

QUALITY POLICY STATEMENT

It is the intention of ANDREW'S REFRIGERATED TRANSPORT to provide high quality refrigerated transport services to private, corporate and commercial pharmaceutical customers, and high quality transport services to other freight customers locally, nationwide and internationally, and to cater for the complete satisfaction of customer requirements when and where required. Our objectives will be met by adherence to AS/NZS ISO 9001: 2008 and other relevant industry regulations controlling product and services supplied by the company.

In all cases the company places particular emphasis on experience, expertise, capability, reliability and quality. To ensure our goals are met all personnel involved in the company's quality management system are suitably qualified and experienced for the tasks they perform, and ongoing training is undertaken to keep abreast with current legislation and work methods.

Determination to conform to contractual and regulatory requirements is verified by a continual process of internal and external inspection and testing, control of non-conformities and an auditing process, in conjunction with contractual reviews to provide objective evidence of quality. The provision of this programme provides the basis for continual improvement, thus ensuring ongoing customer satisfaction.

It is the policy of ANDREW'S REFRIGERATED TRANSPORT to set and achieve high standards of health and safety in all work locations, regardless of whether for employees, contractors, customers or visitors.

The company supports the establishment of Toolbox Meetings, recognising the effectiveness of such meetings in hazard recognition, risk assessment and accident prevention.

The management of ANDREW'S REFRIGERATED TRANSPORT commits physical, human and financial resources in the provision and control of quality services to customers.

It is the belief of management and employees that adherence to documented procedures and work method statements will ensure all contracts are efficiently and safely performed, thus improving the company's reputation for competitiveness, efficiency and goodwill.

Andrew SMYRNIS
Managing Director

27 April 2009