

QUALITY POLICY

Infocus Resources Ltd are a labour supply agency to the rail & other sectors providing skilled operatives involved in civil engineering, machine operations and control, security, cleaning, vegetation management and other skills.

We are dedicated to maintaining the highest standards of service in all our activities. We will work in partnership with our clients and contracted workers to ensure we deliver safety, quality driven and best value service in order to meet our customer's needs.

We are committed to achieving customer and other requirements, including legal requirements, and to continual improvement.

With our people we will:-

- Communicate to all persons working on our behalf the importance of quality, a "first time right" and customer first approach and our procedures that support this.
- Provide the required resources to achieve quality objectives. Resources include the right people, time, money, equipment and information.
- Reward those who consistently deliver a quality service.
- Capture good practice and good ideas.

With our customers we will:-

- Always be customer focussed.
- Communicate our requirements to achieve a quality service.
- Identify as a high priority time, cost and quality criteria whilst maintaining our safety and environmental objectives

To assist in the achievement of this we will:-

- Plan our works to achieve customer requirements and our quality objectives
- Seek the opinion of all out interested parties on our quality performance and act upon feedback.
- Carry out audits of systems and processes.
- Undertake reviews of effectiveness of actions to prevent recurrence.

We will communicate our policy and requirements to all persons working on our behalf and interested parties. This policy shall be displayed on company premises, presented at induction, included in employee handbooks and made available upon request.

I, as Director, shall review the effectiveness and adequacy of this policy on an annual basis and following any changes to company activity, or following any significant quality related complaint or failure.

Signed on Behalf of Infocus Resources Limited,

A handwritten signature in black ink, appearing to read "Tim Cole".

Tim Cole, Director, 21 January 2015