



QUALITY POLICY STATEMENT

D&D Rail Ltd is committed to providing our clients with product quality and service above the level of their expectations. The company is also committed to ongoing programmes of training to continuously improve all areas of the company and the effectiveness of the quality management system.

Our philosophy is that working toward these goals will result in continued expansion and rewards for all current and future personnel.

The above will be achieved by:

1. Making a total commitment to quality from all levels, particularly from company senior management, ensuring communication and understanding of this throughout the company.
This includes a commitment to work with suppliers and clients to establish and maintain the highest quality standards.
2. Sharing the company commitment with all employees and explaining their responsibility to support it.
3. Maintaining ongoing programmes for the continuous improvement of D&D Rail Ltd processes and services, including addressing company problem areas.
4. A commitment to complying with, and continuous improvement of, an effective Quality Management System consistent with the requirements of BS EN ISO 9001:2015. This will be reviewed within an agreed framework to ensure continuous suitability to the purpose of the organisation.
5. Sharing with all company staff both our successes and areas needing improvement, whilst promoting the use of the process approach (Plan – Do – Check – Act) and risk-based thinking throughout all company activities.

The company quality objectives are as follows:

- a) Provide a service to our Clients, which consistently meets or exceeds their requirements along with all applicable statutory and regulatory requirements.
- b) Operate at all times in accordance with the requirements of the Management System and aim to enhance customer satisfaction through the effective application of the system. We have achieved and continually comply with the requirements of the International Standard BS EN ISO 9001:2015.
- c) Continually improve the quality management system.
- d) Ensure that all company personnel work in accordance with the documented procedures and are able to provide assurance of conformity to customer and all applicable statutory and regulatory requirements.
- e) Provide appropriate training and instruction to personnel at all levels.
- f) Develop mutually beneficial long-term relationships with reliable subcontractors and suppliers.

In addition to these company objectives, specific objectives are identified and monitored as part of the Management Review Meeting. Objectives are monitored throughout the year.

This policy is to be reviewed annually (as a minimum) unless there are changes in the responsibilities of the persons named within it or other changes of substance, in which case a revised policy will be issued immediately to all existing policy holders.

A handwritten signature in black ink, appearing to read 'David Farrow', is written over a light blue horizontal line.

David Farrow M.B.E.
Managing Director
D&D Rail Limited

4th July 2024