









Quality Policy

POL-001
Version: 2
Review date: 17/12/2025

It is the policy of **RXO** to maintain a quality management system that meets the requirements of ISO 9001:2015 (or any other standard aligned with the Annex SL structure) in support of its primary objectives, purpose, and organizational context.

Mission and Context

-  Commit to exceeding our customers' requirements and expectations for the services we supply.
-  Maintain effective communication inside and outside the company - especially with our clients.
-  Foster a work environment that promotes personal growth, employee satisfaction, innovation, and overall business success.
-  Continually improving the effectiveness of our business management systems to conform to ISO 9001.
-  Monitor, benchmark, and continually improve our business practices, services, and employees' performance.
-  Be a morally responsible and ethical corporate citizen and comply with all legal requirements in our operations.

This quality policy provides a framework for setting, monitoring, reviewing, and achieving our objectives, programs, and targets.

Customer service is an essential part of the quality process, and to ensure this, all employees receive training to build awareness and understanding of quality and its impact on customer service.

To maintain the company's commitment to continuous improvement, Top Management regularly reviews the quality system to confirm it remains appropriate and suitable for our business. The quality system is subject to both **internal** and external audits on annual basis.

Signed by:

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Jeffrey Firestone
Chief Legal Officer

Signed by:

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Nicole Hall
EU Director, Business Finance

Signed by:

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Ivar Berg
EU Director, Network Management