

## Quality & Systems Policy Statement

The Senior Management Team and I are committed to achieving high performance standards with consideration to our employees, clients, sub-contractors, and other stakeholders. By working in collaboration with stakeholders, VolkerRail commits to provide a service which meets or exceeds expectations.

Our business approach embodies the recognised principles of quality and the core philosophies of quality planning, assurance, and control. We operate under a fully established BS EN ISO 9001 compliant Integrated Management System (IMS) which provides clear guidelines on how we manage and monitor quality throughout VolkerRail.

The VolkerRail Quality & Systems Strategy compliments this policy statement and serves as a reference point for our strategic goals. These are implemented through specific measurable objectives and improvement plans to ensure priorities are given to our contractual and legal obligations.

Our commitment to continually improve our management system and overall performance is enabled using the Rail Industry's Risk Management Maturity model (RM3), a tool to help identify areas for improvement and provide a benchmark for year-on-year comparison. In addition, we will strive to "get it right first time" in everything we do. Where we miss this objective, we will work together to find the root cause of the issue and implement proactive changes to the management system.

Our AIM (Attitude, Influence, Management) principle seeks to empower and actively encourage you to promote positive behaviours and an open culture. Below, we outline our quality expectations of you, how we will enhance our quality performance together, and what your expectations should be of the Senior Management Team.

### Attitude - What are our expectations of you?

- Comply fully with the requirements of this Quality & Systems Policy Statement along with the general arrangements detailed within the IMS and supporting procedures.
- Treat every colleague, supply chain partner and other stakeholders consistently.
- Promptly report all quality close calls, incidents, NCRs and complaints without fear of undue blame.
- Actively participate in consultation with Managers and Supervisors on quality performance matters.

### Influence - What we will do together:

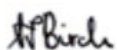
- Seek to understand the needs and expectations of our customers and work together to drive excellence in service and delivery.
- Hold each other accountable for quality performance and help each other to improve.
- Have clear and effective communication channels available to all employees, sub-contractors, suppliers, and stakeholders.
- Promote an open and honest reporting culture across the entire workforce.
- Share learnings from quality close-calls, incidents, and complaints; and ensure corrective actions to prevent a reoccurrence are completed in a timely manner.
- Establish collaborative relationships with our client and supply chain partners to drive continual improvement.
- Review the IMS to determine its effectiveness.
- Implement the actions to deliver our Quality & Systems objectives and strive to meet our strategic goals.

### Management - What should be your expectations of management?

- Drive the vision to "get it right first time" and communicate the quality policy and performance objectives to our employees, and all those under our management.
- Commit to ensuring that suitable and adequate resources are identified and provided to enable managers and supervisors to discharge their responsibilities.
- Analyse internal and external issues which might affect our business processes, for example the potential effects of climate change on our ability to operate.
- Provide the appropriate training and ensure robust competence management arrangements are in place so that we are competent to undertake our tasks and discharge our responsibilities.
- Listen and take reasonable action on any suggestions to improve quality performance.
- Be highly visible in the support and encouragement of the delivery of the HSQES objectives and lead by example.
- Monitor positive and negative trends on quality matters, with the specific intention of ensuring continual improvement.

The Senior Management Team and I will monitor our performance against the commitments laid out in this policy.

This policy will be reviewed annually and, where necessary, revised to ensure it reflects the nature of our organisation.



**Stuart Birch, Managing Director**