

At KD Bus, we are committed to ensuring the services we offer meets the requirements of our customers, providing on-time, friendly and efficient service, and protecting the safety of our personnel and our passengers as well as the physical environment in which we operate.

Our Business Management System drives continuous improvement, and sets leading targets focussing on customer satisfaction, safety, and pollution prevention across every aspect of our operations.

This Policy is communicated to all workers, suppliers and visitors, shared with our stakeholders and interested parties, and is a cornerstone of our business' purpose.

Our Commitment is to:

- Ensure our journeys are based on consistent processes, to achieve the customers' needs, earning customer recognition of our quality, safety and environmental management and processes
- Ensure our Business Management System (BMS) conforms to the requirements of ISO 9001, ISO14001 and OHSAS18001 / AS4801
- Continually improve our business and processes through ongoing monitoring and evaluation, to ensure we meet the expectations of our workforce and customers
- Maintain a competitive edge over our competitors, by ensuring understanding of our customers' changing needs and expectations
- Be an Equal Opportunity Employer of choice, treating all persons with integrity and respect

We will achieve this through:

- Cultivating supportive working relationships with our customers, suppliers, and workforce to achieve positive solutions, maintaining our focus on quality of service
- Ensuring this Policy and our BMS Standards are understood and implemented
- Engaging suitably qualified, competent and experienced personnel, and providing education and training to our workforce to continually improve their skills, providing awareness and knowledge of relevant BMS issues and practices
- Using only selected, approved and preferred suppliers, monitoring and evaluating their performance, and maintaining effective communication regarding service and compliance issues
- Proactively reduce identified business risk, and promote employee health and well-being
- Identifying, reporting, investigating and resolving all non-conformances and incidents, and taking action to prevent recurrence
- Meeting or exceeding all relevant business, environmental, health, and safety compliance requirements in the locations where we operate
- Engaging with our workforce to maintain a healthy and safe workplace, and to minimise our environmental impact
- Establishing effective objectives, targets and KPIs for our business, and continuously evaluate our performance
- Providing transparent reports to stakeholders
- Providing a workplace environment which is free from discrimination and harassment

Approved by:



Jonathan Cook
Managing Director