

### Quality, Health, Safety, Environmental & Energy Manual:

Document No: SM-56

#### Quality Policy Statement

It is Company Policy to maintain an effectively managed Quality Management System (QMS) in accordance with the relevant BS EN ISO9001 standard, supporting Toyota's core values and ensure it is appropriate to the purpose and context of the company and supports its strategic direction.

To meet these objectives the Company will:

- Supply the highest quality product and after sales support possible.
- Strive to provide our customers with products and services which meet and exceed their expectations.
- Commit to continuous improvement and have an established QMS which provides a framework for measuring and improving our performance.
- Ensure the promotion of customer focus throughout the company.
- Recognise and understand the needs and interests of our stakeholders.
- Ensure full participation and consultation with team members by providing the necessary information and support.
- Make available all necessary human and material resources to meet the commitment placed upon the Company by this policy.
- Ensure that the Company meets all statutory, regulatory and other requirements.
- Ensure that the integrity of the QMS is maintained when changes are planned and implemented.
- Protect the Company and all stakeholders from any risk (real or perceived), or potential risk, as the result of its activities.
- Have systems and procedures in place to achieve total customer satisfaction and continuous improvement throughout the business:-
  - Regular gathering and monitoring of customer feedback
  - A customer complaints procedure
  - Selection and performance monitoring of suppliers/contractors
  - Training and development for our employees
  - Regular auditing of our internal processes
  - Measurable quality objectives which reflect our business aims
  - Management reviews of:
    - audit results,
    - customer feedback and complaints,
    - risks and opportunities
    - resource

*It is our goal to be the first choice partner for all material handling solutions and to be widely recognised for our innovative products and services as well as our respect for society.*

*We build trust and confidence with customers by delivering outstanding quality products and services which add real value to their businesses.*

*We respect the expectations and ambitions of team members, stakeholders and suppliers through a never ending search to improve.*

The Managing Director has ultimate and overall responsibility for this policy and its implementation. They require that all team members act in accordance with and actively support and promote this policy.

Nick Duckworth  
**Managing Director**

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