

QUALITY POLICY STATEMENT

Everyone at Arriva Rail London (ARL) is committed to this policy statement. The statement ensures that the train service that we provide meets, and in many areas exceeds the expectations of, both internal and external customers at all times.

The Quality Policy is based on four fundamental principles:

- Plan** Ensuring that we fully identify the needs of all our customers, whilst still supplying a safe, clean, compliant and reliable train service
- Do** Deliver on our service commitments with adequate resources and good communication so that everyone understands what our commitments are, the reasons for them, and what is required from them.
- Check** Have processes in place to evaluate that we actually achieve what we set out to do.
- Act** Looking at our processes, with the view to continual improvement in efficiency and effectiveness.

To ensure that this Policy is correctly implemented and maintained, quality objectives will be agreed with the ARL Executive and recorded in the annual "ARL Business Objectives". It is the responsibility of the Heads of Departments for achieving these objectives. Performance against these objectives will be monitored in Management Review Meetings.

Core elements for achieving these objectives are:

- All targets will be briefed to the relevant staff to ensure a clear understanding of what is required, by whom, and by when.
- All staff shall receive adequate training for their responsibilities and a robust competency assessment system used to ensure that all "Safety Critical" staff maintain the required skills necessary.
- All activities shall be carried out as part of continuous improvement system under the auspices of a Quality System that is externally accredited to BS EN ISO9001:2008.
- Activities shall be managed with a team level approach as an open partnership between all staff.
- Activity will be "results driven" with assessment against KPIs and periodical External Customer Surveys.



Will Rogers

Managing Director

13 November 2016