



EAMSTM
GROUP

your journey to world class



QUALITY POLICY

JANUARY 2017



1 QUALITY POLICY

Version History

VERSION	DATE	CHANGED BY	COMMENTS
1.1	13/12/2014	Angela Johnston	Rebranding and annual review changes
1.2	16/11/2015	Angela Johnston	Annual Review
1.3	21/06/2016	Angela Johnston	Annual Review
1.4	09/01/2017	Angela Johnston	Annual Review

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QUALITY POLICY

Purpose of Policy

1. This policy and procedure is intended to help employees understand the Quality management procedures of EAMS Group (the Employer).
2. This is a statement of policy only and does not form part of your contract of employment. The Employer, in its absolute discretion, may amend this policy and procedure at any time.
3. This policy and the rules contained in it apply to all staff of the Employer, irrespective of seniority, tenure and working hours, including all employees, directors and officers, associates, consultants and contractors, casual or agency staff, trainees, homeworkers and fixed-term staff.

Policy Statement

4. EAMS Group is committed to its vision of providing world class asset management solutions to all clients. The Company's Quality Management System Manual outlines how the Company will ensure effective Quality Management throughout its business processes. This Quality Management System Policy meet the requirements set out in the International Standard ISO 9001:2000.
5. The Company will meet all defined requirements, including those defined by clients, statutory and regulatory requirements, industry associations, ISO 9001:2000 and other relevant regulatory rules.
6. The Company will continually strive to improve the effectiveness of its Quality Management System through adherence to the following principles:
 - A commitment to develop, monitor and improve the effectiveness of and comply with the Quality Management System
 - A commitment to comply with relevant statutory and regulatory standards and requirements
 - A commitment to continually enhance customer satisfaction
 - A commitment to listen to and respond to customer requests, needs and expectations
 - A commitment to team work and building a team based culture, which maximizes the contribution of each individual and empowers the team to meet business needs
 - A commitment to continually develop staff training and competence
7. The Company is committed to ongoing quality improvement and actively strives to secure the co-operation and involvement of employees at all levels.
8. In particular, improvements will be focussed on:
 - Understanding customer requirements and utilising the skills and expertise of employees to continually improve service quality
 - Ensuring all activities of the company, including those executed by external parties, are carried out in a way that will meet or exceed customer requirements
 - Developing processes and systems to manage the interface with customers and measure the level of customer satisfaction
 - Working in partnership with suppliers to encourage a shared quality-focused culture
 - Systems for recording, analysing, summarising and communicating relevant data needed to monitor the company's performance targets
 - Maintaining an audit regime to monitor compliance with policies and procedures
 - Systems for recording, monitoring and closing out improvements and corrective actions arising from internal and external audits

- Ensuring business planning processes allow for company objectives and targets to be set and reviewed regularly
- Maintaining an integrated management system which combines requirements for health & safety, quality and environment
- Maintaining an efficient quality management system which meets the requirements of ISO 9001:2000.
- Communicating this policy to all employees and ensuring they understand their part in its delivery

Review Schedule

9. The Executive Management team will conduct an annual review of the Quality Policy to ensure its continual suitability, and effectiveness.

Name: Andrew Evans

Position: Chief Executive Officer

Date: January 2017