

QUALITY POLICY STATEMENT

Rhenus High Tech Limited is committed to a policy of Quality Assurance throughout the company's activities, but specifically ensuring that the service satisfies the specific contractual obligations to all customers and continual improvement of the SHREQS (Safety, Health, Responsibility, Environment, Quality and Security) Management System.

Our purpose is to assure an integrated management system in accordance with ISO 9001:2015 (Quality), ISO 14001:2015 and ISO 45001:2018, to comply with applicable legislation, government statutes and regulations. We insist on a high level of personal integrity and ethics from each and every one of our staff and meet the required level of compliance for all applicable standards and legislation.

Our primary aims are:

- To provide a delivery service noticeably better than the competition.
- To provide prompt and courteous service of customer needs.
- To provide objective evidence that services conform to specified requirements.
- To ensure that inspection requirements are determined and satisfied throughout all stages of service.
- To robustly underpin service levels during periods of significant growth.
- To develop and maintain Quality consciousness amongst all management and staff.
- To set and monitor Quality Key Performance Indicators/Objectives to continually improve performance.
- To maintain ISO9001 certification across all certified operation sites.
- To ensure that all applicable statutory and regulatory requirements are met and that we comply with ethical standards.
- To provide both simple and sophisticated logistics solutions for our customers, adding value to their businesses and organisations.
- To maintain growth and prosperity, the company must continue to develop excellence in customer service, meeting and excelling its customers' requirements.
- To improve cash flow and reduce costs by make more efficient use of the resources available.
- To meet the objectives specified for the operational activities.
- To ensure that the company maintains its vehicles and equipment providing this service.
- To ensure that our employees have the relevant qualifications and receive targeted training.
- To continually improve of the quality management system.

High-quality services are essential for customer and employee satisfaction. We will maintain the effectiveness of our management system and will pro-actively monitor improvement opportunities.

The Managing Directors will oversee an annual review of this policy to ensure its continued effectiveness and alignment with Rhenus Group Company Policy. Where necessary, to ensure legal compliance and promote continuous improvement, the policy and associated procedures will be amended. Any amendments will be brought to the attention of all persons that need to know via the SHREQS Noticeboard in each depot and by email or written communication.

Signed: 

Graham Barrow, Managing Director

Date: April 2021

Signed: 

Carsten Braune, Managing Director

Next Review: April 2022