



Neary Rail Quality Policy

Neary Rail proactively possess a definitive structure, which describes control and accountability at all levels of operation for the provision of its services to meet customer needs, expectations, ensure compliance with all obligations and satisfy applicable requirements. The Operations Director is committed to ensure successful implementation of these requirements and will ensure sufficient resources are available for the organisation to continually improve the quality management system.

Neary Rail's activities are lineside civil works and associated cable installation.

The organisation proactively operates a Quality Management System accredited to BS EN ISO 9001:2015, which is embedded within all organisation operations.

We further confirm that we will ensure that all activities of the organisation together with all other parties completing operations under Neary Rail control, integrate with and comply fully with Neary Rail's procedures and compliance obligations. The organisation's strategic direction includes plans and actions that are in place to work towards our vision of the future for the organisation. We have put plans in place to seek a wider client base to enhance our future growth and expansion. Along with our targets and objectives we have a foundation to continually improve and strengthen our position in the market.

To achieve this the Operations Director will continue to implement the following:

- A framework for setting quality objectives for the business, which are controlled and monitored through Management Reviews.
- The ability to consistently provide customer focused products and services that meet customer needs and requirements, applicable statutory and regulatory requirements.
- Ensure all compliance obligations, customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continue to assess the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and assessed.
- The focus on enhancing customer satisfaction is maintained.
- Continually assessing opportunities and risk that could have an effect on the organisation and address as applicable through evidence-based decision making.
- The ability to demonstrate conformity to specified quality management system requirements.
- Continue to ensure risk based process is maintained.
- Communicating the importance of effective quality management, conforming to the quality management system requirements and 'right first time' vision.
- Enhance desirable effects and prevent or reduce undesired effects for the organisation.
- Provide a suitably trained, well structured, organised and suitably resourced approach to project and other operations in relation to environmental management.
- Communicate quality policies to all persons doing work under the organisations control.
- Continual improve quality awareness in the light of new research and developments.
- Communicate the contents of this policy to interested parties.

This policy is owned and implemented by the Operations Director who has ultimate responsibility for its success, but all Neary Rail senior management accept their responsibility in implementing the organisations quality policy to ensure continual improvement.

This policy will be reviewed on an annual basis to ensure the intended outcomes are achieved where additional factors require action.

Signed: 
Martin Neary (Director, Neary Rail)

Date: 24th March 2020