

## QUALITY POLICY

The continuing policy of Quality Freight Services Ltd is to provide a high quality, professional and efficient service to ensure the satisfaction of all requirements for our clients. This achievement will result in securing efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the organisation.

The management team will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating, and maintaining the Quality Management System.

We undertake to ensure sufficient resources readily available within the organisation to achieve this. We endeavour to ensure through communication, engagement, practical example and training that quality is the aim of all members of the organisation.

Through direction and support, each employee will have a proper understanding of the importance of the quality system function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the organisation.

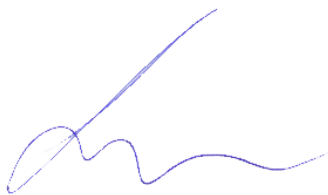
Equally, every employee is responsible for, and will be trained to perform the duties required by his or her specific role.

Quality Freight Services Ltd has a policy of promoting continual improvement and setting of quality objectives in line with the framework laid down within ISO 9001:2015 standard. These objectives will address the risks and opportunities within the organisation as determined by the management team.

We hereby certify that the QFS Quality Manual and the QFS Company Standard Operating Procedures Manual accurately describes the Quality System in use within the Organisation to meet the requirements of ISO 9001:2015.

The Quality System will be monitored, measured, evaluated, and enhanced regularly under the management team's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.

Signed:

A handwritten signature in blue ink, appearing to be "M. Johnson", written over a light blue horizontal line.

Mr Martin Johnson - QFS Managing Director

Date: 7<sup>th</sup> July 2023

QFS Quality Policy V1.1