



### Introduction

Our policy is to achieve sustained profitable growth by providing the highest quality services that consistently exceed the needs and expectations of our Clients, by ensuring effectively managed competence and robust procedures.

This policy shall be supplemented by specific procedures to describe the processes developed to meet the Rail Industry requirements and any additional needs defined by the Infrastructure Controllers.

### Company Policy

Set out below are our minimum commitments:-

- Maintaining a Company management system that complies with RISQS and ISO 9001 : 2015
- Maintaining RISQS accreditation
- Maintaining ISO : 9001 accreditation
- Increasing our volume of Clients
- Increasing our tenders success rate
- Deliver services more effectively
- Improve the quality of our services
- Increase Client feedback ratings
- Reducing quantity of non conformance reports
- Reducing quantity of internal audit concerns
- Continuously developing our skills, experience and qualifications as necessary
- Continuously improving the effectiveness of the documented CMS.

The Company quality management representative is Mark McMahon.

The Company internal auditor is Jasmin Spencer.

Quality support is provided by Simpson Consultancy Services Ltd.

Signed:

Mark McMahon, July 2019

