

Quality Policy Statement

It is the policy of Stobart Group to provide a range of services across all the divisions which meet, or exceed, the requirements of our customers at all times.

Our aim is to deliver our strategy and provide a quality service to a high standard which meets the expectations and needs of our customers, realising value whilst building sustainable return across Stobart Group.

We will deliver our aims through taking a pride in everything we do and the commitment, determination, skill and competence of our people plus our ability to work collaboratively as a team internally and with our customers.

It is our policy to manage all aspects of our business diligently and comply with contractual, statutory and legal requirements. The management systems will conform to the principles and the quality requirements of ISO9001, and appropriate resources, and the authority to support the systems will be provided.

Our customers are at the heart of everything we do, and we encourage a partnership of working together to find and implement the best solutions, thus ensuring continued dependability. Our brand has been built on a long tradition of excellent customer service, and we are committed to innovation and investment in our services, providing customers with the highest performance solutions as we strive to continue to be the experts in our chosen fields.

Our people have an essential part to play in delivering a quality service and identifying ways to continuously improve our service and the management systems. We encourage a culture where people feel engaged and empowered to effect change.

Regular quality system reviews will be undertaken, and continual improvement sought throughout the business. All documented policies, procedures, operating instructions and manuals are to be reviewed on an annual basis as a minimum.

Adoption of our Quality Policy and adherence to the related management systems is required throughout our organisation taking into account the specific needs of the division.

This policy shall be formally reviewed at least annually.

Date: August 2019

Signed:  **Warwick Brady (Chief Executive Officer)**