

Business Policy Statement

Corus Railway Infrastructure Services is a design and consultancy company with approximately 300 employees.

We are committed to providing a service, which meets and exceeds our clients' requirements in the safest, most cost effective and environmentally friendly manner. To achieve this, we have implemented an integrated Business Management System incorporating our Quality, Environmental and Health & Safety policies.

Our service is underpinned by the following :-

Client Focus

We place Clients at the centre of our business activities and we aim to deliver on our promises.

We appoint account managers to develop strong relationships with each of our clients to ensure effective communication, full understanding and continuous improvement in our service based on client feedback.

Project Delivery & Engineering Management

We tailor the management of each commission according to its risks and complexity and appoint experienced staff to 3 key roles :

Project Manager : responsible for fully understanding and delivering the client's requirements.

Project Engineer : responsible for managing technical interfaces to produce fully integrated deliverables.

Lead Engineer : responsible for each technical element of a project.

Technical Competence and Standards

A nominated Professional Head is responsible for establishing and maintaining standards and competence within each technical discipline.

Continuous Improvement

We aim to improve our Business, Health, Safety, Quality and Environmental performance through the establishment of annual objectives and targets based on measured performance benchmarked against internal and external sources including BS EN ISO 9001:2008; BS EN ISO 14001:2004, BS OHSAS 18001:2007, PAS 99:2006, and Investors in People standards.

We employ lean thinking techniques as a means of achieving continuous improvement. Our aim is to have 100% of our staff involved in continuous improvement initiatives which are established to attain best practice whilst ensuring that we meet the requirements of all current legislation, regulation and codes of practice.

Supplier Management

We ensure effective management of our suppliers through performance measurement and by developing closer working relationships. Our supplier approval process includes regular reviews and measures including quality, safety and environmental performance where appropriate.

Employee Development

We are committed to the training and development of our staff. We use Investors in People principles.

Our Line Managers have prime responsibility for the Safety, Welfare and Personal Development of each member of their team and for setting clear goals and objectives through our annual appraisal system.

We aim to provide equal opportunity for our all people.

Employee Involvement

We are committed to maximising the involvement and participation of our people in the running of our business, and aim to create opportunities for personal professional development. We strive for open and honest communication through accessible managers, team meetings, briefings, the intranet, Staff Suggestion Scheme and Health & Safety Committees.

Health & Safety

Our health and safety management system forms part of our Business Management System and is certified to BS OHSAS 18001:2007 and PAS 99:2006.

We believe that all our activities can be undertaken safely and we will never compromise safety.

We encourage a positive health and safety culture and conduct our business in a way that ensures the health and well-being of our employees, contractors and any person affected by our activities.

Our separate Health and Safety Policy Statement explains our approach in more detail.

Environment

Our environmental management system forms part of our Business Management System and is certified to BS EN ISO 14001:2004 and PAS 99:2006.

We recognise that conducting our business will give rise to a range of environmental impacts, which must be identified, evaluated and reduced wherever possible. We strive to ensure the prevention of pollution

Sustainability will be integrated into our business activities and operations through policy and procedures and staff awareness.

Our separate Environmental Policy Statement explains our approach in more detail.

Quality

Our quality management system, which has been in operation since 1992, forms part of our integrated Business Management System and is certified to BS EN ISO 9001:2008 and PAS 99:2006. The system is designed to ensure we deliver a consistent service that meets client's requirements.

Our separate quality policy statement explains our approach in more detail.

Review & Communication

This policy is reviewed annually as part of our Business System Review and its contents and arrangements for implementation communicated to all our staff through briefings and the intranet.

This policy is made available to our clients, suppliers, partners and the public.



Craig Scott

Managing Director, Railway Infrastructure Services

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