



QUALITY POLICY

Intent

As an operator and global integrator of mobility, Critical Logistics gives people the freedom to move whenever and however they choose. With deep understanding of our customers to better serve them and anticipate their needs, Critical Logistics is at the heart of keeping the communities moving. Our approach is rooted in long-term partnership with our stakeholders and aligns with the objectives of our Clients and the Communities. We serve to support their long-term development. Our success relies on the commitment and efforts of our people, all working together as part of a team that commit to creating excellent customer and client experiences.

Scope

This policy applies to all Critical Logistics employees and contractors.

Policy

The vision of Critical Logistics is to be the leading bus service provider of passenger transport services in NSW. To achieve this vision, we aim to deliver a superior customer, client and stakeholder experience and provide the best in class operational performance.

Critical Logistics is committed to implementing and maintaining a Quality Management System that continually improves and ensures that Critical Logistics bus operation and its related business activities are committed to achieve the following:

- Establishment and review of measurable quality objectives and targets within the business to ensure continual quality improvements and suitability to the business.
- Maintain compliance with all relevant statutory and regulatory requirements and to Quality Management standards as audited internally and externally.
- Management and improvement of systems, processes and services to generate increased value for our customers and other stakeholders.
- Improved customer satisfaction through enhanced customer information, improved and reliable services and analysis of customer results against set performance indicators.
- Employee participation in the continual improvement of processes.
- Promotion of a system for continual improvement through review of policies and procedures and regular management review.

All employees are responsible for working in accordance with the documented quality management system and for reviewing and identifying ways to continually improve the system.