



QUALITY POLICY GENERAL STATEMENT

LEMAN have the people, processes and systems in place to be the leader in our chosen markets providing multimodal logistic solutions for the storage and transport of products in partnership with a variety of customers.

Our customers are at the heart of everything we do and the company brand is built on a long tradition of excellent customer service.

Through continuous monitoring and improvement we aim to provide a highly professional efficient service that fully satisfies our customers' requirements; using the knowledge, skill, commitment and determination of our staff. We are committed to innovation and investment in our services providing customers with the highest performance solutions and expertise.

Our Management Systems within our business conform to the principles and requirements of BS EN ISO 9001.

This Quality Policy Statement summarises the company's commitment which shall be to

- Agree and review measurable quality objectives and ensuring those objectives are met
- Carry out internal and external audits to monitor and continually improve the effectiveness of both the quality management system and the provision of services.
- Provide training and information for staff with responsibilities and authorities in place; communicated to ensure they have the tools to implement the required policies and procedures in their respective work areas
- Ensure everything we do is always carried out in accordance with agreed standards, our own vision and values and customers' requirements
- Comply with all relevant legislation

All employees are reminded that they have a duty to co-operate with their supervisors and managers in maintaining a Quality Management System and adoption of this Quality Policy and adherence to the related processes and systems are mandatory throughout LEMAN.

Karen Payne CEO LEMAN UK

Signed..........

Dated.....7.5.2024.....