



**BROKMAR CHARTERING S.A.C.**, is a company acting as an intermediary in contracting freight (shipbroker), operator of logistics and cargo agent, independent, 100 pct Peruvian, with steady grow, developing logistic solutions, adapting to current trends, needs and changes in transportation of goods. Due same, to improve our service provided to clients, the company decided to introduce system of service quality policy based on the norm ISO 9001.

The board of **BROKMAR CHARTERING S.A.C.** considers the system of service quality policy being the way to provide the organization with a base of quality services, satisfaction of clients and continuous improvement for system's efficiency.

To obtain these goals it is important to bear in mind following guidelines:

- Quality of service and their improvement is a responsibility of all employees beginning with board of directors
- Quality of service is reached by planning, executing, revising, and improving said system taking into consideration
- The company's internal as well as external setting.
- Quality of service is focused on satisfying all clients with commitment of whole of the company complying with their needs as well as complying with legal and customary rules and requirements.
- Quality of service is supported by continuous improvement in services rendered and efficiency of the system of service quality policy considering avoidance of errors being fundamental
- Quality of service require us to concentrate on developments in technology and eventual technological improvements at our disposition for a proper performance of the company.
- quality of service requires cooperation and participation of all employees and for such the quality policy is available for all personnel of the company to familiarize with and comprehend

To implement above principal absolute support of **BROKMAR CHARTERING S.A.C.'S** personnel is required

**General Management**

June 23, 2022