

## QUALITY POLICY

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### *Introduction*

Ritchies is committed to providing consistently excellent passenger transportation services to our customers. We want to be the best at what we do and endeavour to improve continuously.

### *Purpose*

The Ritchies ISO9001 Quality Management System provides guidance to ensure we manage our business in accordance with relevant legislation, standards, and best practices.

### *Scope*

We deliver quality by:

- Providing a quality, reliable service that meets contractual needs and exceeds Customer expectations.
- Keeping a strong focus on our people, with ongoing education and training to encourage a satisfied, professional and motivated workforce.
- Ensuring our vehicles are of a high and consistent standard.
- Delivering value through productivity improvement and improved use of resources.
- Encouraging and promoting good communications between all internal and external customers.
- Nominating a quality lead to ensure policies and procedures remain relevant and support continual improvement.

### *Roles and Responsibilities*

The following roles are responsible for the quality management system:

The Health, Safety & Wellbeing Lead acts as the Quality Manager and is responsible for governance and overall accountability for quality. This includes setting the policy and approving any changes to the quality framework.

The quality manager is responsible for ensuring the quality framework is adhered to and guiding the business.



**Sharon Scott**  
**Director People, Safety & Culture**