

Quality Policy

Accessible Passenger Transport Services Limited are committed to ensuring that everyone follows our quality policy. This involves:

- ❖ **Displaying a real commitment to quality, led by the owner of the company.**
- ❖ **Understanding the needs of our customers and working to fulfil them.**
- ❖ **Measuring and constantly working to improve customer satisfaction.**
- ❖ **Working fairly with customers, suppliers, business partners and staff.**
- ❖ **Developing our staff to make the best use of their abilities.**
- ❖ **Setting and supporting quality objectives which will stretch and challenge our staff.**
- ❖ **Providing the right resources and environment.**
- ❖ **Continuously working to improve everything we do.**

Signed:.....

D Sweeney

4th January 2012