

FRENNI TRANSPORT Ltd.

HEAD OFFICE

Station Road, Crymych, Pembrokeshire, SA41 3RL United Kingdom

Tel: **01239 831557** Fax: **01239 831752**

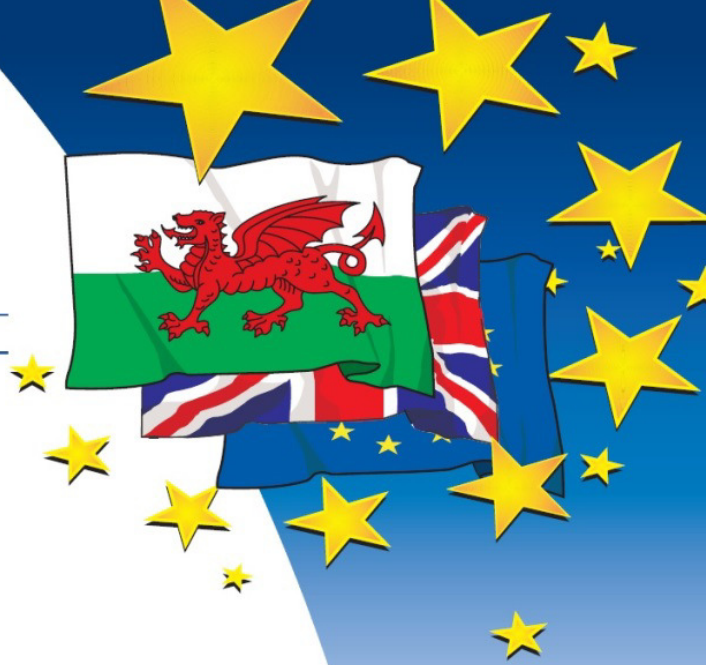
PORT TALBOT BRANCH

Tel: **01639 506911**

ACCOUNTS OFFICE

Tel: **01239 831131**

Company No. 4419456



Quality Policy

Frenni is committed to maintaining and developing the quality of service provided to our customers. We will seek the views of our customers to improve our service to them. We will equip staff with relevant qualifications and experience to ensure our customers are confident in, and satisfied with, our service.

Frenni transport Ltd fully supports the developments of all its employees and shall continually identify and ultimately meet training needs required to enable employees to perform, their duties effectively and competently.

Frenni is committed to the proper recruitment, induction, training and development needs of all employees. We will comply with our Equal Opportunities and other company policies when assessing training and development needs. Evaluate all training undertaken to ensure the quality of training is consistent.

The directors recognise that in order to achieve our goals to active involvement participation and commitment of all employees is essential.

Frenni is committed to maintaining effective performance measurement techniques throughout our systems by assessing our key performance indicators and will adapt our operation to maintain KPI levels throughout the company.

Frenni will adopt a culture of continuous improvement through the company to comply with Frenni's mission statement, core values and key policies.

Signature: Mathew Parry

Position: Director

Date: 01/03/2015

Review Date: 01/03/2016