



CUSTOMER SERVICE POLICY

The Costain Group's purpose is to improve people's lives. This Policy is a declaration of the Costain Board's intent in relation to achieving a positive impact on society. We focus on the needs of our clients and their customers (the people, businesses and organisations that interact with them, use their goods and services or make up our local communities), ensuring we operate responsibly, promote best practice and deliver innovative sustainable solutions.

Throughout all contact with customers, we aim to meet their needs through professional, courteous and efficient service.

Costain will:

- Never compromises on safety for our people and the public [customers].
- Ensure all customers are treated and valued equally and there is no disadvantage or discrimination experienced as a result of our work.
- Communicate openly and engage with customers to listen to their views on matters relating to Costain and or our operations.
- Always be clear on how long it will take to achieve the expected outcomes and ensure we do what we say we are going to do.
- Where we cannot meet a promise or commitment, will update the appropriate people promptly, explaining the change.
- Respond promptly to all enquiries and endeavour to resolve within a reasonable period.
- Consult with customers about their service needs to help develop sustainable solutions that enhance their customer experience.
- Protect personal data. Our privacy statement describes why and how we collect and use personal data for the purposes stated in the policy or stated and recorded at point of contact.
- Adhere to customers information security standards including data handling, staff clearances and protocols to the necessary classification level requirements.

To provide the best customer experience, Costain will ensure:

- Service levels are monitored and reviewed for customer service accounting for any specific requirements and standards for discrete industries such as aviation, defence, highways, rail, energy and water.
- All employees are engaged, consulted and trained to deliver excellent service.

Operating in an open and honest way is a part of the Costain culture and is one of our core values. It is the responsibility of all our employees, suppliers and joint venture partners to adhere to this policy and live our values. This policy covers all Costain Group activities and will be reviewed annually to ensure its effectiveness and continual improvement.

Signed:

A handwritten signature in black ink, appearing to read "A. Vaughan".

Date: 11-1-23

A Vaughan (Chief Executive Officer)