

## Quality Policy

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Jim Pearson Transport and its subsidiaries ("JPT") are committed to the quality and reliability of the company's service and this is the concern of all persons who work for or on behalf of the organisation.

Our quality service starts with the identification of our customer's needs, through to the planning of all subsequent phases of our service. A 'do it right the first time' approach is the key to our delivery of:-

- Quality customer service
- Value for money
- Safety
- Reliable service
- Customer satisfaction.

The above broad principles are basic to the safe and efficient operation of our business and for the assurance of quality, dependable service to meet the needs of our customers.

JPT is committed to:

- Ensuring that all contractual requirements are met
- Maintaining effective communications with our clients as part of ensuring compliance with the client requirements and needs
- Communicating the aims and purpose of the Quality Policy and associated procedures to all concerned parties to ensure that they are aware of their obligations for quality and service standards
- Ensure the Management system meets AS/NZS ISO19001 and is incorporated into the entire processes of the company
- Maintaining compliance with relevant statutory and regulatory requirements applicable to our operations
- Continually improve our services by setting measurable goals, identifying, monitoring and reviewing the effectiveness of the Quality Management System
- Valuing and retraining our staff by providing and supporting ongoing training
- Constantly monitoring the company's quality performance and implement improvements when appropriate
- Encouraging all employees to work responsibly in accordance with the documented quality management system.

Whilst providing a quality service. JPT will be continually observant for new technology based innovations and adopt any relevant best practice ideas. JPT will strive for continual improvement, while being aware of our reputation as a market leader in our transport field.

JPT supports and is committed to the Quality Policy and expects all workers, contractors and visitors to adhere to the principles outlined.

Signature:  Date: 14 - 11 - 2019

**Jim Pearson**  
**Managing Director**