



QUALITY & ENVIRONMENTAL POLICY STATEMENT

Central Taxis is the largest taxi firm operating in the City of Edinburgh. The company is committed to providing a high quality service which consistently meets or exceeds our customers' expectations. We also recognise that our operations have an impact on the environment and we are committed to the protection of the environment through the prevention of pollution.

Consequently, a quality and environmental management system has been established and documented to ensure compliance with the requirements of ISO 9001:2015 and ISO14001:2015. The Management are committed to the continual improvement of the quality and environmental management system which shall be achieved through the establishment of objectives. Our main objectives are to:

- achieve consistency and reliability;
- Fulfill all our compliance obligations;
- ensure booked journeys are responded to within reasonable time-frames;
- consistently meet all applicable requirements;
- ensure a mutuality of benefit;
- develop ever improving standards of service and quality

In addition to the general objectives detailed above, specific measurable objectives will be established on an annual basis and communicated to all employees. These will be subject to review during Management Review Meetings. The management is committed to ensuring the availability of personnel, resources and equipment to ensure these objectives are met.

The Chairman has the authority and responsibility for the implementation and control of the system. He shall ensure that quality and environmental documentation is available and/or accessible to all personnel.

When aligned with other policies and business objectives, this policy will ensure that our products and services meet or exceed our customer's expectations.

Signed:

A handwritten signature in black ink that reads 'K. Wood'.

K. Wood, Chairman