

**INFOCUS**

# QUALITY POLICY STATEMENT

---



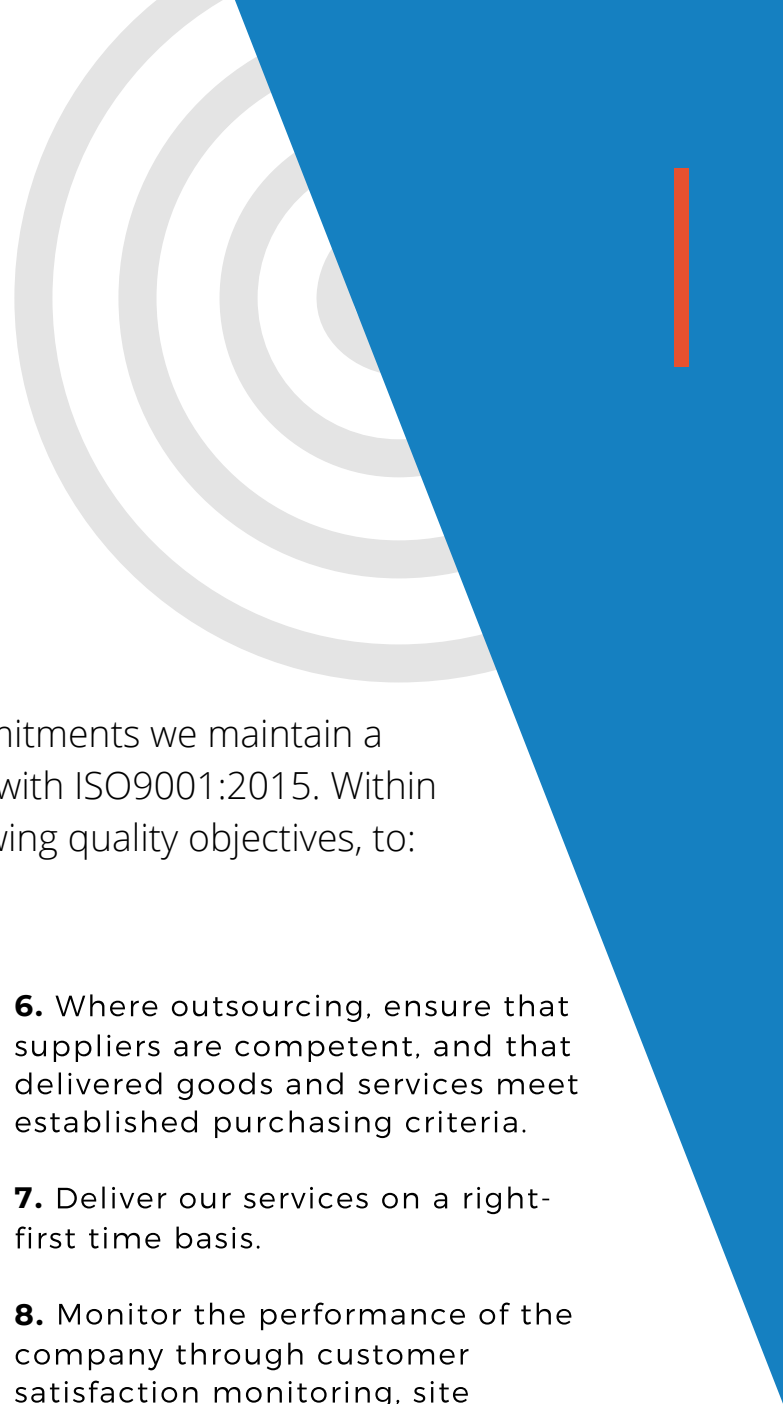


# INTRODUCTION

Infocus Resources Limited are a labour supply agency and provider of minor civil engineering project delivery primarily to the railway sector. Our workers include our office-based staff and deployed safety critical staff, civil engineering operatives, machine operatives, and other trades.

In regards quality, we are committed to:

- work with organisations and customers to establish and maintain the highest quality standards
- achieving the needs and expectations of interested parties
- continual improvement in quality performance.



To support the delivery of the above commitments we maintain a quality management system that is in line with ISO9001:2015. Within that system we have established the following quality objectives, to:

- 1.** Risk assess and plan our activities to achieve the needs and expectations of our interested parties, to identify quality threats and opportunities and minimise the threats and deliver the opportunities, and to support the strategic direction of the business.
- 2.** Ensure that we have the required organisational knowledge and information to deliver our services, and the required information technology to communicate it.
- 3.** Ensure that we have established business continuity plans to identify potential business interruption events, to minimise their likelihood and to ensure rapid response and restoration should they occur.
- 4.** Provide the necessary human resources and ensure their competency and performance.
- 5.** Provide work equipment and work environments that are fit for purpose.
- 6.** Where outsourcing, ensure that suppliers are competent, and that delivered goods and services meet established purchasing criteria.
- 7.** Deliver our services on a right-first time basis.
- 8.** Monitor the performance of the company through customer satisfaction monitoring, site surveillance, system audit, and review.
- 9.** To identify areas for improvement through proactive identification of improvement opportunities, and identification and control of nonconformity.



# CLOSING STATEMENT

We communicate our quality policy to all interested parties. This policy is presented at new employee induction through toolbox talks and is made available upon request from external interested parties.

We review our achievement of the above quality objectives and performance through the management review process.

We will review this policy as part of change planning, post-incident, lessons learnt / knowledge transfer and annually.

As the person ultimately responsible for compliance in Infocus Resources Limited, I approve this quality policy.



Tim Cole, Managing Director, 14 August 2020