

QUALITY POLICY STATEMENT

ISS Labour Ltd (ISSL) aims to provide the highest levels of service and delivery to its clients thereby establishing its place as a market leader in the Rail Industry.

The implementation of this policy and the commitment to continual improvement is fully supported by ISSL senior management.

We will ensure that we set ourselves quality objectives that support our commitment to comply with and ensure the continual improvement of the quality management system.

We will maintain a quality management system which is certified to the requirements of ISO 9001 to ensure that our services consistently meet customer requirements and that quality is consistently improved.

Our Quality management system will be continually reviewed in order to support a business which is responsive to the needs of our clients or in the case of any significant changes to the business.

We will work with our clients and suppliers to establish and maintain the highest quality of standards and service. We will measure the effectiveness of this through the levels of repeat business achieved as a result of our business performance.

This policy and the systems that sustain it will be briefed to all workers and contractors throughout the organisation and will be supported by appropriate training and mentoring where necessary.

This policy will be reviewed at least annually for effectiveness or when there are significant changes to the Quality System and will be communicated to all staff and clients where required.



Gary Beeston
Managing Director