



Title:	QUALITY & FOOD SAFETY POLICY		
Policy Number:	01.POL.008	Supersedes:	2
Date Issued:	02.13.2018	Issued By:	Quality Department
Version Number:	3	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 efficiency
- Perform on-time be on time
- Do what you say you are going to do...follow-through including achieving and maintaining ISO 9001 and ISO22000 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

Corporate Quality and Food Safety Objectives for 2018

- We will achieve and maintain certification to standards in quality and food safety Management system:
 - ISO 9001:2015
 - ISO 22000:2005
- Demonstrating compliance with applicable industry, statutory and regulatory food safety



requirements.

- Compliance with any new requirements issued through the Food Safety Modernization Act of 2010.
- Compliance with Juice Processor Association requirements.
- Meeting our customers' requirements related to food safety and quality, in order to enhance customer satisfaction.
 - Zero Product Recalls or Withdrawals impacting customers.
 - Controllable acceptance rate of washed/ loaded trailers greater than 99.73%
- Providing a clean and well-organized environment for all associates.
 - No major non-conformances in external audits related to GMPs.

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