

Quality & Systems Policy Statement

Myself and the Senior Management Team are committed to achieving high quality performance standards with consideration to our employees, clients, sub-contractors and other stakeholders. By working in collaboration with our customers and stakeholders, VolkerRail commits to provide a service which meets or exceeds their expectations, being sustainable, innovative and future-oriented.

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 quality throughout VolkerRail.

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

Our AIM (Attitude, Influence, Management) principle seeks to empower and actively encourage you to promote positive behaviours and an open culture by outlining how we expect you to behave, how we will enhance our quality performance together and what your expectations should be of the Senior Management Team. This is put into practice through our 'Your AIM' Behavioural Programme and informs the continuous improvement of our integrated management system to enhance our quality performance.

Attitude - What are our expectations of you?

- Complying 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, 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:

- Always seek to fully understand the needs and expectations of our customers, and work together to experience excellence of service and product 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 and ensure continual improvement.
- Implement the actions to deliver our Quality & Systems objectives and strive to meet our strategic goals.

Management - What should be your expectations of management?

- Openly display leadership in the maintenance of a clear vision of our business values, strategy and direction, 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.
- 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.
- To be highly visible in the support and encouragement of the delivery of the HSQES objectives and lead by example.
- Actively participating in consultation with managers and supervisors on quality matters with the specific intention of ensuring continual improvement, measuring effectiveness through the use of the ORR's RM3 model

Myself and the Senior Management Team 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.

A handwritten signature in black ink, appearing to read 'SC' or similar initials.

Steve Cocliff, Managing Director