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## QUALITY POLICY

FP Du Toit Transport (PTY) Ltd, is "Driven to Deliver" a high-quality, on-time transportation and logistical service at competitive prices, through dedicated process management and continual improvement.

### The Quality Policy of the Company is:

To establish and maintain a Quality Management System which satisfies the requirements of ISO 9001:2015.  
We will comply with client, legal and any other requirements.

### Objectives

- **Improve Customer Satisfaction**

By consistently providing products and services in a manner that satisfies current and new customer requirements through the use of our Quality Policy, which include quality objectives, performance evaluation, auditing of results, taking corrective actions to address any shortcomings and conducting annual Management Review Meetings to assess quality objectives.

- **Improve Supplier Performance**

Timeous supplier corrective action and development activities (External and Internal Suppliers).

- **Improve Processes**

To address any risks and exploit opportunities associated with internal / external issues, in order to meet the needs and expectations of interested parties.

- **Improve Service Quality**

By ensuring all Company personnel are competent to carry out their assigned tasks.

### Management Commitment

The Senior Management team are fully committed to the above and actively encourage a similar commitment by personnel at all levels of the Company.

  
CHIEF EXECUTIVE OFFICER

18-12-2020  
DATE

