



Genesee & Wyoming UK

Quality Management Policy Statement

As one of the UK's leading transportation services providers, we take our responsibilities seriously and recognise the importance the quality management of our products and services has as part of our overall business success.

As part of our Integrated Management System (IMS), we will develop and maintain a Quality Management System (QMS) in line with the requirements of ISO 90001 and seek external accreditation for relevant operations to ensure we achieve all our quality management objectives.

Our policy commitments are delivered through our annual targets and objectives and will ensure continual improvement.

Our key operational commitments are to:

- Ensure all products and services conform with all legal, other relevant standards and customer requirements.
- Monitor and seek to reduce instances of non-conforming product, services and customer complaints.
- Develop and deliver appropriate training to enhance the knowledge and skills of our colleagues.
- Engage with our supply chain to influence their quality management performance.

The G&W UK Senior Leadership Team are responsible for this policy and its implementation. We commit to providing the relevant resource and to reviewing this policy annually and communicating it within the organisation and to external interested parties.

Signed:

Gary Long (Chief Executive Officer)

June 2020