Quality Policy Statement

At LOGISTICS UK, Quality underpins our corporate strategy and we are committed to designing, developing and delivering compliance-based services aligned with statutory legislation, industry best practise and Member, Customer and Partner requirements.

To that purpose, LOGISTICS UK is committed to employing our QMS as an integral tool in growing our business and accomplishing excellent customer service by exceeding members expectations.
We aim to demonstrate this by:

- obtaining customer satisfaction data through customer feedback forms, complaints data and sales figures and to continue to encourage feedback and track what is received.
- engaging and supporting the interaction of all staff with the QMS through training and awareness and making this as engaging and accessible as possible.
- monitoring internal and external KPI's and SLA's as tools to improve our way of working and service provision, with findings to be reviewed and discussed as part of management review and continual improvement.
- instilling a culture of improving performance through formal checking procedures and observations, collation and reporting of findings and staff feedback.

These objectives will be monitored between 01.01.2026 - 01.01.2027 inclusive.

Furthermore, LOGISTICS UK will meet all applicable legislative and regulatory requirements and align service provision based on changes within the industry and member requirements. We will consider the wider impacts of our activities and streamline our processes accordingly.

This will be achieved by ongoing review of the Management System and its Objectives, the results of which, will be reviewed at both Management and Executive Board meetings for continued suitability. This Policy, associated processes and the Quality Objectives will be reviewed every January to ensure relevance, effectiveness and continual improvement of the Quality Management System.

All employees are required to contribute to the strategic aims of LOGISTICS UK, including this Quality Policy and its Objectives. Quality can only be achieved through the conscientious input of all staff members striving to achieve the highest standards in their day to day activities.

Management will ensure that; leadership, resources, facilities, environment, tools and systems are provided as required to meet the Association, its Members and Partners statutory and regulatory requirements, and the Quality Objectives.

The Executive Board have the full authority of the CEO to manage the implementation of this policy.

Signed:

Date: 2nd January 2026