

### **Introduction**

Metrail Construction Ltd is certificated to ISO 9001:2015, for supply Installation and/or application of Bridge deck waterproofing, Bridge Expansion joints, Heli-Bar brick repair systems, Concrete repairs & Corrosion protection systems to bridges and structures, within the Highways, Rail and other commercial sectors. We are committed to delivering high quality management and services to all of our Customers and other interested parties which consistently meets or exceeds their requirements and expectations through this Quality Policy, and the development, implementation and continual improvement in quality performance of our Quality Management System.

Quality Policy:

The Directors and Senior Management are committed to:

### **Objectives**

To meet the policy requirements, Metrail has set the following objectives:

- Minimise the frequency of non-conformances
- Communicate to all employees their individual quality management obligations
- Ensure and maintain suitable and sufficient training for management, supervisors and operatives
- Ensure that adequate, cost-effective, resources are provided
- Ensure the policy is documented, implemented and maintained and is available to interested parties
- Review the policy periodically to ensure it continues to be relevant and appropriate to the organisation
- Operate always in accordance with the requirements of the Management System
- Develop mutually beneficial long-term relationships with reliable clients, sub-contractors and suppliers
- Ensure customer satisfaction is achieved, and wherever possible exceeded

### **Arrangements-Metrail**

To meet the objectives laid down and to ensure compliance with the Policy, Metrail will:

- Maintain a documented system including:
  - Duties and responsibilities of key personnel
  - Specific procedures and documents for the works undertaken
  - Undertake audits and inspections of work activities
- Periodically review the Management System and issue written information on the reviews undertaken
- Implement management programmes for improvements based upon the reviews undertaken
- Periodically review and document the resources required to meet the Metrail objectives
- Communicate with management, supervision and workers on quality issues via training/briefing sessions, team meetings, induction and toolbox talks, written notices and information.
- Hold annual Management Review meetings, and document the contents.

### **Arrangements-Employees and Workers**

Employees and workers must:

- Undertake work allocated to them in a professional manner in accordance with written or verbal instructions issued by Metrail supervision and management.
- Co-operate with any Metrail business improvement programmes, such as training and audit.

Policy is current from the date indicated and is reviewed on a regular basis, minimum annually. The records are kept at head office.



Dated 21<sup>st</sup> December 2017

**Martyn Sherwood**  
Managing Director