



**ONE WAY
QUALITY POLICY
VERSION: OCTOBER 2023**



oneway
BUILDING YOUR FUTURE





Quality Policy

One Way is dedicated to the quality policy, that will ensure its products and services fully meet "all" requirements to improve the quality system, including health & safety, contractual, customer, legal and other regulatory requirements. These services include the supply of temporary labour to the rail and construction industry. The goal of the company is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

We believe in the concept of Client and supplier working together in pursuing our commitment to continual improvement in quality performance. The quality policy is based on the following principles:

1. Ensuring that we fully identify and conform to the needs of our Customers.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do his or her job and doing it right first time.
4. Working with suppliers and Customers to establish and maintain the highest quality standards.

To ensure that the policy is successfully implemented, staff will be responsible for identifying Customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

The quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating our Company and maintaining the Integrated Management System, certificated to the International Standard ISO9001: 2015, planned and developed jointly with our other management functions.

One Way will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our Customers.

We shall ensure that all our personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

Upon request, our Policy shall be made available to Stakeholders.

This policy will be monitored and reviewed annually.

Signed:

Paul Payne, Managing Director

Date: 10th October 2022
Last Reviewed: 2nd October 2023
Next Review by: 1st October 2024

