



QUALITY POLICY STATEMENT

It is the policy of Wincanton to be a market leader in respect of the quality of services provided to its customers. Wincanton also aims to continually improve the suitability, accuracy and effectiveness of services and methods of operation so that competitive advantage is always maintained.'

It is recognised that a key element in the successful achievement of this policy is the operation of clearly defined quality systems and methods. In supporting this objective, where this is specified by our customers, these systems meet and sustain, through continued certification, the standard of quality defined by ISO 9001:2015.

Policy Implementation

Wincanton recognises that this policy can only be achieved by:

- All managers and supervisors demonstrating leadership on quality issues. Thus, all managers and supervisors will be trained in the concepts and techniques of continual improvement and have their performance measured by the leadership they demonstrate within the business plan.
- A clear and ongoing understanding of the obligations to, context and requirements of the businesses interested parties.
- Establishing and maintaining key customer-facing measures and key performance indicators so that opportunities for improvement can be identified. Each business section will identify their performance measures relevant to its interested parties and include actual performance measures in their monthly reports to the Managing Director. Business performance will also be regularly reported to employees.
- Meeting interested party requirements and expectations and complying with applicable laws and regulations.
- Commitment to securing the goodwill and involvement of all employees in order to achieve quality standards and improvements.

All new employees will be:

- Selected based on their ability to achieve the Company's Vision, Mission and Values.
- Trained at their induction in the Company's approach to quality management.

In addition, managers and supervisors will be trained to use a teamwork approach to create the right culture to encourage employees to put forward their ideas for continual improvements. The success of this policy requires the whole-hearted support of everyone employed by the Company.

This policy is subject to annual review.