

	Policy - Quality	Issue No	5
		Issue Date	19/03/2026
		Review Date	18/03/2027
		Confidentiality	Company
		Pol 2	Page 1 of 1

Quality Policy

Policy Statement

Pelican Engineering Co Ltd & all subsidiaries aim to maintain its reputation as a premium company providing Sales, Spare Parts, Service, Repair of Commercial Vehicles and EV Automotive Training. The senior leadership team will promote the constant evolution of systems to align with the changing times of our environment as we strive to organisational resilience.

To achieve this, the senior leadership team are committed to ensuring that the company:

CUSTOMER SATISFACTION

- Provides our customers with products and services that meet or exceed their requirements, and continual succession of business.

CONTINUAL IMPROVEMENT

- Demonstrates measurable improvement of the effectiveness of our business and its management system, operations, strategic alignment and commitment to objectives.

EMPLOYEES

- Provides training to employees to promote Continual Improvement, as deemed appropriate by the senior leadership team.
- Empowers our employees to use their skills and talents to achieve the quality policy and business plan objectives.

MANAGEMENT SYSTEM

- Maintains a management system compliant to ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and ISO 27001:2022, as set out by the senior leadership team.
- Reviews our management system continually for robustness and effectiveness.
- Sets and reviews performance objectives to meet our business goals and strategic direction.

ENVIRONMENT

- Maintains operations that protect the environment and natural resources of our communities and our nation (refer Environmental & Sustainability Policy).

SAFETY

- Provides a safe work environment for our employees and visitors.
- Supplies products and services that are fit for purpose & safe to use.

As this is a legally required document, and to demonstrate the authority provided to the quality policy (including subordinate documents) this policy is signed by the Managing Director.

Authorised and signed by: R.C

Date 19/03/2026

Richard Crump – Managing Director

Not controlled if Printed

The Company reserve the right to amend, change or withdraw any part of this document at any time.

© This document is provided under licence and should not be amended or copied unless under the terms of the user licence agreement