ QHSSE databases (training)

Security

Objectives	Description	Indicator
Protect staff, assets and information from theft or harm	<ul style="list-style-type: none"> ■ Risk assessment and development of security plans for each location ■ Regular security assessment of all operations, use of Safety and Quality Assessment System packages where applicable ■ Develop security provisions for each site 	<ul style="list-style-type: none"> ■ Measuring of security breaches ■ Assessment / audit results
Transport, store and handle high consequence dangerous goods in compliance with relevant legislation	<ul style="list-style-type: none"> ■ Ensure proper training plans in Agreement concerning international carriage of Dangerous Goods by Road. (ADR) and International Maritime Dangerous Goods (IMDG) for staff and drivers ■ Ensure all DGSA provide annual report on activities 	<ul style="list-style-type: none"> ■ Number of training days and personnel trained ■ Group Annual Report with details of compliance