



Quality Policy Statement

GDL (Holdings) Limited which encompasses Gregory Distribution Limited, Kay Transport Limited and Hayton Coulthard Transport Limited is a leading provider of a wide range of distribution services nationally and internationally.

The company operates in a fiercely competitive industry where the quality of service is often the difference in winning and losing customers and we are committed to providing and continually developing quality services to our customers. The company will ensure product safety, legality and quality according to the risks associated with the goods handled, stored and distributed.

We strive to ensure that the services are provided in accordance with customers' specifications and within a commercially realistic environment in order to give customer satisfaction. We aim to solve problems that may arise in a professional and timely manner.

Through Management reviews and analysis of performance information the company sets and monitors quality objectives which are measured and used to develop continuous improvement of the services provided to our customers. We commit to:

- Improve efficiency and accuracy in processing orders
- Improve delivery performance
- Comply with all legal, customer and company requirements

Management will continue to monitor the company's operations and will ensure that this quality policy is communicated throughout the company and is reviewed at Management Review Meetings. It will be updated in line with any changes to company operating policies and procedures to ensure that the policy remains relevant as the company seeks to continually improve the effectiveness of its quality management system.

The Senior Management Team is committed to motivating and encouraging all employees to take positive action to continue to improve quality and develop good relationships with customers.

A G Walker

Managing Director

Issue	Revision	Issue Date	Review Date	Issued By	Approved By
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