

Vision Statement

To be the leading provider of innovative supply chain services and products to global rail markets.

Quality Policy

Unipart Rail provides Railway and related industry products, including design, procurement, repair and manufacture and services including Supply Chain Solutions, Warehousing and Distribution for Rail and other industries.

We shall commit ourselves to satisfying our customers' and other interested party requirements by:-

- Providing approved, reliable and safe products which perform to meet our customers' needs whether purchased or manufactured.
- Handling, storing, protecting and transporting products to meet customers' needs and other requirements
- Providing services that are delivered on a timely basis through an efficient, cost effective service
- Ensuring our processes continue to meet the requirements of ISO 9001, Unipart Way Systems and including the management of risks and opportunities
- Complying with applicable regulation, legislation and other relevant requirements

We further commit to continually improve the effectiveness of our Quality Management System through the processes of review, monitoring, measuring and change control.

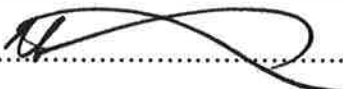
Our budget and policy deployment process will be used to establish and review measurable quality objectives and KPIs for improvement and opportunities for growth. This Quality Policy will be communicated throughout the organisation and regularly reviewed for continuing suitability.

Quality Objectives

Unipart Rail is committed to delivering our Quality Policy by establishing effective, measured objectives, which are reviewed at intervals as necessary throughout various levels across the business. These objectives are reassessed as required or at Management Review meetings and form part of our overall process measurement and Unipart Way systems. Failure to consistently achieve Quality objectives will result in an improvement project utilising the Policy Deployment Matrix process or other appropriate tools of the Unipart Way.

- Customer Engagement: Develop profitable relationships with all customers, understanding their real and perceived needs better than anyone else and serving them better than anyone else
- Operational Excellence: Repeatable, reliable, capable, environmentally sound and safe processes which are adding value to the customer, under control and continuously improving
- Innovation: Develop the organisation's capability to translate ideas and inventions into products and service propositions that create value for customers and provide business growth
- Employee Engagement: A culture that inspires and enables our people to go the extra mile and actively seek opportunities for continuous improvement in all that they do, for the benefit of themselves, the organisation and its customers
- Organisational Capability: To understand and develop the knowledge, skills and experience of our people to ensure we can deliver current and future business requirements

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