

Quality Policy

Krause & Hall Ltd shall supply its customers with quality service. The focus of our service is the provision of overhead line construction support, engineering, delivery and planning services to the Rail Industry. To achieve this, every person at the company must play his or her part.

Krause & Hall Ltd set objectives and targets supported by an improvement plan to help monitor and review progress towards continual improvement. The objectives and targets shall be communicated, measured, monitored and reviewed by Management.

Krause & Hall Ltd endeavour to provide an efficient service that:

- Is 100% right on every occasion.
- Ensures harmonious customer and supplier relations throughout the company through self-checking; ensuring works satisfy the next person in the process.
- Learns from mistakes. A non-conformance or a customer complaint shall be viewed as an investment in the future. We shall investigate each non-conformance in order to understand how it happened and to learn how to avoid repeating it.
- Optimises continuous improvement in our working methods. Our job is not only to do the task but to find a better way of doing it.
- Utilises an educated and trained work force.
- Involves the employees in the company operations.
- Quality based Toolbox talks and briefings will be undertaken as required/Issues arise.

This policy shall be reviewed annually as a minimum, as defined in our Company Health, Safety and Environment Manual.

Signed



Managing Director