

## **NON- CONFORMANCE REPORTING POLICY**

QUAY TRANSPORT LTD. strives to offer its customers a very reliable service always. However, it must be accepted that occasionally problems occur that lead to a customer raising a non-conformance against the Company.

Quay Transport Ltd commits to respond to every non-conformance complaint by:

- a. Making a thorough investigation of the matter.
- b. Establish the root-cause and take steps avoid a recurrence.
- c. When appropriate, retrain personnel involved.
- d. Report back, in writing, with findings and clear explanation.

If, following investigation the actions leading to the non-conformance are found to be not caused by any action of Quay Transport Ltd that point will be communicated to the customer.

All non-conformances received shall be included in a trend analysis.

Signed   
Gary Kirkby.  
Managing Director.  
29<sup>th</sup> August 2018