

Quality and Assurance Policy Statement

1. Purpose

Our **AIM** is to commit to delivering the highest standards of quality. This policy ensures that our services consistently meet or exceed the expectations of employees, clients, subcontractors, and stakeholders. It reinforces the principles of quality planning, assurance, and control that underpin our Integrated Management System (IMS), driving continual improvement, efficiency, and operational excellence.

2. Scope

This policy applies to our operations over which we have direct control, including our employees, contractors, subcontractors engaged in or supporting the design, procurement, construction, test and commission, operation and maintenance of railway infrastructure. It applies across all business units and locations, including stakeholders and visitors, and to our joint ventures and alliances where we have operational control. When working with our partners across the value chain, we encourage them to adopt similar requirements. It supports the implementation of our Integrated Management System (IMS) certified to BS EN ISO 9001:2015.

3. Commitments

VolkerRail is committed to the continual improvement of Quality performance. We will utilise our **Right First Time** framework to prevent defects, avoid rework and process waste, and ensure that work is delivered efficiently to the required standard.

In practice, we will:

- Comply with all relevant requirements such as customer, statutory and regulatory requirements.
- Develop risk-based assurance programmes that proactively support strong HSQES and construction performance.
- Deliver these programmes while complying with procedures and instructions within the IMS.
- Report quality issues and process waste promptly and work collaboratively to identify and address root causes.
- Make suggestions to improve IMS efficiency and actively participate in quality performance discussions.
- Ensure corrective actions are completed in a timely manner to prevent recurrence.
- Create a culture of feeling connected to **Right First Time** through communication, shared understanding and build genuine engagement by involving people and encouraging participation.
- Benchmark and share good practice with customers, stakeholders, and across business units.

4. Leadership and Governance

The Senior Management Team provides overall governance of this policy. Implementation is overseen by the Quality & Engineering Leadership Group, supported by dedicated action groups.

The Senior Management Team is responsible for: championing **Right First Time** and embedding quality objectives consistently and proportionately across operations and the value chain; ensuring appropriate skills, resources and leadership are in place; fostering a culture of learning, collaboration and continual improvement and; analysing internal/external factors (including issues such as climate change) through regular management review to understand the impact on business processes.

5. Monitoring and Assurance

We will monitor performance through our HSQES assurance programmes, set annual HSQES objectives and performance indicators, including compliance with Inspection and Test Plans, planned vs actual assurance, timeliness of action close out, and cost of error. The outputs will be reflected in the business unit HSQES Development Plans.

We will use the ORR Risk Management Maturity Model (RM3) to identify areas for improvement and to benchmark maturity performance year-on-year. We will evaluate the effectiveness of the IMS, through assurance activity, to ensure it remains suitable and effective.

This policy will be reviewed annually and revised as needed to reflect organisational changes, external issues and performance insights.



Stuart Birch, Managing Director