

Quality Management Policy

JSPC Group LTD

1. Policy Statement

JSPC Group LTD is committed to delivering high-quality, reliable, and compliant services that consistently meet or exceed the requirements of our clients, regulators, and stakeholders.

We recognise that quality is critical to safety, performance, and public confidence within the rail industry. In alignment with the expectations of **Network Rail, Iarnród Éireann**, and the requirements of **ISO 9001:2015**, JSPC Group LTD operates a structured Quality Management System (QMS) that supports continual improvement and effective control of our processes.

Quality will never be compromised for commercial or operational gain.

2. Scope

This policy applies to:

- All employees, directors, and agency workers of JSPC Group LTD
- All labour supply and associated services provided by JSPC Group LTD
- All subcontractors and suppliers under our control
- All activities undertaken on Network Rail and Irish Rail infrastructure
- All locations including rail infrastructure, depots, offices, and client sites

Compliance with this policy is mandatory.

3. Standards, Legislation, and Rail Industry Alignment

This policy is aligned with the following standards, legislation, and industry requirements:

Quality Management

- **ISO 9001:2015 – Quality Management Systems**
 - Clause 4 – Context of the organisation
 - Clause 5 – Leadership

- Clause 6 – Planning
- Clause 7 – Support
- Clause 8 – Operation
- Clause 9 – Performance evaluation
- Clause 10 – Improvement

United Kingdom – Network Rail Alignment

- **NR/L2/OHS/001 – Safety Management System** (governance, assurance, continuous improvement)
- Network Rail Supplier Code of Conduct
- Railway and Other Guided Transport Systems (Safety) Regulations 2006 (ROGS)

Ireland – Iarnród Éireann Alignment

- **Iarnród Éireann Safety Management System (SMS)**
- Railway Safety Act 2005
- Iarnród Éireann Contractor and Supplier Requirements

4. Quality Policy Objectives

(ISO 9001 Clauses 5.2 & 6.2 | NR/L2/OHS/001 | IE SMS)

JSPC Group LTD aims to:

- Deliver services that meet client, contractual, and regulatory requirements
- Maintain effective control of processes and service delivery
- Prevent defects, errors, and non-conformances
- Support safe, competent, and reliable labour supply
- Promote a culture of continuous improvement
- Monitor performance and act on lessons learned

5. Leadership and Commitment

(ISO 9001 Clause 5.1 | NR/L2/OHS/001 – Leadership)

Directors and senior management will:

- Demonstrate leadership and commitment to quality
 - Ensure the QMS is implemented, maintained, and effective
 - Provide adequate resources to support quality objectives
 - Promote a culture where quality, safety, and improvement are valued
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6. Process Control and Service Delivery

(ISO 9001 Clause 8 – Operation)

JSPC Group LTD will:

- Define and control key processes affecting service quality
 - Ensure labour supply services are planned, controlled, and monitored
 - Verify that requirements are clearly understood before deployment
 - Ensure changes to services or processes are controlled and communicated
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7. Competence, Training, and Awareness

(ISO 9001 Clause 7.2 | NR/L2/OHS/001 | IE SMS)

JSPC Group LTD will ensure that:

- Personnel are competent for the roles they perform
- Training needs are identified and addressed
- Rail competencies, certifications, and authorisations are maintained
- Quality awareness is promoted throughout the organisation

This policy operates alongside the **Competence Management Policy**.

8. Control of Subcontractors and Suppliers

(ISO 9001 Clause 8.4 | NR/L2/OHS/001 | IE SMS)

JSPC Group LTD will:

- Assess and approve subcontractors and suppliers before engagement
- Define quality, safety, and compliance requirements
- Monitor subcontractor performance

- Take corrective action where performance falls below required standards
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9. Monitoring, Measurement, and Performance Evaluation

(ISO 9001 Clause 9 | NR/L2/OHS/001 – Assurance)

JSPC Group LTD will monitor quality performance through:

- Audits and inspections
- Performance reviews and KPIs
- Client feedback and complaints
- Incident and non-conformance data

Findings will be reviewed by management and used to drive improvement.

10. Non-Conformance and Corrective Action

(ISO 9001 Clauses 10.2 & 10.3)

Where non-conformances are identified, JSPC Group LTD will:

- Take action to control and correct the issue
 - Identify root causes
 - Implement corrective actions to prevent recurrence
 - Review the effectiveness of actions taken
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11. Continual Improvement

(ISO 9001 Clause 10 | NR/L2/OHS/001 | IE SMS)

JSPC Group LTD is committed to continual improvement by:

- Reviewing performance and objectives regularly
 - Learning from audits, incidents, and feedback
 - Updating processes, procedures, and controls
 - Supporting client improvement initiatives
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12. Documentation and Records

(ISO 9001 Clause 7.5)

JSPC Group LTD will maintain appropriate documented information to:

- Support effective operation of the QMS
- Demonstrate conformity with requirements
- Provide evidence for audits and assurance activities

Records will be controlled, retained, and disposed of in line with legal and contractual requirements.

13. Responsibilities

Directors and Senior Management

- Ensure effective quality governance
- Review QMS performance
- Drive continuous improvement

Managers and Supervisors

- Implement quality controls within their areas
- Monitor performance and address issues
- Support audits and assurance activities

Employees and Workers

- Follow quality procedures and instructions
 - Take responsibility for the quality of their work
 - Report quality concerns or non-conformances
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14. Review and Continuous Improvement

This policy will be:

- Reviewed at least annually
 - Updated to reflect changes in **ISO 9001, NR/L2 standards, or Irish Rail SMS**
 - Communicated to all relevant workers and stakeholders
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15. Approval

This Quality Management Policy has been approved by the Directors of JSPC Group LTD and is effective immediately.

Signed:

Director

JSPC Group LTD

Date: J. Sands