

# Quality & Environmental Policy Statement

It is the policy of Quay Transport Ltd to achieve and maintain the highest possible standards of service and to provide complete customer satisfaction while protecting the environment.

Adoption of this Policy and compliance with the requirements of the ISO 9001 Management System is mandatory throughout the Company.

We will aim to achieve this through:

- Recognising that it is the customer's definition of service that counts.
- Creating and maintaining a business environment focused on continual improvement.
- The positive commitment of all employees to provide a consistently excellent service, that meets or exceeds customer requirements.
- Complying with all legal requirements.
- Making every effort to protect and avoid damage to the environment.

As part of the constant drive for quality & improvement in the performance of our business we have developed this policy statement, which will enable us to set targets, by which our efforts towards quality & environmental excellence can be measured and monitored on a regular basis.

These objectives will be determined within the system and will be reviewed regularly. Satisfactory achievement of these objectives will depend on the determination of all personnel, but the reward will be satisfied customers, confident in the knowledge that orders can be placed with the company, thus ensuring a stable future for the company and its employees.

Protecting the environment and aiming for sustainable operations will rely upon equipment selection, training of employees and working with customers to ensure efficient and economical operations.

Our guiding values to meet the targets are:

<b>Teamwork</b>	We work together to achieve our vision
<b>Customer focus</b>	Put the customer at the centre of everything we do
<b>Value</b>	Revenue Growth + Cost Control + Resource Utilization
<b>Growth</b>	We strive to grow our business
<b>Honesty</b>	Integrity is never compromised

This policy has been communicated to every employee and can be found on notice boards around the site. We hold regular reviews with all our employees to ensure that we communicate our performance in respect of our Goals.

The policy will be reviewed for suitability at least annually, at the management review meeting and the results communicated to all employees.

Signed   
Gary Kirkby.  
Managing Director.  
30<sup>th</sup> June 2020

Last Review June 2022