QUALITY POLICY

Balfour Beatty

Quality is about doing what we say we will do and delivering on our commitments.

Our approach to quality in Balfour Beatty is captured by our **Right First Time** approach every time, wherever we work. This is fundamental to the success and sustainability of our business.

We are focused on creating a culture that means we are trusted to always do what we say we will do, a culture where everyone takes responsibility for quality, where we empower our people to become experts in their roles, and where we embed lessons learnt and best practice to drive continual improvement across the business. We achieve this by:

- Regular engagement in and communication of our four Right First Time commitments:

    1. Understand what is required
    2. Have the right skills and knowledge
    3. Use the correct materials and tools
    4. Carry out, check, document and hand over the work

- Maintaining and implementing a robust, lean, agile, and effective Business Management System consisting of policies, procedures, and processes.
- Reviewing robust indicators to measure performance. These will include Quality Planning, Handover Deliverables and Issue Management.
- Making informed decisions based on sound reliable data, lessons learnt and best practice.
- Implementing a business leadership review process that creates a framework to establish and meet our Quality objectives and deliver on our business aims and commitments.

Our approach to Quality Management is contained within the Company Business Management System and is driven by leadership commitment at all levels to deliver our Build to Last business strategy and Business Unit strategies, underpinned by our Right First Time approach.

The Executive Committee of Balfour Beatty is responsible for:

- establishing the overall Quality Policy and Right First Time approach and principles.
- monitoring our quality performance.
- provision of resources and management arrangements to ensure the effectiveness of the policy and approach.

Each Business Unit and Enabling Function is responsible for:

- Ensuring effective and competent resources, arrangements, and management controls to deliver these requirements and ensure they are appropriately established and implemented.
- Identifying and maintaining all necessary certifications and accreditations for the sectors in which we operate.
- Committing to comply with all Group, legal and other applicable requirements.

All Balfour Beatty employees shall comply with this policy and its associated arrangements as a part of their roles and responsibilities.

We ensure this policy is available for all of our employees, supply chain partners and all relevant interested parties, and review it on an annual basis.

AUTHORISATION

Leo Quinn
Group Chief Executive, February 2024