

It is the policy of TL Rail & Construction to provide products and services which conform to the customer's contractual requirements and expectations.

In regards quality, we are committed to:

- working with suppliers and customers to establish and maintain the highest quality standards,
- achieving the needs and expectations of interested parties,
- continual improvement in quality performance.

To support the delivery of the above commitments we maintain a quality management system that is in line with ISO9001:2015. Within that system we have established the following quality objectives; To:

- assess and plan our activities to achieve the needs and expectations of our interested parties, to identify quality threats and opportunities, minimising the threats and delivering the opportunities, thereby supporting the strategic direction of the business.
- ensure that we have the required organisational knowledge and information to deliver our services, and the required information technology to communicate it.
- ensure that we have established business continuity plans to identify potential business interruption events, to minimise their likelihood and to ensure rapid response and restoration should they occur.
- provide the necessary human resources and ensure their competence and performance.
- provide work equipment and work environments that are fit for purpose.
- ensure that suppliers are competent, when outsourcing and that delivered goods and services meet established purchasing criteria.
- deliver our services on a right-first time basis.
- monitor the performance of the company through customer satisfaction monitoring, site surveillance, system audit, and review.
- identify areas for improvement through proactive monitoring and control of nonconformity.

We communicate our quality policy to all interested parties. This policy is communicated at new employee induction, through toolbox talks and is made available to all external interested parties.

It is a mandatory requirement that all personnel comply with the company's policies, systems and procedures as required contractually. Workers are also responsible for bringing to the attention of their management any deficiencies, either real or potential, for timely and effective corrective action.

We review our performance and achievements against the above quality objectives through the management review process.

We will review this policy as part of change planning, post-incident, lessons learnt / knowledge transfer and annually.



**Michael Richards**  
**Managing Director**  
**1<sup>st</sup> January 2023**