



Quality Policy



13 March 2024

It is the policy of **Coyote Logistics** to maintain a quality system designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

Mission and Context



Commit to exceeding our customer's requirements and expectations for the services we supply.



Maintain effective communications inside and outside the company – especially with our clients.



Create a work atmosphere that encourages personal growth, employee satisfaction, innovation, and business success.



Continually improve the effectiveness of our business management systems to conform to ISO 9001.



Monitor, benchmark and continually improve our business practices, services, and employees' performance.



Be a morally responsible and ethical corporate citizen and comply with all legal requirements in our operations.

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programs and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

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