



Quality Policy

At Transport Refrigeration Services Pty Ltd (TRS), our objective is to consistently deliver products and services that meet or exceed customer expectations while complying with all applicable regulatory and contractual requirements.

We are committed to:

- Maintaining a robust Quality Management System (QMS) in accordance with ISO 9001:2015
- Driving continual improvement across all aspects of our operations
- Fostering a culture of excellence, teamwork, and accountability
- Providing efficient, reliable, and responsive service that delivers value to our customers

To achieve this, we will:

- Understand and exceed the needs of our customers
- Provide strong, values-based leadership with clear direction and purpose
- Empower our employees through training, open communication, and active engagement
- Allocate the resources—technological, physical, and human—needed to meet our quality objectives
- Apply the process approach and risk-based thinking to all decision-making
- Base improvements on accurate data and informed analysis
- Build strong, mutually beneficial relationships with suppliers and partners
- Integrate environmental, social, and regulatory responsibilities into our quality practices

This policy provides the framework for establishing and reviewing TRS' quality objectives. It applies to all TRS locations and personnel, and is communicated, understood, and applied throughout the organisation. It is available to external stakeholders via our website or on request.

We reaffirm this commitment each year as part of TRS's management review process.

Policy Review Statement

This policy will be reviewed annually as part of TRS's management review process.

Authorised By

Daniel Wilton
Authorised By


Signature

General Manager
Position

28 July 2025
Date Approved

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