

Quality Policy

The objective of Piranha Parcels Limited is to deliver the highest possible standard of parcel delivery services to its customers, promoting professionalism, health & safety, reliability, and punctuality, with a team of experienced, knowledgeable and courteous drivers.

To achieve this objective, the Company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the Company will:

Set measurable objectives that will help achieve customer requirements, including:

- Providing the highest standard of customer service
- Providing the most reliable service in the area
- Proving to be easy to do business with
- Monitoring and measuring the effectiveness of its business processes and objectives through Management Reviews, internal and external audit processes;
- Monitoring and measuring the productivity of Company delivery performance, through delivery service partner platforms;
- Promoting safe driving standards by providing driver training & continuously monitoring driver performance through AI vehicle camera technologies.
- Proactively seeking feedback from customers on how well its services meet their requirements and setting objectives for continual improvement;
- Analysing the causes of any complaint or problem, and taking appropriate action to prevent recurrence;
- Selecting and working closely with suppliers who enable the Company to create and deliver a reliable performance;
- Recruiting employees/sub-contractors who are customer-focused and support them with appropriate training and systems to ensure their competence always meets the Company's requirements;
- Providing a safe work environment that promotes the wellbeing of its employees/subcontractors and encourages positive teamwork;
- Encouraging all employees/sub-contractors to identify problems and make suggestions to improve all aspects of the Company's services and business processes;
- Ensuring all employees/sub-contractors are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System;
- Ensuring that the Company complies with all necessary regulatory and legal requirements.

The continual improvement of the Company's Quality Management System is fundamental to the success of its business and must be supported by all employees/sub-contractors as an integral part of their daily work.

Signed on behalf of Piranha Parcels Limited:



Martin Randall (Managing Director)