



L & W Contractors Ltd

QUALITY POLICY STATEMENT

L & W Contractors Ltd provides services to the rail and civil construction industry offering the hire of engineering plant, with competent trained operators. The equipment meets stringent standards as established by the relevant industry for conformity, design and safety. Standards for the training and competence of operators and relevant staff are laid down by the rail and civil construction industry competency assessing bodies and only certificated and competent operators are employed. All plant, equipment and operator certification is monitored and controlled by competent, qualified management.

The Company is committed to building long term relationships with its clients, satisfying their requirements and expectations and to the continual improvement of the Company's systems, processes and service provision.

To meet this objective, L & W Contractors Ltd will utilise qualified staff and external expertise to identify and meet client requirements. These activities are undertaken in a manner that complies with the requirements laid down by relevant industry standards for the competent and safe working practices. This will be in conjunction with continual improvement of all of its management systems, identifying relevant risk and opportunities and create measurable quality objectives. These form the focus of Management Review meetings, the content and results of which are communicated to all staff.

To achieve these objectives, the Company operates and maintains a Quality Management System (QMS) which is registered as meeting the requirements of the BS EN ISO 9001:2015, and which makes all employees responsible for its effective operation.

Objectives, including the above, are set and reviewed regularly by management to ensure that such areas as;

- All procedures and records are maintained and audited.
- Staff training needs, competence and assessment criteria are being met.
- Employees are aware of the Company's quality objectives
- Client feedback is taken into account in order that improvements may be made.
- Industry related risks and marketing opportunities are evaluated and communicated to all staff.
- Leadership skills are identified and encouraged to enhance and improve the Company's performance

The Quality Manual gives an overview of the QMS, which covers the content of the quality and safety management procedures. Copies of the Quality Manual, Quality, and Safety Management System procedures are made available to all staff in particular those directly concerned with such activities, through briefing.

A copy of this Quality Policy Statement is included in the Staff Induction Handbook which is briefed to all staff and signed for receipt.

This Policy Statement and objectives will be reviewed by the management for continuing suitability on an annual basis and communicated to all staff.

David Walton
Managing Director
April 5th 2017

A handwritten signature in black ink that reads 'David Walton'. The signature is written in a cursive, slightly slanted style.