

Quality Policy Statement

Frank Armitt & Son Ltd is committed to delivering services that fully meet the requirements of our customers and other interested parties; in full, on time, and within budget. We achieve this by maintaining a robust Quality Management System (QMS) in accordance with ISO 9001:2015.

Our Integrated Management System (IMS) ensures that all business processes are monitored, measured, and controlled, enabling us to provide high-quality services and drive continual improvement across the organisation.

Frank Armitt & Son Ltd provides logistics (including 'Just in Time'), warehousing, transport, customs, freight forwarding, shipping, ships agency, and a range of marine services to clients across multiple industries, including rail, automotive, and shipping.

Management commitment:

- Satisfying all applicable requirements by ensuring that customer, statutory, and regulatory obligations are identified, understood, and consistently met.
- Continual improvement of the IMS by determining and addressing risks and opportunities that may affect service conformity and customer satisfaction.
- Maintaining a strong and ongoing focus on enhancing customer satisfaction.
- Take accountability for the effectiveness of the QMS, ensuring it remains appropriate to the **organisation's purpose, context, and strategic direction.**
- Ensure that customer and applicable statutory and regulatory requirements are fully determined, understood, and consistently met.
- Provide adequate and appropriate resources to support the effective operation of the QMS.
- Promote the use of a process-based approach and a culture of risk-based thinking.
- Establish measurable quality objectives that support the commitments outlined in this policy.
- Ensure continual improvement of the QMS.
- Ensure this policy is communicated, understood, and applied throughout the organisation.
- Make this policy available to all interested parties upon request.



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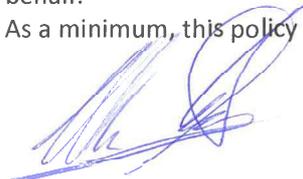
Ongoing Organisational Commitment

- Continually developing and improving the effectiveness of the Integrated Management System.
- Enhancing customer satisfaction through reliable, efficient, and high-quality service delivery.
- Identifying interested parties affected by our operations and understanding their needs and expectations.
- Communicating the importance of meeting customer requirements and all relevant statutory, regulatory, and compliance obligations.
- Ensuring that Management Reviews set and evaluate quality objectives and consider internal audit results as part of monitoring and measuring process performance and QMS effectiveness.
- Ensuring the availability of resources necessary for achieving intended outputs.

This policy will be communicated to all employees, temporary staff, and organisations working on our behalf. It will be reviewed at least annually to ensure its continuing suitability and effectiveness.

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As a minimum, this policy will be reviewed annually.



Allan Seedhouse
Managing Director
Date: January 2026

