LESTERS
LOGISTICS

QUALITY POLICY STATEMENT.

Management and staff at Lesters Logistics are dedicated to the principle of never-ending improvements in product & service quality, reliability & customer service excellence.

Our principal aim is to always supply to our customer's first-class quality, reliable warehousing, transport and packaging solutions with unrivalled levels of customer service that conform exactly to stated, agreed specifications, order requirements and any other underpinning relevant statutory or regulatory requirements.

The establishment of our QEMS is therefore the foundation to establish a company culture committed to continual improvement.

Our QEMS is based on the requirements of BS EN ISO 9001:2015 and the company is fully committed to fulfilling these and other pertinent agreed requirements.

The system has been developed to enable full integration of in-house, product, industry best practice and client specific requirements.

Our QEMS provides a risk-based approach to thinking, managing opportunities and mitigation of risks, including the elimination of product / service quality defects or other potential quality issues at the earliest stage possible. This in turn improves the overall efficiency of the organisation and supports with the achievement of the established quality objectives and customer satisfaction.

Top management will demonstrate leadership and commitment through the implementation of the QEMS, including the formulation, monitoring and measurement of quality objectives.

This policy will be communicated to all staff and any necessary stakeholders and interested parties i.e., sub-contractors that may be working on our behalf, and will be available to the public via Lesters Logistics web site: https://lesterslogistics.co.uk

Top management will review this policy and formulate quality objectives during annual management reviews to ensure its integrity, effectiveness and compatibility with the context and strategic direction of the organisation.

Signed:

Reiss Newport.
Financial Director.
Reviewed for effectiveness during management review with no changes 29th October 2026.