



# LNER Engineering Quality Policy

## March 2026



The policy of LNER Engineering is to deliver a high-quality, professional, and efficient service that fully satisfies our customers' requirements. Our Senior Management Team demonstrates leadership and commitment by taking responsibility for establishing, implementing, and maintaining our Quality Management System (QMS). This policy, along with our supporting objectives, aligns with and advances the strategic direction and context of our organisation.

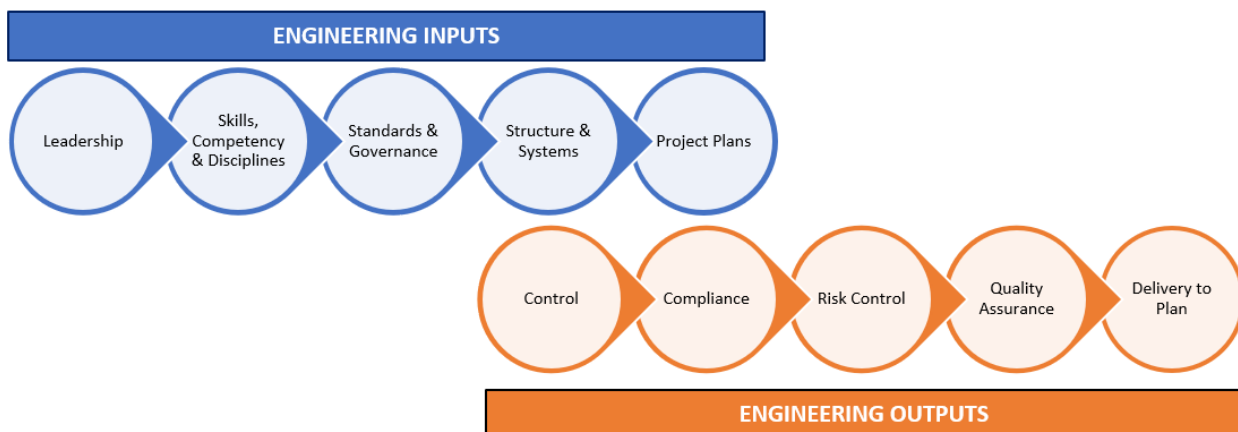
We will ensure sufficient resources are available within Engineering and we undertake to ensure through communication and engagement that Quality Assurance is the aim of all members of the Engineering team. Through direction and support, each employee will have a full understanding of the importance of the Quality System function, their responsibility to contribute to its ongoing effectiveness and its direct relevance to the success of Engineering. Equally, every engineering team member is responsible for, and will be trained to perform the duties required by their specific role.

LNER Engineering has a policy of promoting **continual improvement** and the setting of Quality Objectives in line with the framework established within the ISO9001:2015 Standard. These objectives will address the risks and opportunities within Engineering, as determined by the Senior Management Team and Quality & Assurance Function.

**Our primary objective** is to efficiently provide safe, clean, and reliable rolling stock. This enables the business to deliver a complete service to our customers and meet LNER's performance targets. We are dedicated to continually improving to meet and exceed customer requirements and demands for enhanced performance throughout the service. This includes delivering compliance with our obligations and, where necessary, undertaking vehicle refurbishment as part of our ongoing delivery efforts.

**Our secondary objective** is to maintain an ongoing commitment to providing quality service that meets specified standards for our third-party customers.

**Achieving Our Objectives:** We will achieve our objectives through specific inputs and outputs that are essential to maintaining our high standards.



**Quality at the Core of Our Practices:** Quality is integral to all our working practices and is considered critical to the ongoing success of our business. The key elements of our approach to quality are grounded in the principles outlined in our Quality Charter, which reaffirms our commitment to quality.

**Quality Manual and Procedures:** We certify that our Quality Manual (QM-1) and associated Quality Procedures (QPs) accurately reflect the Quality Management System currently in use within LNER Engineering and are designed to meet the requirements of ISO 9001.

**Monitoring, Evaluation, and Review:** The Quality Management System will be regularly monitored, measured, evaluated, and enhanced. Its status and effectiveness will be reported and communicated at all levels through the Quality & Assurance Function. Our Quality Policy will be reviewed as circumstances change, such as legislative updates or organisational changes, to ensure ongoing relevance and effectiveness.

*This policy applies to all employees, is part of the Engineering On-Board process, and is accessible to external parties.*



**Linda Wain**  
**Engineering & Safety Director**  
**March 2026**



# Engineering Quality Charter: Our Commitment to Quality



## Customer Focus



Our success relies on our customers, and we are dedicated to delivering a high-quality service that fulfils their requirements. Consistently meeting and surpassing customer expectations remains fundamental to our approach.

## Leadership



The Senior Management Team (SMT) remains dedicated to ensuring adherence to all statutory, regulatory, legislative, and contractual obligations.

## Environment



We are committed to fostering a work environment that enables our employees to actively contribute to the accomplishment of LNER Engineering's objectives.

## People



We are committed to recruiting and retaining initiative-taking, skilled individuals, supporting their full engagement and professional development for the mutual benefit of both the individual and LNER Engineering.

## Processes



Our engineering operations and resources are organised into carefully planned processes to ensure we work as efficiently as possible. These processes are integrated within a documented Quality Management System (QMS) that complies with ISO 9001 standards.

## Fleet



Our performance will be evaluated through data collection, enabling us to make informed and strategic decisions for process improvement.

## Relationships



Our objective is to establish mutually advantageous relationships with suppliers and collaborative business partners to drive improvements in quality. This approach will contribute to enhanced reliability, superior services, and greater operational efficiency.

## Certification



UKAS externally audit our Quality Management System Accredited RIQC and has been certified as meeting the requirements of ISO 9001:2015.

## Assurance



The Assurance Team has formulated an Assurance Strategy centered on requirements, international standards, and relevant regulations. Their role includes supporting Engineering in risk identification, assessment, and prioritisation, with the objective of achieving synergies that minimise risk, enhance quality, and maintain assurance.

*The Senior Management Team and Clayhills Service Delivery Depot sign up to this Quality Charter:*

**Linda Wain - Engineering & Safety Director**

**Kathryn Blake Hemingway**  
*Head of Commercial Engineering*

**Dean Hobson**  
*Head of Fleet Delivery*

**Jonathan Starkey**  
*Head of Engineering and Assurance*

**Stephen Moodie**  
*Depot Manager Clayhills*

**Fergus Heath**  
*Head of ERTMS*

**Anthony Pateyjohns**  
*Head of Safety & Environment*

**March 2026**