

## QUALITY

The Company is committed to maintaining and enhancing its reputation for high quality work performed to meet (or exceed) Client requirements and expectations, in a manner conducive to generation of confidence and opportunities for repeat business.

The Company is committed to continual improvement of its Quality Systems. Staff are required to support and are encouraged to suggest improvements to the Quality Management System.

The Company will support the quality policies and requirements of our Clients.

### **We have a commitment to Quality and confirm we shall:**

- Implement and maintain an effective set of quality procedures that comply with ISO 9001.
- Set and continually monitor / review our quality objectives through use of the Company's annual improvements plan.
- Achieve continual improvement by regularly reviewing and evaluating our services supplied to meet Client requirements.
- Maintain a commitment to work with suppliers & customers to establish & maintain the highest quality standards.
- Maintain a commitment to continual improvement in quality performance through the Company's annual improvements plan.

Compliance to this combined policy is mandatory for all staff and only Partner approved deviances will be allowed.

The Company recognises that the procedures in conjunction with this integrated policy statement which itself is an expression of the commitment of the Company to environmental protection, quality throughout all business operations, and protecting the health & safety of all staff, as basic management responsibilities.

The Rail Specific Procedures Manual and associated work records define the processes implemented, to ensure compliance with both the Company's quality and legislative requirements, the British and European Standards plus all applicable Network Rail disciplines and Railway Group Safety Plan.

The policy will be reviewed and if required updated every 12 months unless legislative changes necessitate more frequent changes. The specific arrangements for the implementation of this policy and the personnel responsible are detailed in the management review procedure for the Company.

## ENVIRONMENTAL

The Company is committed to protect and enhance the environment by monitoring and minimising the environmental impact of its activities.

The Company will operate in compliance with all relevant existing and future environmental laws, regulations and associated codes of practice plus all applicable Network Rail (NR) and other Client requirements.

We are committed to maintain effective communication systems on environmental matters, and we will respond positively to enquiries and suggestions from both inside and outside the Company.

We have a responsibility to the Company, our employees and the local community to maintain a safe environment and to operate in a sustainable manner. We will respect our legal and ethical responsibilities through the use of appropriate training and learning.

### **We have a commitment to the Environment and we shall:**

- Develop our understanding of the environmental impacts of our activities.

- Support the Environmental Policies and requirements of our Clients.
- Give consideration to the effects of designs on the environment during construction, operation, maintenance and demolition phases.
- Select and specify materials in recognition of their impact on the environment, particularly on their place of manufacture and/or origin.
- Protect the environment and prevent pollution as much as we reasonably can, for all aspects of our work activities.
- Maintain our offices in a manner that is sensitive to the environment.
- Set and monitor environmental objectives through the Company's annual ('environmental objectives') improvements plan;
- Continuously improve our environmental performance with the aim of minimising consumption and waste. We will promote reuse and recycling of waste materials, where appropriate.

## **HEALTH & SAFETY**

It is the policy of the Company to comply with the terms of the Health and Safety at Work Act 1974 and related legislation plus all applicable Network Rail (NR) and other Client requirements, and to provide and maintain a healthy and safe working environment as far as is reasonably practicable. The Company health and safety objective is to minimise the number of instances of occupational accidents and illnesses and ultimately to achieve an accident-free workplace. This will be actioned in line with the framework of ISO 45001.


The company is committed to implementing this policy statement through its internal management systems, all associated procedures and practices in all aspects of our business scope of activities. We are committed to attainment of company and client requirements, and recognise that continually improving our performance is a key factor in our continuing business success. We ensure that the appropriate procedures cover all applicable environmental, quality, and health and safety areas of our business and our operations.

Whilst the management of the Company will do all that is reasonably practicable to ensure the health and safety of its employees, it is recognised that health and safety at work is also the responsibility of each and every individual associated with the Company. It is the duty of each employee to take reasonable care of their own and other people's welfare and to report any situation which may pose a threat to the wellbeing of any other person.

An effective health and safety programme requires continuous communication between employees at all levels. It is therefore every employee's responsibility to report immediately any situation which could jeopardise the wellbeing of themselves or any other person.

### **We have a commitment to Health & Safety and confirm that we shall:**

- Ensure good H&S practices throughout the business.
- All employees will be provided with such equipment, information, training and supervision as is necessary to implement the policy and achieve the Company's annual improvements plan (H&S objectives).
- Allocate appropriate finance and resource where appropriate to improve H&S throughout the business through compliance monitoring.
- Report all RIDDOR categorised accidents, incidents, near misses or dangerous occurrences and all close-calls for railway working.
- Protect the health and safety of all visitors to the Company, including contractors and temporary employees, as well as any members of the public who might be affected by our operations.
- Provide every employee with the training necessary to carry out their tasks safely.
- Provide sufficient resources for the management of Health & Safety.
- Set & monitor safety objectives through the Company's annual improvements plan.
- Aim to continually improve our safety performance through compliance monitoring and feedback.

Signed:   
Partner (LLP Member)

Date: 23/04/2022