



TITAN LOGISTICS AND SUPPORT SERVICES LTD **QUALITY MANAGEMENT SYSTEM**

TITLE: QUALITY ASSURANCE POLICY STATEMENT

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QUALITY ASSURANCE POLICY STATEMENT

Quality is one of the top priorities and commitments of Titan Logistics and Support Services Ltd. We strive to develop and operate a Quality Management System that sets high standards and the best practices which comply with mandatory requirements. We expect every employee and contractor to help us reach our goals and adhere to this policy which will:-

- Be appropriate to the purpose and context of the Organization
- Commit to continuous customer satisfaction
- Comply with standards required by the applicable regulatory ordinances;
- Commit to satisfy applicable ISO 9001:2015 requirements
- Commit to continuous improvement of the Quality Management System and enhance our performance in quality assurance
- Commit to identify the needs and expectations of all interested parties and to satisfy all requirements relative to interested parties
- Commit to identify all internal and external issues
- Commit to identification of all Risks and Opportunities
- Commit to ensuring that the relative audits are conducted at appropriate intervals to ensure our systems and procedures are verifiable and robust.
- Ensure that the proper and adequate training and supervision is provided and monitor conformances to the quality standard
- Provide Management's commitment to the ongoing development and improvement of the Quality Management System by ensuring that the necessary resources are assigned and involvement of all staff.
- Ensure Management's commitment for the Quality Management System to be integrated with the company's processes
- Ensure Management Review through the use and implementation of the Management Review Procedure
- Ensure Management's commitment to promoting and communicating the importance of the Quality Management within the company and stakeholders
- Provide a framework of setting and reviewing measurable quality objectives;
- Commit to reducing cost and increasing revenue
- Reviewing the overall performance of the quality management system and its continual suitability
- Enhance internal awareness of hazardous situations;
- Performing the risk assessment and implementing the effective risk management;
- Commit ourselves to continuously improving our environmental performance and reduction of environmental impact.
- Commit to managing climate change risks across our operations and to develop strategies in line with global best practices to mitigate the impact of climate changes and to adapt our operations to reduce climate changes.
- Commit to the achievement of Zero injuries throughout our operations by preventing the occurrence of all work-related injuries, illnesses and property losses thereby establishing, implementing and maintaining a Health and Safety Management System.
- Commit to comply with any other standards or requirements as deemed necessary to support effective operations and delivery of service.

The responsibility for quality will be adopted as an integral part of everyday work, therefore it is vital that every employee share in the commitment to complete all work to agreed specifications and standards at all times.

This Policy has been approved by the Executive Chairman of Titan Logistics and Support Services Ltd which will be reviewed, and if necessary revised, annually to keep up to date.

Approved by:


SIEUNARINE RAMBHAJAN
EXECUTIVE CHAIRMAN

19/01/2025

Date