

### Quality Policy Statement

It is the policy of **H Sivyer Transport Ltd** to provide its customers with a high-quality service that exceeds their expectations and satisfies all applicable requirements, thereby ensuring high levels of customer satisfaction.

To supply our customers with the products and services they require we have developed a Quality Management System that satisfies the requirements of ISO 9001:2015.

This has involved defining our business context and ensuring that our management system is aligned to and integral to our strategic business direction.

We are committed to the involvement of all our staff in implementing and continually improving the effectiveness of this system and will provide the personnel and resources to ensure that the importance of meeting and exceeding customer requirements is communicated and understood throughout our organisation.

Furthermore, we will identify risks and opportunities as they present themselves to the business and establish, communicate, monitor, and review quality objectives on a regular basis in order to foster continual improvement in all our activities. This policy will be reviewed for continuing suitability and effectiveness at Management Reviews and as required and appropriate.

Please also be aware that Quality Management forms part of our Integrated Management System which conforms to ISO 14001:2015 (Environmental Management) and ISO 45001:2018 (Health & Safety) as well as ISO 9001:2015

This policy will be available to any interested parties and is published on our website.

Signed: **Rob Walsh** (Managing Director)

Date: **18<sup>th</sup> December 2024**

