

## Group Quality Policy

The Malcolm Group and subsidiary companies, including W H Malcolm Ltd, are a Logistics and Construction business based in the UK. The scope of this document covers all UK operations.

The Malcolm Group is dedicated to its quality policy and will ensure that its services will fully meet the requirements of its customers, employees, suppliers and is in accordance with the institutions and all applicable legislation and other requirements. The goal of the company's Quality Policy is to achieve and maintain a high level of customer satisfaction at all times. The Malcolm Group believes in the concept of working together with our customers to pursue this policy and in continually striving for improvements in service quality.

It is our Policy to ensure that:

- We have implemented a Quality Management System to ensure commitment to comply with industry requirements and continually improve.
- We strive for continuously improving our services to our customers. We seek customer feedback in order for us to better provide services and solutions to our customer's needs.
- We have implemented a Quality Management System to ensure that all employees work to satisfy the requirements of our customers and the current ISO 9001 Standard. We have set measurable objectives to monitor this and review these objectives at our management review meetings.
- The Quality Management System is monitored and maintained by regular scheduled Internal Audits conducted by competent Internal Auditors.
- The Quality Management System is communicated and understood by all members of The Malcolm Group.
- All system processes and practices are regularly reviewed by top management to ensure continuing suitability and effectiveness. We are committed to the continual improvement of our quality management system and determine the improvements required to meet the changing needs of our customers.
- The policy is reviewed for continued suitability as part of the Management Review Policy.
- This policy is available to interested parties both internal and external upon request.



A. B. Malcolm  
Chief Executive