

Quality Policy

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Company Introductory Statement

Company History

Rayaan Trading Pty Ltd, trading as POLAR KOOL (PK) has been in business since 2018 and services numerous industries carrying frozen, chilled, dry goods across Local, Regional, and Interstate in NSW, QLD, and VIC.

PK resides in purpose-built facilities that have opened new markets for us in the area of pallet transport services and warehouse distribution.

Delivering Quality Service

Polar Kool is the complete supply chain solutions provider with our business divisions specialising in temperature-controlled storage, staffing solutions, and Pick-packing.

Our enthusiastic professional team place great emphasises on customer service, along with providing a speedy and efficient solution to meet the demand of your customers and you.

PK operates 24 hour / 7 days a week service, with vehicles available at short notice, including holidays.

Company Objectives

- Build long term sustained relationships with our clients and assist them in growing their business.
- Concentrate on the service sector, providing added value through technology, superior service and tight operating controls.
- Build on existing strengths, seeking new opportunities based on proven and developed management skills.
- provide our employees with an interesting, satisfying and safe work environment providing personal growth opportunities and be a reasonable corporate citizen in our community.

Quality Policy

PK is committed to delivering high quality products and services in an efficient manner. The quality of our Pk rights is supported by our Quality Management System (QMS).

Implementing an internationally recognised best practice approach to quality ensures a focus on achieving results and continuously improving our customer service.

The high-level goal for our QMS is aligned with the strategic outcomes outlined in our Corporate Plan: Operational Excellence, Service Excellence, and Value Add.

PK objectives will be met by:

- Thoroughly understanding the needs and requirements of our customers.
- Developing and empowering of our employees to do what is needed to satisfy and exceed our customers' expectations.
- Striving to continuously improve our processes based upon measureable objectives

Pk aspires to:

- Be our customer's first choice for transport and logistics services.
- 100% delivery of customers freight 100% of the time.
- Be the market leader in every market we serve.
- Be viewed by our customers as innovators when it comes to services we provide
- Be recognised by our peers as the market leader in the markets we compete in
- Be the leading financial performer in the markets we compete in.
- Employ the best and brightest people
- Be unquestionably ethical in everything we do
- Seek continuous improvement in all aspects of our company

Responsibilities

Management board's Responsibilities

- Train all workers and contractors to identify areas where improvement can be achieved.
- Remove wasted and non-value-added steps and time in our processes where feasible.
- Strive to ensure that customer and stakeholder satisfaction is achieved at all times, and in all things.
- Support the adoption of appropriate quality systems and management principles in order that all stakeholders benefit from this commitment to quality.

Employee & VS Responsibilities

- Assist and cooperate in ensuring that this policy is followed.
- Actively participate in the adherence of this company to the achievement of the goals and objectives of this policy.

Breaches of this Policy

Employees who do not strictly comply with this Policy will face disciplinary action, including counselling, formal warnings and dismissal.

All PK employees and contractors are responsible for reporting any breaches of this policy to their line manager or HR representative.