

## **FIRST MILE LIMITED QUALITY ASSURANCE POLICY**

The objectives which underpin First Mile's Quality Assurance Policy are:

- To develop a full understanding of the needs of our customers.
- To work in close co-operation with clients, customers, suppliers and sub-contractors to provide the right quality work and service, first time.
- Actively to seek customer feedback and to use this as a format for continuous assessment and improvement.
- To develop the potential of our employees to ensure all members of staff are capable of undertaking work required in a safe and responsible manner, in accordance with the Company's Health and Safety and Environmental policies.
- Develop and maintain a training process to ensure the highest quality of service
- Achievement of these policy aims involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

First Mile Ltd is fully committed to delivering the objectives of this quality policy statement within all its activities and work undertaken by the Company.

First Mile Ltd has implemented a management structure that is based on the quality and commitment of its professional and experienced management and drivers.

Our Chief Executive has a specific responsibility for ensuring that the management structure reflects the quality standard, so that compliance with this Quality Policy is maintained and improved.

We are continually developing the Company's operation and upgrading of IT systems and invest to a high degree in staff training to professional level. First Mile's approach is to listen to our customers and to openly discuss their requirements we then feedback this into our overall service so the service received by all customers is improved as a result of the feedback.

**First Mile's objectives are:**

- To continue to meet in full the requirements of the client
- To reduce waste and loss
- To carry out all our activities within our environmental policy guidelines, thus helping to ensure a sustainable environment for the benefit of the community.
- To continually identify improvements to existing working practices and quality management system
- To continually invest in training of our personnel

In order for First Mile Ltd to achieve the above objectives, every employee must:

- understand customer and client needs be responsible and accountable for the quality of work

A handwritten signature in purple ink, appearing to read 'Bruce Bratley', with a stylized, cursive script.

Bruce Bratley  
Chief Executive

Date: 19/01/2025  
Review Date: 19/01/2026