

NON- CONFORMANCE REPORTING POLICY

Quay Transport Ltd strives to offer its customers a reliable and consistent service. 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. Acknowledging the non-conformance immediately and at the latest within 24 hours
- b. Making a thorough investigation of the matter
- c. Establish the root-cause and take steps avoid a recurrence
- d. When appropriate, retrain personnel involved
- e. Report back, in writing, with findings and clear explanation

If, following investigation the actions leading to the non-conformance were 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.
30th June 2020

Last Review June 2022