

Quality Policy Statement

January 2026

GB Railfreight's vision is to be the "*preferred supplier and employer of choice*" assuring our customers that they will receive the highest quality service and performance whilst assuring our employees that this will be delivered without compromising on safety.

Through our core values we promote communication, teamwork, engagement, empowerment, accountability, support, and enjoyment. These are vital for achieving our quality commitments.

Business Commitment

- Assess, develop, innovate and deliver for our customers, whilst ensuring that dynamic change risks are mitigated.
- Participation and promotion of quality responsibilities amongst all employees and third parties via policies, standards, education, training, and effective communication.
- Collect, monitor, and analyse data relating to customer satisfaction and service delivery in order to identify opportunities to continuously improve.
- To comply with all applicable legislative requirements and exceed these where reasonably practicable.

Managerial Commitment

- Strive to improve the performance and delivery of GB Railfreight's services.
- Identify improvements through internal and external assurance activities, and implement action plans to deliver these accordingly.

Employee Commitment

- Work with the business to ensure the timely delivery of GB Railfreight services.
- Assist in the continuous improvement of the company's Quality Management System by providing truthful, accurate, and detailed feedback.

We will communicate this Policy to all employees and make it available to key stakeholders upon request. This policy will be reviewed periodically, and where necessary revised in the light of changes.

Kind Regards



John Smith OBE
Chief Executive Officer | GB Railfreight | January 2026

GB Railfreight Ltd.
5th Floor
62-64 Cornhill
London
EC3V 3NH

D: +44 (0)20 7904 3393
gbrailfreight.com
VAT No. 974965748
Registered in England & Wales
No: 03707899

