



QUALITY MANAGEMENT POLICY

The Costain Group recognises the importance of effective and agile Governance, Assurance and Improvement in the successful delivery of its activities. This Policy is a declaration of the Boards' intent to deliver high quality solutions in a manner that conforms to legal and regulatory requirements and meets or exceeds the customers' expectations.

Costain operates a Business Assurance System which is made available to all employees and relevant stakeholders through 'The Costain Way', which is a comprehensive risk-based management system complying with the requirements of ISO 9001:2015.


To achieve these requirements, Costain will:

- Ensure all employees are aware of their obligations and receive appropriate training in the application of the Costain Way.
- Conduct all work activities with proper regard for the relevant statutory provisions, codes of practice and other appropriate standards including where specific provisions apply to discrete industries and sectors.
- Ensure that each contract has a Strategy and a Management Plan to ensure successful delivery.
- Identify and mitigate all risks down to an acceptable level.
- Ensure management controls are consistently applied across the Costain Group.
- Establish objectives and targets, then monitor and review them to demonstrate continuous improvement and remove waste from our processes.
- Continually seek to improve productivity through the application of agile and lean methodologies.
- Establish regular and effective communication with stakeholders to enable the successful delivery of its undertakings.
- Strive for operational excellence through continuous improvement, preventative management and management by fact.

It is a company requirement that all employees must implement and comply with the requirements of The Costain Way.

The responsibility for the management and delivery of Quality lies with all Directors and Managers. High standards in this are deemed to be of equal importance with health, safety, sustainability, production and the achievement of commercial targets.

This policy will be reviewed annually to ensure the management system is suitable, effective, consistently implemented, and continually improved.

Signed: 

A Wyllie CBE (Chief Executive Officer)

Date: 15 January 2019