



Scope of services: RETEMS Logistics is a provider of International Freight Forwarding, Warehousing and Customs Clearance Services.

Statement: RETEMS Logistics treats all Clients and Suppliers fairly, with integrity and deal with them all without distinction. Our company endeavors to do the best to meet the expectations of our Clients and ensure the quality, safety and effectiveness of the services provided. Our goal is to achieve a high level of Clients' satisfaction at all times. RETEMS Logistics deals fairly with all customers, suppliers, competitors, and other interested parties and never takes unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts or any other unfair dealing practice.

Definitions:

- **Client** - a person or organization using the services of a lawyer or other professional person or company.
- **Supplier** - a person or organization that provides something needed such as a product or service.

Responsibilities. Director shall.

- Ensure that Clients and Suppliers requirements are determined;
- Ensure that Clients and Suppliers requirements are met and to enhance their satisfaction;
- Gather and collate Clients and Suppliers satisfaction data;
- Respond to Clients and Suppliers complaints and feedback.

Expectations from interested parties: We expect and request our internal and external interested parties to comply with applicable requirements of Clients and Suppliers.

Reporting: Our employees shall immediately report to management any concerns related to relations with Clients and Suppliers. Any person reporting a suspected violation of this policy will never be subject to disciplinary action or retaliation for the act of making the report.

Confidentiality: If reporter does not feel comfortable stating his/her name – he/she can make report confidentially. No attempt from management will be made to identify the individual. Information provided by the individual, or obtained in the course of investigation, will be treated as confidential to the extent permitted by law.

Disciplinary measures: Any our employee or partner which violates these requirements in connection with RETEMS Logistics business will be subject to disciplinary measures, up to and including termination of labor contract in the case of an employee, or termination of business relations in the case of an external party and, where appropriate, referral of the matter to relevant law enforcement authorities.

Communication: The relations with Clients and Suppliers policy principles will regularly be communicated and available to staff at all times. To involve our customers, and any interested parties with a legitimate interest in our commitment, this Policy Statement is made available on our website <https://retemsgroup.com/>

Director:

Mehdiyev S.L.

