

## QUALITY POLICY STATEMENT

Klan Logistics operates under the principles of the BS EN ISO 9001:2015 Quality Management System to ensure service excellence. Anchored in a culture of continuous improvement, we commit to upholding the highest standards of service quality, ensuring the safety of our operations, and fostering sustainable practices that meet the evolving needs of our clients and stakeholders.

### WE COMMIT TO

- Operate and comply with a Quality Management System by the requirements of BS EN ISO 9001:2015.
- Provide consistent transport and logistics services to meet customer needs and enhance satisfaction.
- Adhere to relevant legal and operational requirements.
- Continuously improve our Quality Policy and the Quality Management System's integration with the Integrated Business Management System.
- Set objectives for continuous performance enhancement.
- Subject the Quality Management System to internal and external audits.
- Conduct senior management reviews to assess objectives and audit results.
- Ensure resources and training are available for quality needs.
- Foster a culture of issue raising and quality improvement among all employees."

A handwritten signature in black ink, appearing to read "Bill Tibingana", is written over a horizontal line.

Bill Tibingana  
Managing Director