



QUALITY ASSURANCE POLICY

July 2026

Purpose of This Policy

EP Marine & Rail Ltd is committed to delivering accurate, reliable, and auditable engineering assessments across marine and utility infrastructure. This Quality Assurance (QA) Policy defines our approach to ensuring that all work meets agreed client requirements, relevant industry standards, and our internal expectations for technical excellence, safety, and integrity.

Our aim is to consistently provide high-quality, data-driven outputs that enable informed decision-making, reduce risk, and support the long-term reliability of critical infrastructure.

Scope of This Policy

This policy applies to all services delivered by EP Marine & Rail Ltd, including but not limited to:

- Wood pole condition assessment and overhead line support services
- Marine infrastructure inspection and analysis (including bollards and dockside structures)
- Field data collection, analysis, reporting, and technical consultancy outputs
- Subcontracted or specialist-supported activities where applicable

Our Quality Principles

Our approach to quality is embedded in the way we operate and is guided by the following principles:

- **Accuracy:** We ensure all data collection, analysis, and reporting is conducted with technical precision and care.
- **Traceability:** All findings are supported by clear evidence, documented methodologies, and auditable records.
- **Consistency:** We apply standardised internal processes to ensure reliable and repeatable outputs across projects.
- **Client Focus:** Outputs are tailored to client requirements, operational constraints, and decision-making needs.
- **Integrity:** We operate with transparency, honesty, and professional accountability at all times.
- **Continuous Improvement:** We review feedback, project outcomes, and internal processes to enhance service delivery.

Quality Control Processes

Quality is maintained through practical, embedded controls throughout project delivery:

- **Project Review:** Work is planned and reviewed internally prior to delivery to ensure scope alignment and technical accuracy.
- **Data Verification:** Field data and analytical outputs are checked for completeness, consistency, and validity.
- **Peer Oversight:** Where appropriate, outputs are reviewed by a second competent team member prior to issue.
- **Standardised Reporting:** Reports follow consistent internal formats to ensure clarity and traceability.
- **Final Sign-Off:** Deliverables are subject to final internal review before submission to clients.

Non-Conformance and Corrective Action

Where issues or deviations from expected quality standards are identified, they are recorded and reviewed by management.

Corrective actions are implemented proportionately to the issue identified and are used to prevent recurrence. Where necessary, processes, methods, or documentation are updated to reflect lessons learned.

Non-conformances are reviewed as part of internal project debriefs and continuous improvement activities.

Complaints Handling

Client or stakeholder complaints relating to quality of service are acknowledged, reviewed, and investigated by management.

Where required, corrective action is taken to resolve issues and prevent recurrence. Outcomes are used to improve future service delivery and internal processes.

Continuous Improvement

We actively seek to improve the quality and effectiveness of our services through:

- Client feedback and project review
- Internal debriefs and lessons learned
- Refinement of methodologies and reporting formats
- Ongoing professional development of technical staff

Roles & Responsibility

Quality responsibility is shared across the organisation:

- **Technical Leads / Engineers:** Responsible for accurate data capture, analysis, and adherence to defined methodologies.
- **Project Leads:** Responsible for ensuring outputs meet client requirements and internal quality expectations.
- **Company Directors:** Responsible for oversight of quality systems, standards, and continuous improvement.

Communication of Quality Arrangements

Quality expectations and procedures are communicated through:

- Staff induction and onboarding
- Internal documentation and controlled procedures
- Project planning and review discussions
- Direct management oversight during delivery

Compliance Statement

EP Marine & Rail Ltd operates in accordance with relevant UK legislation, client specifications, and industry best practice within marine and utility engineering sectors.

While not formally ISO 9001 accredited, the company applies the core principles of quality management, including:

- Customer focus
- Process-based control of outputs
- Continuous improvement
- Evidence-based decision making
- Defined responsibility and accountability

Policy Review

This policy is reviewed periodically to ensure it remains aligned with operational activities, client requirements, and evolving industry practice.