



# PENSWORTH TRANSPORT L.L.C

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## 1. Quality Policy

**Objective:** To provide reliable, efficient, and safe cargo transport services that meet or exceed customer expectations while continuously improving our processes and maintaining compliance with industry standards.

### Commitments:

- **Customer Satisfaction:** Ensure customer needs and expectations are met through timely delivery, accurate documentation, and responsive customer service.
- **Continuous Improvement:** Implement a system of continuous improvement, utilizing feedback from customers and employees to enhance service quality and operational efficiency.
- **Compliance:** Adhere to all relevant national and international laws, regulations, and standards governing cargo transportation.
- **Training:** Provide ongoing training and development for all employees to ensure they have the necessary skills and knowledge to perform their duties effectively.
- **Innovation:** Invest in technology and infrastructure to improve service delivery and operational efficiency.
- **Supplier Management:** Work closely with suppliers and partners to ensure they meet our quality standards and contribute to our service excellence.

### Quality Objectives:

- Maintain a customer satisfaction rate of 95% or higher.
- Achieve on-time delivery in 98% of shipments.
- Reduce customer complaints by 10% annually.
- Improve operational efficiency by reducing transit times by 5% annually.
- Ensure 100% compliance with industry regulations and standards.

## 2. Health and Safety Policy

**Objective:** To ensure a safe and healthy work environment for all employees, contractors, and visitors, and to minimize the risk of accidents, injuries, and illnesses associated with cargo transport operations.

### Commitments:

- **Workplace Safety:** Maintain a safe working environment by identifying, assessing, and mitigating risks associated with cargo transportation.



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- **Health & Safety Management System:** Implement and maintain a robust health and safety management system in compliance with relevant legislation and best practices.
- **Training and Awareness:** Provide comprehensive health and safety training to all employees and foster a culture of safety awareness and responsibility.
- **Emergency Preparedness:** Develop and regularly update emergency response plans and ensure all employees are trained to respond effectively to emergencies.
- **Incident Reporting and Investigation:** Encourage the reporting of all incidents, conduct thorough investigations, and implement corrective actions to prevent recurrence.
- **Health and Well-being:** Promote the health and well-being of employees through wellness programs, regular health checks, and support services.
- **Equipment Maintenance:** Ensure all equipment and vehicles are regularly inspected and maintained to meet safety standards.
- **Compliance:** Stay updated with health and safety regulations and ensure full compliance at all times.

#### Health and Safety Objectives:

- Achieve zero work-related fatalities and severe injuries.
- Reduce the number of work-related injuries and illnesses by 15% annually.
- Conduct regular safety audits and inspections, with a target of 100% completion.
- Ensure 100% participation in safety training programs for all employees.
- Maintain a zero-tolerance policy for violations of safety protocols.

**Implementation and Review:** The Quality and Health & Safety policies will be communicated to all employees, contractors, and relevant stakeholders. Regular reviews will be conducted to ensure the policies remain relevant and effective. The management team is committed to providing the necessary resources and support to achieve the stated objectives.

**Approval:** This policy is endorsed by the senior management team and is subject to periodic review to ensure it aligns with the company's strategic direction and operational needs.



**Justin K James**

**Board Member- Executive Committee  
Pensworth Transport LLC**

