

# Quality Policy

This policy supports the Balfour Beatty Rail Safety, Health, Environmental and Quality (SHEQ) Policy.

Birse Rail Ltd, work on multi-disciplinary railway civil engineering projects including design, construction, enhancement and repair (including emergency response). Birse Rail Ltd. is committed to meeting the consistently high standards of stakeholders in accordance with industry standards and specifications. This is achieved through Birse Rail Integrated Management System which fully satisfies the requirements of ISO 9001:2008.

All staff are responsible for the quality of work they undertake. They are engaged to have ownership for their own performance and have the authority to ensure the quality requirements and business objectives are met in full. Performance targets are used to promote continual improvements, increased efficiency and business excellence. Where appropriate we shall benchmark performance against other industries, sharing best practises. The standards of service for managing quality will be integrated with those for managing health, safety and the environment in a manor that ensure quality of product and the achievement of specified customer requirements.

The success of this policy requires our staff to fulfil the following principles:

- Implement effective and efficient business processes to ensure efficient working.
- Support IT enabling initiatives, which eliminate waste and duplication.
- Ensure effective communication throughout business operations, learning lessons and sharing good practise.
- Work is planned in a manner where people, processes, materials and workmanship deliver a quality-finished product.
- Testing and inspections support a right first time culture, reducing defects and re-work
- Whilst complying with appropriate statutory regulations and standards, supporting an effective culture of continual improvement at every level of the organisation.
- Know our customer's requirements, and monitor customer satisfaction effectively.
- Engage the supply chain to support the Birse Rail Company Values.

Clear objectives, relating to performance, shall be set, as part of the Annual Assurance Plan, to implement this policy and demonstrating our commitment to continual improvement.

Birse Rail shall ensure that staff and the supply chain are fully trained and resourced to discharge responsibilities in order to meet all necessary standards.

This policy and associated procedures shall be formally reviewed annually or as a result of changes in legislation, scope or performance.



**Martin White**  
Head of Birse Rail

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