

QUALITY POLICY – UK & IRL

At Nippon Express (NE) UK & Ireland we are committed to a centralised approach to quality management, ensuring that a reliable, consistent service to our customers is standard across all sites. Our Quality Management System (QMS) helps us to control our processes and meet customer expectations. We foster a culture of transparency where performance is measured, and processes are continually refined to support business resilience and growth.

Purpose and Scope

This policy defines the strategic commitment to quality excellence. It establishes the framework for the QMS in accordance with ISO 9001:2015. This policy applies to all colleagues, processes and NE sites within the UK and Ireland, ensuring we deliver a reliable and consistent service to our customers.

Strategic Commitments

We achieve our quality objectives through the following core pillars:

- **Customer Focus:** By utilising centralised customer feedback we ensure timely, transparent, and effective resolution to all service issues.
- **Competence and Leadership:** Leadership provides the necessary resources to maintain the QMS integrity. We ensure all roles and responsibilities are clearly defined, and that colleagues receive the training needed to perform effectively.
- **Centralised Process Control:** All procedures are managed through a central tracking system to ensure they are current, accessible, and protected. Any systemic changes are governed by a formal Management of Change process.
- **Supplier Integrity:** We engage only with approved suppliers who meet our standards. Performance is monitored centrally to ensure a unified standard of excellence across our supply chain.
- **Performance & Improvement:** We seek continuous improvement to identify opportunities for growth through internal audits, gap analysis and analysis of key performance indicators.
- **Corrective Action:** When deviations occur, we utilise formal root cause analysis (RCA) to implement systemic fixes that prevent recurrence and drive long-term improvement.

Communication & Responsibility

While Senior Leadership is accountable for the QMS, every colleague is responsible for adhering to established processes and reporting opportunities for improvement.

This policy shall be reviewed annually. Copies of this policy shall be communicated and accessible to all employees, displayed at all company locations and made available to any interested party on request.

A handwritten signature in black ink, appearing to read 'Steve Williams'.

STEVE WILLIAMS

Managing Director, UK and Ireland

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