



Quality Policy Statement

It is the policy of Harbour Freight to provide customers with excellent 3PL, fulfillment, warehousing, UK & International transportation services which are in total compliance of customer requirements and relevant legislation. The goal of the company is to achieve the highest level of customer satisfaction at all times.

Our commitment to quality ensures we are constantly reviewing and developing our services to match our customers' needs and expectations.

The quality policy and quality procedures will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.

The company, through the development and implementation of Good Distribution Practice pre-requisites and a HACCP system is committed to storing and delivering safe products that will meet legislative requirements and quality standards agreed with customers.

The company is committed to its employees through staff training and reviews of the quality management system to ensure continuous development to improve the quality & safety of its services.

Sufficient personnel and financial resources are provided to ensure that the requirements of the Standard can be fully met.

Objectives needed to ensure that the requirements of this policy and the Standard are met and that continual improvement is maintained, are established and monitored at Management Review meetings.

This Quality Policy Statement will be reviewed at each Annual Management Review Meeting and amended if required.

Signatures :

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Managing Director

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Operations Manager

Authorised by: Steve Swinburn