

TES Training employs specialists to enhance the planning and management of its core activities, these being primarily the provision of Possession Management, Permanent Way, Track Maintenance, Track Renewals and OLE/DC Isolation services.

TES Training aims to prosper in the business of providing a range of railway services, and to achieve this aim, it is our strategy to seek and supply promptly, and without fail, provide great customer satisfaction that exceed our customers' expectations in relation to quality and cost.

Overall responsibility lies with TES Training's Managing Director who will:

- Ensure adequate management arrangements are designed and maintained to meet the requirements of this policy and BS EN ISO 9001.
- Ensure the provision of adequate resources, arrangements and delegated authority for implementation.
- Ensure the policy is reviewed annually and following any significant organisational changes.
- Bring the policy to the attention of all employees, people working on behalf of TES Training, our supply chain partners and stakeholders.

In pursuit of this strategy, TES Training is committed to;

- Managing all aspects of the business diligently and particularly to adhere to procedures and working practices relating to quality, which meet the requirements of BS EN ISO 9001:2015 and all applicable legislation.
- Communicating and engaging with our staff, our customers and our service providers.
- Striving for continual improvement to provide the necessary working environment, training and resources to ensure that efficient and safe working practices do not merely enhance the Company's established reputation, but more importantly retain and improve its position in the market place.
- Working in harmony with its customers and service providers to a common set of objectives.
- Striving for continual improvement and innovation based upon efficient business processes, well defined measurement, the use of best practise and customer feedback.
- Monitoring performance to ensure the organisation is fully compliant with requirements and learns from all relevant experiences.

- Setting clear performances indicators for our objectives & targets are set and reviewed at the annual management review meeting to determine their effectiveness within the business.

TES Training will ensure, by means of effective communication with its employees, and means of appropriate training and effective supervision, that the requirements of the quality management system are maintained.

Management is ultimately responsible for making balanced judgements and taking decisions that will affect the quality management system and the outputs of the company. In arriving at such decisions, the quality and personal integrity of staff are fundamental importance. In this context, all efforts is made to ensure that each person in the organisation understands that quality assurance is important to their future, know how they can assist in the achievement of adequate quality, and are encouraged by their manager to do so.

All people working for or on the half of the company are responsible for complying with all stated contract requirements and to raise any concerns where customer requirements may not be met.

**Signature:**



**Name:** Derek White  
**Title:** Training Manager  
**Date:** 01 March 2019  
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