

INTEGRATED MANAGEMENT SYSTEM (IMS) POLICY

Pledge

We commit ourselves to solve our customers' business problems related to warehouse and material handling operations. We strive to exceed customer expectations by providing innovative, high-quality products and services. We achieve this by:

- Listening to our customers and understanding their requirements
- Continuously evaluating and enhancing the reliability of our systems, processes, and capabilities to consistently meet or exceed these requirements
- Adopting a risk-based approach to product and project management (risks that can hamper our intent to meet or exceed customers' requirements)
- Reducing our customers' and investors' liabilities by complying with all regulatory and statutory requirements
- Being a responsible corporate citizen and committing to prevent pollution and protecting our environment
- Caring for the well-being of 'our people' by providing a safe and healthy workplace and preventing ill-health and injury due to our operations
- Collaborating, consulting, and involving key stakeholders in decisions that impact them
- Constantly evolving ourselves to keep current with the changing business requirements