



**RED FUNNEL**

### **QUALITY POLICY STATEMENT**

The Company is committed to ensuring that customers' needs, and applicable statutory and regulatory requirements are identified, understood and implemented effectively to ensure that the quality of its products and services is consistently maintained in compliance with all applicable regulations.

A primary principle of our business is to ensure full satisfaction for each and every customer and stakeholder by evaluating and addressing all risks and opportunities that can affect the delivery of products and services, including punctuality and reliability and cyber risks.

The Company aims always to maintain best practice, seeking continual improvement and innovation within all business activities. This is achieved by identifying and reviewing Key Performance Indicators, the setting of appropriate objectives and targets and the implementation at all levels of operation of its Integrated Quality Management System to the requirements of the Quality Management ISO 9001:2015 standards, utilising the Plan, Do, Check, Act approach.

The Chief Executive Officer has overall responsibility for policy implementation within the Company and accordingly it is signed by the CEO in demonstration of the Board of Directors commitment. A copy of this policy is posted at each Company location and available to its employees and customers. A copy is also located on the Company intranet.

[www.RedFunnel/IMS.com](http://www.RedFunnel/IMS.com)

The Company will, so far as reasonably practical shall;

- Take accountability for the effectiveness of Quality Controls within the Company Management System, Procedures and Processes.
- Ensure the quality policy and quality objectives are established and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the quality management internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Maintain a clear means in which customers can feedback both compliments and complaints and implement internal processes with assigned responsibilities in which to manage this feedback.
- Consider the requirements of our interested parties beyond that of our direct customers and the possible influence they might have on our business performance
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for effective quality management practices are available; including training, support and encouragement.
- Communicate the importance of effective quality management, conforming to the Company management system and industry best practice requirements in order to achieve intended results.
- Support all process owners within the organisation, encouraging the sharing of knowledge and best practice, standardisation, process evaluation and improvement, empowerment and accountability. other relevant management department roles,
- Ensure external partnerships are established with quality suppliers and interested parties to provide an improved service.
- This policy will be reviewed every two years by management and where deemed necessary will be amended and re-issued. Previous versions of this policy will be archived.

It is the responsibility of the Department Directors to ensure that the organisation and arrangements for implementing this policy is documented and are available at each location.

**Fran Collins**

Chief Executive Officer

Signature: