

Quality Policy		POL37
Version 2.1	Owner – General Manager – Safety, Quality and Compliance	August 2024

QUALITY POLICY

At Hilton Haulage our commitment to quality is fundamental to our success. We aim to provide services that consistently meet or exceed customer expectations. We strive for excellence in our operations and are committed to continually improving our processes, and services.

Hilton Haulage understands that our customers, regulatory agencies and key stakeholders are critical to our business. We are committed to identifying and meeting their needs, preferences, and expectations.

We maintain a proactive approach ensuring our operations are conducted ethically, responsibly, and comply with all applicable legal and regulatory requirements as well as industry standards and codes of practice.


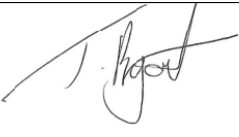
Continual improvement of our Quality Management System (QMS) sustains our competitive advantage and enhances the satisfaction of all relevant interested parties. Methods used to identify areas of improvement can include reviewing our processes, procedures, and performance metrics.

Our quality objectives are Specific, Measurable, Achievable, Relevant, and Time-bound. They align with our strategic goals and are designed to drive improvement in areas such as service quality, customer satisfaction, and operational efficiency.

We monitor progress towards our quality objectives through performance reviews and audits. We, gather feedback, and take corrective action as needed to ensure that our objectives are met effectively and efficiently.

Our leadership team demonstrate their commitment to Quality by providing the necessary resources to achieve the quality objectives. They promote a culture of continual improvement by providing guidance, and support to facilitate ongoing enhancements to our QMS.

By adhering to the principles outlined in this Quality Policy, we will achieve our vision of being Aotearoa New Zealand’s most trusted provider of logistic solutions delivering, as one team, quality customer focused solutions every day.

August 2024		
	Dylan Fitzgerald, Chief Executive Officer	Tom Bryant, General Manager Safety, Quality and Compliance