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# Quality Policy

This quality policy defines Quality Freight (UK) Ltd.'s commitment to providing a first-class quality freight handling and delivery service, which conforms to or exceeds our customer expectations. It is fully endorsed by the Directors, and is on prominent display.

**Accordingly, the company is committed to / and:**

- It is a policy of Quality Freight (UK) Ltd to consistently meet the needs and expectations of its customers by providing services which, as a minimum, conform to the specified (including Statutory and Regulatory) requirements, and meet with customer requirements, which are not specifically documented.
- Maintaining an independently certified ISO 9001 Quality Management System, for the control and management of freight handling and process, and through all associated aspects of the freight movement; in compliance with the requirements of ISO 9001: 2015.
- Through the management review process and context development Quality Objectives are established and monitored. The overall company objective is to ensure the continual improvement of its Quality Management System and day to day operations.
- Continually developing and improving our operations and methods of work by fully utilising the risk analysis and opportunities elements of the QMS to improve the performance of Quality Freight (UK) Ltd operations.
- Company objectives and targets and outputs from the risk analysis and opportunities process will be reviewed and monitored to help demonstrate and achieve this continuous improvement.
- Carry out regular audits and review all appropriate in-house quality management systems, to demonstrate continuing compliance, suitability and to identify improvement opportunities.
- Through Customer feedback and the use of trend analysis, Quality Freight (UK) Ltd., endeavours to maintain a culture of continual improvement of its people, freight handling and process.

Signed

A handwritten signature in black ink, appearing to read 'S. Gardiner', is written over a light grey rectangular background.

Sebastian Gardiner  
Managing Director

April 2018