

## 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