



QUALITY POLICY

Burns Express Freight recognise that we must continue to provide our customers with a high quality service. To this end we have established, effectively operate and maintain, a Quality Management System based on the requirements of BS EN ISO 9001: 2015. It is our policy to ensure our service is provided in accordance with customers' specified requirements, regulatory standards, safety requirements, and to meet given timescales, ensuring that our level of service consistently meets, or where possible *exceeds*, our customers' expectations and requirements.

The overall intentions of the Company are:

- To achieve an efficient method of company operation and to demonstrate the company's commitment and strive for quality to our customers.
- To operate our company and quality system in a manner dedicated to earning our customers trust
- To actively seek the views of our customers and use this as a basis for improvement.
- To ensure that all staff are suitably competent, well trained and well informed.
- To create an active attitude to continuous quality improvement among all staff within the company.

Our Quality Management System will help us reach to attain the above.

Adherence to this policy involves everyone, regardless of the duties he or she performs. Through mutual respect, personal pride and teamwork, we will strive for excellence, continually improving our services, processes, and products. We will work to be the best at what we do, in every phase of our business, at every level. We hope to become an excellent company in the eyes of both our customers and employees.

Signed

A handwritten signature in black ink that reads "Carolyn Burns". The signature is written in a cursive style.

Carolyn Burns (Managing Director)