

## **Integrated Management System – Policy Statement**

As a global firm of highly experienced specialist advisors in transport and logistics Direx Solutions Ltd places the quality of our services with the expertise and experience of our advisors as our highest priority for our customers, employees and associates.

As passionate deliverers of solutions and providers of strategic advisory, consultancy and management services that helps to shape all transport business's needs we believe that a business with sustainable quality is by definition safe, secure and compliant.

Effective management of quality, health, safety, security, business continuity management, and environmental aspects of our activities are fundamental to our activities and goals.

The Direx Integrated Management System (IMS) enables us to be excellent providers of services, be preferred partners and achieve our objectives and drive continuous improvements.

As leaders in our field, we are committed to our IMS principles, these are:

### ***Customer Experience***

- We constantly focus on customer expectations, requirements, satisfaction and proactively address arising issues
- We motivate our team and associates to behave in a responsible manner to exceed client requirements, maintain excellence and control risks

### ***Our Team & Approach***

- We prevent injury and ill health by placing all employees' safety and well-being as top priority - Safety First
- We track legal requirements and initiatives by regulatory bodies, as well as assume social and ethical responsibility where we work in compliance with all laws and other regulations
- We extend our IMS approach to our associates and suppliers, tracking and assessing their compliance with our policy

### ***Continuous Improvement***

- We drive continuous improvement and resilience in all our outputs through defining our goals, measuring, reviewing and implementing changes
- We lead, consider, review and adopt best practice across our portfolio
- We consider quality, health, safety, security, operations and environmental values in all business decisions following the highest ethical standards

LONDON | DUBAI | SEATTLE | SYDNEY | TORONTO

info@direxsolutions.com | direxsolutions.com

Registered Address: Direx Solutions Ltd, 1 Fulwith Close, Harrogate, North Yorkshire HG2 8HP, United Kingdom  
Registered in England and Wales | Company Registration No. 04189792 | VAT Registration No. GB 772 3913 1792

### ***Accountability & Delivery***

- We establish accountability and active leadership to facilitate world-class management systems supported by qualified experts
- We always consider improvement of environmental and energy performance through conservation of natural resources, waste minimization, prevention of pollution and energy efficiency optimization in our approach
- We communicate openly and honestly with internal and external stakeholders to succeed as innovative and creative ventures
- By holding to these principles, we commit to provide clients with superior partnering and engagement whilst promoting quality, health, safety, security, business continuity management and environmental needs.

This policy is publicly available to all interested parties and is reviewed periodically to take account of applicable local, statutory, regulatory and customer requirements and any changes in work activity.

*Jonathan Stewart*

Jonathan Stewart  
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