

The Management of *Containerlift* are operating under the control of a documented, implemented and Business Management System.

It is our policy to seek to operate to comply with the requirements of BS EN ISO 9001:2015, to implement and operate fully through registration and annual review, and as a consequence, regularly review that the quality objectives are being met.

The senior management team are accountable for the BMS and are committed to working towards continual improvement of the Business Management System through evaluation and review of our client's requirements against the Company's effectiveness in meeting these. These requirements will be met by:

- The entire Containerlift team continually striving to improve the quality we deliver in all areas of our business.
- The senior management team treating quality as a core principal in everything we do.
- The satisfaction of customers, both external and internal, being the primary focus of the quality management activities.
- Adhering to our own Customer Service Pledge in everything we do.
- Internal audits and other checks to ensure the quality system continues to comply with requirements.
- The investigation of the root cause of problems and taken effective action to prevent recurrence.

The senior management team are committed to continually investing in staff training and development at all levels and evaluates their performance through the appraisal system process.

It is our belief that, in operating to the BS EN ISO 9001:2015 Standard, and through continued assessment and membership of other professional bodies such as Road Haulage Association, Freight Transport Association, British International Freight Association, Lifting Equipment Engineers Association we will be able to continually improve our growth and performance and fulfil the requirements of our clients and the wider industry.

Responsibility for upholding this policy is truly Company-wide under the guidance and with the assistance of the board of directors and the management team, who encourage the personal commitment of all staff to address Quality as part of their daily activities.

This policy is communicated to all persons working for or on behalf of the organisation and is available to relevant interested parties as appropriate.

ENDORSED: Joost Baker (Managing Director) on behalf of the board of directors.