

## 5.2.1 Quality Policy

# Third Coast Terminals

*“Meeting the quality needs and expectations of our customers is our highest priority. Third Coast Terminals is completely committed to ensuring their satisfaction is achieved continuously. This will be obtained by providing the highest quality service and by continually improving our management system.”*

### Objectives:

- Consistently meeting or exceed our customers’ expectations of quality and performance.
- Ensuring our personnel are properly trained so they are better able to serve our customer.
- Timely delivery of information, products and services to meet customer requirements.
- Continuous improvement of our processes and systems.
- Continually improving our management system by monitoring indicators, nonconformance’s, communication and objectives and targets.

As Vice President, I personally affirm my commitment to this policy.

Grif Carnes/VP General Manager *Grif Carnes*

14 January 2020