

QUALITY POLICY

Policy Statement

Daynite towing is a specialist provider of recovery and breakdown services including accident scenes, assistance for emergency services, and salvages. We provide management of services including environmental and spillage containment, cramage, road surface repatriation and container movements. Our management and staff are committed to providing high quality services that meet and exceed our customers expectations.

Quality Objectives

The Management and Staff at Daynite Towing are committed and will strive to:

- Obtain on-time-recovery where external constraints permit
- Provide a level of total incident management recovery, transportation and environmental clean-up that meets and exceeds our customers expectations
- Follow up on services provided, to ascertain that our goals and objectives are being achieved
- Ensure that our staff are well trained and competent in our processes

As part of our systems and processes we will:

- Define and meet objectives, by documenting and monitoring measurable quality targets
- Train, educate and communicate with employee's, contractors and other relevant interested parties in regard to this policy and quality expectations where necessary
- Ensure that this policy is available to interested parties
- Comply to statutory, regulatory and other requirements
- Apply a *Plan, Do, Check, Act* methodology to our Quality Management System
- Continually monitor and improve our quality performance and the effectiveness of our Quality Management System
- Apply *Risk Based Thinking* within our systems, operations and processes
- Conduct audits of key processes within the business as part of our Continual Improvement Process
- Ensure our Quality Management System is conformant and certified to ISO 9001:2015
- Review this policy annually

Approved by Rob Waters, Managing Director



17th December 2019