

	Quality Policy Statement	Issued Sitara Zaheer
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## Quality Policy Statement

At Tower Cold Chain we are committed to ensuring our products and services fully meet the requirements of our customers and interested parties. Supporting our company core values and business strategy, our aim is to achieve a high-level of customer satisfaction through the provision of service excellence, and in meeting or exceeding expectations consistently.

To support achieving our aim, we have implemented a Quality Management System (part of the Tower Integrated Management System (TIMS)) aligned to the requirements of ISO 9001:2015.

We are committed to:

- Ensuring both customer and applicable statutory and regulatory requirements are fully determined, understood, and consistently met.
- Taking a flexible approach to meeting requirements by applying a 'can do' attitude and building from our extensive knowledge of the marketplace in which we operate.
- The continual improvement of our QMS by ensuring the risks and opportunities that can affect the conformity of the products and services we provide, and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction maintained.

We shall:

- Comply with the requirements of ISO 9001:2015
- Take accountability for the effectiveness of our QMS and ensure it is appropriate to the purpose and context of our organisation and supports our strategic direction.
- Ensure adequate and sufficient resources needed for the QMS are available.
- Promote the use of a process approach and risk-based thinking.
- Ensure measurable objectives underpin this policy and are reviewed on a regular basis.
- Ensure commitment to continual improvement of our QMS.
- Engage, guide, develop and support our employees to contribute to the effectiveness of our QMS.
- Work with our suppliers, customers, and employees to establish and maintain the highest quality standards
- Continually improve our services, products and relationship with customers and suppliers by reviewing the systems, processes and data to minimize risk, identify future needs and to drive and enhance efficiencies

All Tower employees are responsible for the quality of their work. Tower provides training and has established systems to assist all employees to achieve the quality standard required. As a minimum, we will review this policy annually to ensure its ongoing suitability

Our Policy will be communicated to all individuals working for, or on behalf of, the company and included in our Induction training. It is available to our employees via our company electronic systems and published on our company website.

Niall Balfour  
CEO

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