



# QUATTRO PLANT LTD – QUALITY POLICY STATEMENT

Quattro Plant Ltd is committed to delivering safe, reliable, and compliant On-Track Plant (OTP) services and providing competent personnel to meet the needs and expectations of our customers, regulators, and other interested parties. Our purpose is to support the UK rail industry with high-quality plant, maintenance, and operational services that are aligned with our strategic direction and business objectives.

We operate a Quality Management System (QMS) that meets the requirements of BS EN ISO 9001:2015 and supports continual improvement across all areas of our business.

## Our Commitments

We are committed to:

- Customer satisfaction by consistently meeting specified requirements and delivering value for money,
- Compliance with all applicable statutory, regulatory, industry, and contractual obligations,
- Continual improvement of our QMS, processes, working practices, and service delivery,
- Risk-based thinking to ensure reliable, safe, and consistent outcomes for our customers and stakeholders,
- Competence and capability, ensuring all personnel are trained, supported, and equipped to perform their roles effectively,
- Effective communication, ensuring this policy and all supporting documentation are accessible, understood, and applied throughout the organisation.

## Framework for Quality Objectives

This policy provides the framework for establishing and reviewing measurable quality objectives relating to:

- Service reliability and availability,
- Customer satisfaction and feedback,
- Compliance performance,
- Operational efficiency and improvement,
- Staff competence, training, and development.

Objectives are monitored, reviewed, and updated through management review and performance reporting.

**John Murphy**  
Managing Director  
Quattro Plant Ltd  
May 2026

As Systems Assurance Manager of Quattro Plant Ltd, I countersign this policy statement and shall ensure that the QMS is implemented, maintained, and continually improved. The policy is communicated to all employees through induction, training, and internal systems, and is made available to interested parties upon request.

**Michael Burton**  
Systems Assurance Manager  
Quattro Plant Ltd  
May 2026

“think Quality, | - think right first time”

*THIS POLICY REMAINS VALID UNTIL IT IS REVISED AND/OR RE-ISSUED*