



Quality Policy

A.P. Webb Plant Hire Ltd is committed to providing services which fully satisfy the contractual requirements of all our Customers. All staff are encouraged to ensure Quality is one of their primary concerns within their responsibilities, as assured by the Company.

Our focus and objective is of Customer satisfaction and all staff support this aim through getting it right first time, every time. This objective is achieved by operating a comprehensive, coordinated quality system that assures all services offered by the Company. This quality system is designed to meet the requirements of ISO 9001:2015 and all other relevant Construction and Rail Industry standards. This policy will be implemented across the whole company and shall cover all activities which impact upon our customers and any other interested parties.

The Top Management and all our process owners are committed to ensuring that the system is effective. We will strive to continually improve upon our services and our quality management system.

Quality objectives will be measured against and reported upon.

These objectives include:

- o To consistently provide customer value and satisfaction.
- o Drive continuous improvement in behavioral safety through employee development and engagement.
- o Continually improve and develop staff competencies with new and existing technology
- o Further develop client supplier harmony to enhance higher service levels of safety performance and production efficiencies.
- o Improve proficiency to meet legal and regulative compliance.
- o Promote an industry leading regime within our sector.
- o Retain our position as one of Network Rails highest scoring suppliers based on factors such as reliability score and achieve a larger work bank as a result.
- o Review and Monitor complaints to drive continual improvement of services.

The success of operating this Quality Policy will be to the benefit of both our Customers and A.P. Webb Plant Hire Ltd.

Signed.....

Mr. Andrew P Webb
Managing Director

Date: 27th November 2018