



Title:	QUALITY & FOOD SAFETY POLICY		
Document Number:	01.POL.008	Supersedes:	5
Date Issued:	08.11.2020	Issued By:	Leadership
Version Number:	6	Approved By:	A. Warner

We, the employees of Oakley Companies are totally dedicated to excellence and being an ethical and legal transportation partner with our customers. Oakley Transport understands the importance of food safety and is committed to continuously improving our processes while providing the highest quality services to our customers to meet and exceed their expectations. We are driven by our service philosophy “**We Create Trust and Confidence by Consistently Delivering on Our Promises to All We Serve.**” Our service standards are Safe, Reliable, Accurate and Image.

**Safe** is:

- Make responsible decisions that meet all customer, statutory and regulatory requirements
- Maintain safe work environment
- Ensure safe equipment inspection and operation
- Report unsafe conditions immediately

**Reliable** is:

- Have a sense of urgency
- Operate efficiently
- Perform on-time be on time
- Do what you say you are going to do...follow-through including achieving and maintaining ISO 9001 and ISO 22000 certifications

**Accurate** is:

- Be accountable for your own work
- Follow-through to completion
- Continuous improvement of the management system
- Ask clarifying questions
- Pay attention to details
- Do it right the first time

**Image** is:

- Follow dress code and personal hygiene
- Maintain clean and professional appearance of Terminal property, office work area and equipment
- Environmentally responsible
- Use welcoming language in all phone and email communications
- Exhibit courteous and cooperative attitude

The Oakley Quality and Food Safety Policy is communicated to external stakeholder through the company website. The Oakley Quality and Food Safety Policy is included in all employee training plans. Random verification of employee knowledge of the Quality and Food Safety Plan is conducted in the quarterly Everything Speaks process.

REVISIONS		
NUMBER	DESCRIPTION	DATE
0	New Document	03.10.2015
1	Added regulatory component	01/19/2017
2	Removed associate training in the goal section	05.26.2017
3	Updated goals for 2018	02.13.2018
4	Updated goals for 2019	01.14.2019
5	ISO 22000:2018	01.06.2020
6	Separate goals from policy, method of communication	08.11.2020