

## Quality Policy Statement

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

To improve customer satisfaction Kent Group has committed to the continual improvement of our Quality Management System (QMS) that is accredited to the requirements of BS EN ISO 9001:2015 and Railway Industry Supplier Qualification System (RISQS).

The aim of our system is to:

- Understand and meet the requirements of all internal and external interested parties
- Maximise performance of our processes

Top Management will achieve this by:

- Identifying, documenting, and reviewing performance against our objectives and targets
- Demonstrating leadership and commitment with respect to the Quality Management System and customer focus
- Regularly reviewing the suitability and effectiveness of our HSQE Management System, including this policy and, where appropriate, undertake improvement actions
- Setting progressive objectives and targets to improve quality management and performance in keeping with stakeholder expectations and business strategies
- Maintaining external registration to BS EN ISO 9001:2015 and RISQS
- Identifying our significant processes within the scope and address the risks and opportunities to ensure the requirements of our interested parties are met
- Investing resources and personnel to develop and manage our QMS
- Aiming for continual improvements to our QMS.

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded throughout the company.

Kevin Kent  
Managing Director

Signed



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