

QUALITY POLICY STATEMENT

Access Inspection Maintenance Ltd are committed to working with suppliers and customers to establish and maintain the highest quality standards for our services. This commitment includes quality standards for all services provided by AIM, providing correct levels of resources that fulfil specified requirements and those prescribed by the Rail Industry and other relevant legal bodies.

Principles:

The following principles are applied throughout the company:

- Full commitment of all personnel to act responsibly in respect to sustainable undertaking and to improve Customer Service.
- Full commitment of all personnel to active involvement in making improvements throughout the business.
- Full commitment to using environmentally and sustainable products and promoting wherever possible, the re-cycling and re-using of old materials.
- Full Commitment to on-going training and development of staff.
- Full understanding by all employees, of long term importance of achieving customer satisfaction and their role in ensuring that their failure to meet standards will lead to the company failing to meet customer requirements and standards.
- We will set and monitor quality objectives to drive continual improvement
- An appreciation that a consistent quality service can only be achieved by ensuring control at each stage of service delivery, with the aim of achieving "Zero Defects."

Responsibilities:

- AIM Ltd: Will develop and implement an integrated business management system. This incorporates AIM commitments to delivering Quality services to our customers.
- Line Management: Responsible for ensuring works are delivered to the required standard complying with current legislation. This will be delivered by the undertaking of sufficient monitoring, auditing and supervision to of works.
- Employees: All employees and staff working on behalf of AIM have a duty to ensure works are fit for purpose to ensure customer satisfaction is maintained for each scope of works completed.

This policy will be communicated to employees as part of the induction process. Copies are made freely available to staff/interested parties on request. This policy will be reviewed annually or when processes, standards, legislation are sufficiently amended.

Name: Richard Turnbull
Position: Operations Director
Date: 11/03/2024

Name: Andrew Turnbull
Position: Finance Director
Date: 11/03/2024