

COMPANY QUALITY POLICY STATEMENT

It is M & S Logistics policy to ensure the provision of an excellent service which consistently meets customer needs and expectations.

To achieve this commitment a Business Management System has been developed based upon the requirements of ISO 9001 and ISO 14001. It also includes pertinent requirements for social responsibility, health and safety plus security arrangements necessary for the transport of high consequence dangerous goods.

The Company aims to provide the required quality service by:

- Ensuring top management commitment to establish, review and maintain a Quality Policy appropriate to the context of the organization
- Ensuring that all employees are fully cognisant of the requirements of the Business Management System and are appropriately trained and fully aware of our commitment to continuously improve this System
- Continually monitoring and reviewing the Business Management System for its applicability and effectiveness through internal auditing and management review
- Setting annually and reviewing every 6 months the Quality Objectives to drive continual improvement of the services delivered
- Establishing Key Performance Indicators based on Customers' own goals and objectives
- Providing and maintaining an environment necessary for the operation of our processes in safe and healthy working conditions and with safe equipment and systems of work for all employees
- Minimising the risk to the general public of our work activities
- Recognising its responsibility for its impacts on society
- Reviewing this policy at least annually

2026 Quality Objectives

- Continual growth of the number of tanks operated at the end of 2025.
- To achieve less incidents (dangerous and non-hazardous goods) involving spillage, leakage or emergency load transfer than in 2025.
- To achieve less customer complaints than in 2025.
- To achieve less non-conformances than in 2025.

All the quality objectives are reviewed at the 6 monthly Business Management System Review Meeting and adjustments made if appropriate.



Director

05/01/2026

Date