

Railtrain Holdings Group (RHG) Pty Ltd quality policy is consistent with other policies within the Company and is focused on safety, speedy mobilisation, client satisfaction, RTO and legislative compliance and takes into account the needs and expectations of all interested parties.

We believe in providing a quality service and maintaining the highest level of customer satisfaction in order to preserve our future business. RHG is committed to satisfying applicable requirements and continual improvement of our systems. To assist in achieving these commitments we will undertake the following quality objectives:

**RHG is committed to, as far as reasonably practicable:**

- Monitor and comply with the client specifications, industry guidelines, Australian Standards and Legislative requirements.
- Prepare, maintain and implement quality management system and project quality management plans that is documented, practical, working effectively and relevant to Railtrain processes and activities.
- Review the company's Quality Policy and management system for continuing suitability on an annual basis as part of corporate and project management reviews and communicate outcomes to various company levels and function.
- Establish and communicate measurable objectives, targets and performance measures on a corporate, functions and project levels and regularly review progress against the targets set as a minimum on annual basis.
- Ensure all the company employees, suppliers are aware of and comply with the Quality Policy and Railtrain Management System.
- Review non-conformance in order to implement effective corrective and preventive actions.
- Develop quality awareness throughout the company by initial and ongoing education and training of all staff, employees, and suppliers.
- Promote a culture of innovation and participation engaging our employees to contribute to continuous improvement of the company's quality performance.
- Obtain client feedback in order to maintain & strive for client satisfaction as well as opportunities for improvement.

RHG's ISO9001:2015 scope Services for the Construction and Maintenance of Rail, Track Protection, Survey and Dilapidation, Signalling and Electrical Systems and supply of Rail Workforce

Communicate this policy to all company personnel, suppliers and clients through induction, training and by displaying it throughout the company's establishment to promote quality responsibility and obligations.

Authorised by



Gary McLaughlin | Chief Executive Officer  
**Railtrain Holdings Group Pty Ltd**

***All legal entities under Railtrain Holdings Group (RHG) are bound by this policy.***