

Rail Engineering Group Limited (REG) is a supplier of quality technical consultancy services to the rail industry, specialising in rolling stock.

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- We will build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well
- We will achieve our commitments for quality, cost, and schedule
- We will enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management
- We will drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys
- We will continually develop our competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment

REG strives to be a provider of value-led consultancy services with a reputation for 'right first time' delivery to clients throughout the industry.

Through the use of these guiding principles, everyone in engaged on behalf of the organisation is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in- class solutions and services. Our goal is 100% customer satisfaction 100% of the time.

This policy is reviewed regularly to ensure its continued relevance to our business.

A handwritten signature in black ink, appearing to read 'Richard Middleton', is positioned above the name and title.

Richard Middleton

Managing Director – Rail Engineering Group