

QUALITY POLICY STATEMENT

Menzies Distribution Solutions Limited takes its responsibilities for quality, compliance, product safety and legal conformity seriously. We are committed to delivering compliant and dependable logistics services that meet customer expectations while supporting safe and sustainable operations. We will ensure we take all relevant steps to ensure the highest standards of safety, legality and quality of the products our customers consign to us for storage and distribution.

This statement should be read in conjunction with the company's SHEQ (Safety, Health, Environment & Quality) management system.

Our approach to quality assurance and compliance is enshrined in our values:



We do it right



We work together



We do it better



We grow together



We work with passion

Policy Objectives

- ◆ We will operate all sites in compliance with applicable legislation, regulatory requirements, customer requirements, recognised industry standards and other obligations to which the organisation subscribes. To enable this, we will promote positive working relationships with the authorities engaged in the enforcement of legal standards and other requirements.
- ◆ We will continually improve the effectiveness of our management systems, quality performance, product safety culture and operational processes through monitoring, measurement, review and corrective action.
- ◆ We will develop quality awareness among all colleagues, contractors and other persons working on behalf of Menzies Distribution Solutions through training, communication and support. We will ensure all colleagues are competent to carry out the tasks defined in their job role.
- ◆ We will work collaboratively with suppliers and service providers to ensure they consistently meet our quality, product safety, legality and service requirements.
- ◆ We will maintain access to competent advice and assistance to ensure we are aware of relevant changes in legislation and industry best practice.
- ◆ We will plan, prepare and regularly review our objectives, targets and action plans for improving quality performance and quality culture. We will monitor and communicate our achievements against our plans. We will maintain effective reporting mechanisms that encourage colleagues to suggest improvements and raise concerns relating to product safety, legality, quality, authenticity or compliance.

As a leading supplier in the storage and distribution of food, consumer and packaging products, we are committed to developing and maintaining service specifications to meet all our customers' needs with regard to food and product safety, legality and quality. This will be achieved through the continual review and improvement of our SHEQ management system, incorporating risk-based controls and HACCP principles where applicable. Where required these will be certified in line with the relevant recognised standards.

The Directors have adopted this policy as the framework for establishing quality objectives, maintaining effective management systems and driving continual improvement throughout the organisation. This policy will be reviewed periodically and whenever significant organisational, legal, regulatory or operational changes occur, and at a minimum every two years.



RICHARD MORSON

Chief Executive Officer, Menzies Distribution Solutions Ltd.

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