

# Quality Policy

## It is the policy of Buckman to:

- Listen to our customers, Acknowledge their needs and concerns, Explore possibilities together and Respond with effective solutions.
- Encourage total associate involvement in continually improving the quality of our processes, products and services.
- Embrace a People Matter Most safety culture and Buckman Green corporate sustainability commitments.

## We will achieve our quality objectives by:

- Implementing the Buckman Compass Principles of Engagement, Leadership, Superior Stakeholder Experience and The Buckman Fundamentals.
- Focusing on Execution Excellence in the areas of Culture, Competencies, Collaboration and Strategic Initiatives to meet and/or exceed customer and other stakeholder expectations.
- Investing in a qualified workforce, updated control systems, procedures and work practices.
- Assessing risks and focusing on opportunities to continually improve our processes, products and services that bring value to our stakeholders.
- Leaning and eliminating processes, products and services that waste limited resources.
- Seeking to minimize variation in our processes and meeting meaningful, measurable and visible performance targets.
- Adapting to the volatile, uncertain, changing and ambiguous competitive environment

## To ensure success:

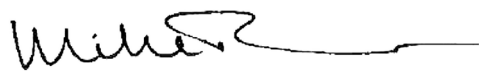
- All associates must take 100% responsibility for the quality of their own work and compliance with the quality management system. All have the authority to initiate action to prevent the occurrence of nonconformity of products and services. This authority can be exercised through the use of our corrective action and knowledge sharing systems, problem solving teams and cross-functional teams. All associates are expected to act with urgency to prevent and resolve quality issues that impact a perfect customer experience.
- Managers at all levels in the organization are responsible for leading quality improvement activities within their respective areas and developing associates that demonstrate a commitment to continual improvement.
- Top management will provide felt leadership and direction for achieving quality improvement while maintaining the integrity of the management system by defining policy, assessing data, recommending strategies, organizing resources, and assisting line and staff managers in the development and implementation of improvement plans.

### Buckman Mission Statement

We, the associates of Buckman, will excel in providing measurable, cost-effective improvements in output and quality for our customers by delivering customer-specific services and products, and the creative application of knowledge.

### Buckman definition of quality

Excelling at meeting our customers' requirements



General Manager – Buckman NA Operations

6-24-20

Authorized  
Date

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