



HUMAN RIGHTS POLICY

Quality Freight Services Ltd is committed to respecting internationally recognised human rights in accordance with the United Nations Guiding Principles on Business and Human Rights, the International Bill of Human Rights and the International Labour Organisation's fundamental principles and rights at work. We will seek to avoid causing or contributing to adverse human rights impacts and will address such impacts where they occur.

Quality Freight Services Ltd management are dedicated to providing a safe working environment in which we meet our obligations regarding health & safety, security, equality and diversity and to ensuring that the respect and dignity of all our employees is adhered to at all times.

This policy applies to all company employees, agency workers and contractors. Quality Freight Services Ltd also expects suppliers, subcontractors and other business partners to respect internationally recognised human rights and to apply standards consistent with this policy.

Relevant suppliers and subcontractors will be assessed using a proportionate, risk-based approach that may include pre-engagement screening, contractual requirements, self-assessment, requests for supporting evidence and follow-up reviews. Where a material concern is identified, Quality Freight Services Ltd will agree corrective actions and timescales, monitor completion and consider escalation or termination where improvement is not achieved.

POLICY

Quality Freight Services Ltd understand our responsibility to respect the human rights of our employees and those of the communities in which we operate.

We provide fair working conditions to our employees including terms and conditions of employment, remuneration, working hours, health & safety, resting time and holiday entitlements.

We will apply a proportionate, risk-based human rights due diligence process to identify and assess actual and potential adverse human rights impacts arising from our operations and business relationships. Where risks or impacts are identified, we will take appropriate action to prevent or mitigate them, monitor the effectiveness of our response and communicate relevant outcomes where appropriate.

- **Child Labour:** We will not use child labour in our operations or knowingly benefit from child labour through our business relationships. We will comply with applicable minimum-age requirements and will not employ anyone under the age of 18 to perform hazardous work, night work or any work that may harm their health, safety, development or education. Where child labour is identified in a business relationship, we will seek an appropriate response that prioritises the welfare of the child.
- **Wages and Hours:** Pay will not be lower than that required by law. Working hours will comply with applicable legal requirements and will not be excessive. Average weekly working time will not exceed 48 hours over the applicable reference period unless a worker has voluntarily agreed otherwise in accordance with the law. Overtime will be voluntary and appropriately compensated.
- **Diversity:** We provide equal opportunities in employment and prohibit discrimination, harassment and victimisation on the grounds of any characteristic protected by applicable

law or on any other unjustifiable basis. Employment decisions will be based on objective, role-related criteria, with appropriate regard for cultural differences and individual dignity.

- **Employment:** Forced, bonded, trafficked, prison or compulsory labour is prohibited. Workers will not be required to surrender identity documents, pay recruitment fees or lodge deposits as a condition of employment, and they will be free to leave employment in accordance with their contract and applicable law. Coercion, threats, restriction of movement and other forms of involuntary labour are not acceptable.
- **Working Conditions:** Policies and procedures for health & safety as a minimum, meet legal requirements and where these do not exist, are sufficient to protect the wellbeing of employees.
- **Freedom of Association:** We respect the right of our employees to join, or not to join a Trade Union and as such they are free to join an organisation of their choice to represent them in line with local legislation.

Employees, workers and other stakeholders may raise human rights concerns through the Company's grievance, whistleblowing or other available reporting channels. Concerns will be handled promptly, fairly and, where requested and reasonably practicable, confidentially. Retaliation against anyone who raises a concern in good faith is prohibited. Where Quality Freight Services Ltd identifies that it has caused or contributed to an adverse human rights impact, it will provide for, or cooperate in, appropriate remediation.

The Company Managing Director has overall accountability for this policy. The Compliance and HR Manager is responsible for coordinating implementation, maintaining relevant records and reporting performance to management, with support from operational managers and employees whose roles may affect human rights risks. The policy will be communicated to employees and made available to relevant business partners. Appropriate training and guidance will be provided to relevant employees. This policy and its associated controls will be reviewed at least annually and following any significant change, incident or identified risk.

Quality Freight Services Ltd will maintain records of relevant human rights training, concerns raised and their resolution, health and safety performance, workforce indicators and proportionate supplier risk reviews. Management will review these records at least annually, document conclusions and approve measurable improvement actions and objectives.

Human rights performance will be reviewed at least annually against documented objectives and indicators. These may include completion rates for relevant training, the number and nature of concerns raised, closure times and remedial actions, health and safety performance, workforce indicators and the proportion of relevant suppliers subject to risk review. Management will document the results, approve corrective actions and monitor progress against agreed timescales.

Signed:



Martin Johnson (MBE JP) – Company Managing Director

Date: 5th June 2026