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## **CONTINUAL IMPROVEMENT POLICY**

The company takes their responsibilities seriously and operate a policy that incorporates a programme of continuous improvement and on-going staff education and development. Our continued focus is to maintain and foster a safe, healthy and inclusive environment, where our people can learn and develop their full potential and where we can demonstrate our strong determination to reduce waste and drive efficiencies.

The introduction [and maintenance] of this policy by Global Rail Construction Limited will demonstrate the Directors and the senior management team's commitment to our business management systems [Health and Safety, Quality and Environment management system] as required by existing major clients whilst helping to attract new clients through continuous improvements and focusing the business on health and safety, quality and environmental management objectives.

### **Leadership and commitment**

The Directors and the senior management team will demonstrate commitment to the development, implementation and improvement of the policy:

- Providing clear and consistent leadership
- Aligning the company's business objectives with it's safety commitments
- Communicating with all workers and other interested parties, the objectives as set out in the policy.
- Ensuring provision of adequate resources [human resources, specialised skills, technology and funding] to establish, implement, maintain and improve.
- Encouraging workers and other relevant interested parties to be actively involved in improving our performance.
- Develop a culture wherein, continuous improvement involves everyone and the process of change becomes routine.
- Maintain a culture of clear, open communication
- Ensuring recommendations are implemented as a result of incidents, audits and management reviews and any other relevant processes and that key learning is sought, communicated and shared appropriately
- Being committed to applying good safety leadership and safety culture maturity throughout its business operations and the principles of fair culture.
- Promote and recognise improvement efforts

### **Policy**

Management will ensure that the continuous improvement policy is appropriate to the company by providing a framework for establishing and reviewing our objectives. They will:

- Ensure the policy is regularly maintained and monitored for evidence of continually improving the effectiveness of the Management and Operations systems.
- Ensure they are communicated to all employees and understood throughout the company.
- Ensure that they meet the needs and expectations of customers.
- Ensure that they are regularly reviewed and updated to complement the organisations activities.
- Make the policy available to relevant interested parties, as appropriate.

### **Customer focus**

Management will ensure that customer requirements are met with the aim of enhancing customer satisfaction. They will:

- Ensure that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Demonstrate commitment to ensure that customers receive products and services on time, which meet their needs and where possible, exceed expectations.
- Identify and review customer requirements on a regular basis.
- Customer satisfaction continual improvements and prevention of non-conformances are all monitored by effective application of systems.
- Use experience and knowledge of customers to enhance performance to customer satisfaction and identify continual improvements when setting objectives.



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## Planning

When planning, the Directors and the senior management team will consider and implement actions to address risks and opportunities.

- the issues associated the organisation and its context
- the needs and expectations of interested parties
- the requirements of the business management systems and the control of changes to processes.

To:

- give assurance that the business management systems can achieve its intended outcomes
- prevent, or reduce, undesired effects [work-related injury and ill health, noncompliance with legal requirements and other requirements, or damage to reputation]
- achieve continual improvement
- The company will maintain documented information of the risks and opportunities; and the processes and actions to address the risks and opportunities as planned.

## Risks and opportunities

The company will establish, implement and maintain a risks and opportunities register that will assess risks and opportunities to the business. The register will identify the Commitment, Risk, Impact, Mitigation and Opportunity.

These risks and opportunities have been addressed to:

- Ensure that the business can achieve its intended outcomes.
- Enhance desirable effects.
- Prevent, or reduce, undesirable effects.
- Achieve continual improvement, when managing risks and opportunities.
- Consider risks and opportunities when taking actions within the business, as well as when implementing or improving the business processes.
- Actions we take to address risks and opportunities are proportionate to their potential impacts.

## Resources

The company will identify and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the management system. Resources include - support functions e.g. human resources and specialised skills, organisational infrastructure, technology and financial resources.

As part of the management systems and to fulfil the requirements, planning and management process, competent personnel and the required support provision (i.e. plant/equipment, transport, communication etc) will be identified to ensure that the performance and conformity of the company operates effectively.

Roles are defined, allocating responsibilities and accountabilities, and delegating authorities, to facilitate effective management. These roles, responsibilities, accountabilities, and authorities shall be documented and communicated and further enhanced to detail the required capabilities.

## Internal communication

The company will internally communicate information including changes to the management system between the various levels and functions of the organisation and include communication with contractors and other visitors to the workplace, where appropriate.

The company recognises that effective communication and accurate information are vital to the ongoing commitment to maintain and continually improve performance including the consultation with workers regarding Health and Safety.

## External communication

The company will externally communicate information required by our management system, including changes taking account of the company legal and other requirements, with external interested parties [stakeholders, contractors, visitors and clients]. The company recognises that effective communication and accurate information are vital to the ongoing commitment to maintain and continually improve performance.

## Performance

- Measurement and monitoring will be implemented and verified throughout the work processes to ensure conformity.
- Data obtained will be regularly analysed for evidence of continual improvements, this information will be communicated to all employees.



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### **Evaluation of compliance**

The company will ensure that the commitment to legal compliance and other requirements is met by undertaking checks of compliance using the Evaluation of compliance process.

The results of all non-compliances will be used to make recommendations to improve the management system as part of the continual improvement and at the management review.

#### **Management review**

The Management System is reviewed at planned intervals, at least annually to ensure its continuing suitability, adequacy, effectiveness and to evaluate the need for change.

The review includes the evaluation of current performance and improvement opportunities related to audits, incident, nonconformity, Lessons Learnt forums and corrective actions to determine whether Global Rail Construction is continuing to meet customer and regulatory requirements.

### **Improvement**

The management team will identify the actions required to ensure continual improvements with our management system.

- Incident reporting and investigation
- Nonconformity and corrective action
- Internal Audit
- Management Review

### **Continual improvement demonstration**

The management system processes will be reviewed for continual improvement to improve the suitability, adequacy and effectiveness of the system.

#### **Methods used include:**


- Internal Audits/Inspections
- Analysis of data, Resources
- Worker consultation outputs
- Business objectives review including Client/Supplier Feedback
- Management Reviews
- Control of nonconformity
- Management system performance


Results of analysis and evaluation and the outputs from the management review will be used to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

It is the responsibility of everyone in the business to comply with this policy and its associated arrangements as an integral part of their day-to-day business.

The policy is aligned with the minimum requirements of the RSK Group policies and will be reviewed annually, as a minimum by the Directors in consultation with the Head of Compliance and amended as required by law should new legislation come into force or to ensure it remains relevant and appropriate to the organisation. This has been endorsed by the Management team at Global Rail Construction Limited who take direct responsibility for its execution.

**Signed on the 24<sup>th</sup> June 2024 for and on behalf of Global Rail Construction Limited.**

Signed:   
**M G Lombardelli**  
**Managing Director**

Signed:   
**P. Coleman**  
**Head of Compliance**