

## Quality Policy Statement

O'Hagan Civils Limited is a supplier / provider of civil engineering, plant hire and on-track labour services to the Railway, Civil Engineering and Construction Industries.

**\*Our policy is to supply and deliver our railway civil engineering services using competent, skilled, experienced and safety-conscious employees, to fulfil our contractual obligations, meet applicable UK legislative requirements, fully satisfy and meet the requirements of our clients and exceed our client/customer expectations, by continually improving our approach and processes. O'Hagan Civils Limited is fully committed to working with suppliers and customers to establish and maintain the highest quality standards.**

This policy shall be used to provide a framework for setting, monitoring and reviewing our objectives which is to deliver our services efficiently and to the highest standard, by commitment to continual improvement in our service and quality performance, delivering fully compliant and satisfactory services, on time and within budget, in an environmentally-friendly and accident-free manner and to the total satisfaction of our clients.

This policy shall be communicated, understood, implemented and maintained at all levels of O'Hagan Civils Limited. The Operations Director is responsible for formulating the Company Policies whilst the Quality, Safety and Environmental Manager has the responsibility for ensuring the effective implementation of this Policy Statement, and therefore has the full support of the Operations Director for achieving that responsibility. In order to promote the adoption and implementation of the policy, all staff and employees shall be encouraged to understand and discharge their individual responsibilities to a degree necessary to ensure the effective operation of the Quality Management System. Agents, Foremen, Staff and employees are responsible for ensuring that the quality of their own work meets the appropriate standards.

The Policy Statement, including its changes, shall be communicated to all managers, agents, foremen, staff and employees as part of their induction, pre-work site induction and periodic refresher sessions. Copies of the Policy shall also be issued to employees and subcontractors, displayed on our web-site for communication to our clients, suppliers and other interested parties, and, on our site notice-boards where available. The Operations Director shall ensure that everyone within the organisation is conversant with the Quality Policy and Objectives.

This policy shall be reviewed periodically (at least annually) by myself in order to ensure that it is current, suitable and relevant to the company's business activities.



Signed:  
Operations Director

1<sup>st</sup> November, 2024.