

## Quality Policy Statement

***This policy forms part of Trans Global Projects (TGP) commitment to its core business principles set out in the Sustainability Policy.***

It is the policy of TGP to provide an efficient transportation and freight management service to its customers safely, on time and within budget.

TGP is committed to the continual improvement in quality of its services and to the development of its employees, provide a high standard of consistent and timely service to meet stated customer requirements, and also to use such sub-contract services and facilities as will ensure customer's requirements are fully satisfied.

These are the TGP quality policies and objectives.

The achievement of quality and consistency calls for a systematic and disciplined approach by all employees in every activity connected with the customer's order and for the implementation and maintenance of a quality management system. TGP and its employees are committed to compliance with ISO 9001:2008.

It also calls for a monitoring of customer needs and expectations and ascertaining they are being realised. This occurs through a management style, which encourages customer focus; comment and feedback; and the prompt identification, investigation, analysis and appropriate corrective action in respect of customer complaints. The management system ensures customer requirements are identified and satisfied and there is continual improvement to the operation of the business and the quality system.

Operations are carried out as described in the manual and the operating procedures. Deviation from the procedures must firstly be notified to the Management Representative, who is responsible for approval of all changes to procedures prior to implementation.

This statement represents the commitment of TGP to the principles of quality management system. It is part of TGP's training programme that the policy is understood, implemented and maintained at all levels in the company. Further that it is regularly reviewed via the Senior Management Review using the output information and as part of the customer focus and quest for continual improvement within TGP.



Colin Charnock, Group Managing Director

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