

QUALITY POLICY



Michel Hurel Transport UK Limited is a privately owned freight forwarder moving cargo globally with a with market leading expertise in difficult and remote locations.

Michel Hurel Transport UK Limited comprises a team of highly skilled professionals, committed to consistently providing solutions that meet the requirements and expectations of our customers. We will actively pursue quality improvements through programs that enable us to do our jobs right the first time. Only by providing an outstanding service and product quality will we achieve our aims of long term success and sustained improvement.

Implementing a quality management system that complies with the international standard ISO 9001 is of great benefit to us in achieving the above. We also commit to monitor the effectiveness of our quality system and to act with integrity to improve continually our operations and to meet the requirements of our customer, as well as our legal, regulatory and any other applicable requirements. We will also monitor and continue to develop our quality system to ensure it remains effective. The scope of our QMS is "The provision of international freight forwarding services by road, air and sea." In determining the scope of our QMS we have considered our compliance obligations, the needs and expectations of our interested parties and the context of our organisation.

All personnel within the company are responsible for the quality of their work. Michel Hurel Transport UK Limited provides training and has established systems to assist all personnel to achieve the standards required. If our customers raise any issues with us, we will respond immediately and will do our best to rectify the situation and to learn from it. The policy, organisation and procedures necessary to achieve the requirements are described in our Quality Management System. Quality objectives of the company are agreed annually at Management Review meetings and reviewed for effectiveness. At these meetings we ensure that this policy and the quality objectives remain compatible with the strategic direction and the purpose and context of our organization.

Our Quality Manager is responsible for monitoring the quality system and reports regularly to the Senior Management team on the system's implementation, status and effectiveness.

Signed Basile Hallo
Managing Director

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(This policy is reviewed annually at the Quality Management Review meeting)