

# QUALITY POLICY

We (CK Rail) are committed to delivering our services and products in the most effective and efficient method. At our core, we are an organisation that deliver complex projects and specialise in construction, civil engineering and railway engineering activities.

We have an unshakable commitment to quality and continual improvement, which is expressed through our quality objectives and delivered through our Integrated Management System that is compliant to the requirements of ISO 9001:2015, as well as ISO 14001:2014 and ISO 45001:2018.

Our IMS is an (online) process-based management system that revolves around the project life-cycle operations of the organisation.

## **Our Quality Objectives are:**

- Maintain Certification to ISO 9001 with no major non-conformances
- Measurement, monitoring and analysis of customer satisfaction and consistently successful handover of Projects
- The application of an automated performance measurement framework that allows us to monitor and continually improve project output and project performance, the safety of our staff and stakeholders, financial performance and, sales & business development.
- Compliance to our legal and regulatory framework, as defined in the legal compliance process.
- Continually improve the Integrated Management System.
- Further improve our Supply Chain by expanding our supplier performance and assurance framework
- Commitment to provide resources, to deliver our Quality and Strategic objectives, with the competence to deliver the organisation's operations and processes successfully
- Communication of the Quality Policy, Objectives and regulatory requirements to relevant staff, suppliers and stakeholders as required, or when changes occur that might impact their role to successfully deliver our operations and processes

This Quality Policy is to be reviewed annually, or as required as a result of change in legislation, scope or performance, in order to ensure its continuing suitability. All CK Rail staff will be briefed on the contents and commitments made in this quality policy. The policy will be available on the relevant section of the IMS.

Signed:



Mr Matt Lees

Position: Chief Executive Officer

Dated: 30<sup>th</sup> November 2023