CS SHIPPING

QUALITY POLICY

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Policy Owner: Managing Director

Approved By: Board of Directors

A MESSAGE FROM THE MANAGING DIRECTOR

At CS Shipping, quality is at the heart of everything we do. It underpins the services we provide, the relationships we build with our customers and partners, and the reputation we have earned over many years.

Delivering a quality service is not simply about meeting expectations - it is about continually seeking ways to improve, working efficiently, learning from experience and taking pride in the standards we set for ourselves. Our commitment to quality extends across every aspect of our business and is essential to our long-term success.

This Quality Policy reflects our commitment to providing reliable, professional and customer-focused services whilst continually improving our Business Management System and the effectiveness of our operations.

I expect every employee, contractor and representative of CS Shipping to take personal responsibility for maintaining these standards and to contribute to a culture of continuous improvement, accountability and excellence.

By working together and embracing these principles, we strengthen our business, support our customers and ensure CS Shipping remains a trusted and dependable partner for the industries we serve.

Thank you for your commitment to these values.

Managing Director
CS Shipping

The Management of CS Shipping are operating under a documented, implemented and Business Management System.
It is our policy to regularly review that the quality objectives are being met.

The senior management team are accountable for the BMS and are committed to working towards continual improvement of the Business Management System through evaluation and review of our client's requirements against the Company's effectiveness in meeting these. These requirements will be met by:

- The entire CS Shipping team continually striving to improve the quality we deliver in all areas of our business.
- The senior management team treating quality as a core principal in everything we do.
- The satisfaction of customers, both external and internal, being the primary focus of the quality management activities.
- Adhering to our own Customer Service Pledge in everything we do.
- Internal audits and other checks to ensure that our systems continue to comply with requirements.
- The investigation of the root cause of problems and taken effective action to prevent recurrence.

The senior management team are committed to continually investing in staff training and development at all levels and evaluates their performance through the appraisal system process.

It is our belief that through continued assessment and membership of other professional bodies such as the British International Freight Association we will be able to continually improve our growth and performance and fulfil the requirements of our clients and the wider industry.

Responsibility for upholding this policy is truly Company-wide under the guidance and with the assistance of the board of directors and the management team, who encourage the personal commitment of all staff to address Quality as part of their daily activities.

This policy is communicated to all persons working for or on behalf of the organisation and is available to relevant interested parties as appropriate.

Professional. Reliable. Ethical.