1.3 QUALITY AND ENVIRONMENTAL POLICY: (BMM Excerpt)

We want to consciously think about all of our workplace actions with a view to managing our business and satisfying our customer base, to the best of our ability whilst always considering the natural environment. This includes being mindful regarding pollution, resource depletion, climate change, and biodiversity conservation. For these overarching reasons:-

It is the policy of Fleet Parts Ltd. to maintain a quality system designed to meet the requirements of ISO 9001:2015 & ISO 14001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of the Company to demonstrate capability to control processes; namely those processes that determine the acceptability of the products and services we supply and to minimise environmental impacts concerning our activity and services.

We are particularly concerned with offering quick turnaround, a consistent, reliable performance, safe practices, expertise and experience and environmental awareness.

This Policy influences objectives throughout all Company activities including Technical Sales, Product Development, Purchasing, Production, Material Control and Quality Assurance. The policy is promoted within the Company and its suppliers through the issue of mandatory Operational Procedures.

In order to safeguard our future, and be environmentally responsible:-

It is the policy of Fleet Parts Ltd. to:-

- understand and give satisfaction to all of our customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations and to utilise all forms of feedback;
- comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services; the Company is committed to protecting the environment of the Earth;
- ensure the reduction of hazards, prevention of injury and ill health, protection of the environment, including prevention of pollution, sustainable resource use, waste reduction, climate change mitigation and adaptation, the protection of biodiversity and ecosystems and any other specific commitments which are relevant to the context of the organisation;
- provide all the resources of equipment, trained, motivated and competent staff and any other requirements to enable these objectives to be met and tasks to be carried out in an environmentally responsible manner – all with the backing of top management;
- ensure that all employees are made aware of their individual obligations in respect of this quality & environmental policy; the Company is committed to continual improvement of both QA and environmental performance;
- maintain a Management System that will achieve these objectives and seek continual improvement in the effectiveness and performance of our Management System based on “risk”;
- demonstrate observable improvements and address measurable goals laid down and monitored by top management;
- encourage environmental protection among suppliers and subcontractors.

In summary: This quality & environmental policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets. This Policy will be communicated to all staff, contractors and suppliers, and be available for the public (see Fleet Parts Ltd website).

Customer service is an essential part of the quality & environmental process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and environment and its impact on customer service and of the products or service which we provide.

To ensure the company maintains its awareness for continuous improvement, the quality and environmental system is regularly reviewed by “Top Management” to ensure it remains appropriate and suitable to our business. The Quality and Environmental System is subject to both internal and external annual audits and is always considered at the annual Management Review meeting.

Top Management

MD - D. Rothwell

30/1/26