



## QUALITY MANAGEMENT POLICY

The Costain Group recognises the importance of effective and agile Governance, Assurance and Improvement processes and behaviours in the successful delivery of its activities. This Policy is a declaration of the Board's intent to deliver Costain services in a manner that meets legal, regulatory, it's own and customer expectations.

Costain operates a Quality Management 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:

- 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 the Costain Way reflects all organisational requirements and services, including controls to mitigate risks down to an acceptable level.
- Provide assurance that management controls are effectively implemented across the Costain Group.
- Continually seek to improve productivity through the application of Operational Excellence and lean methodologies.
- Ensure all employees are aware of their obligations and provide access to appropriate training in the navigation and application of the Costain Way.
- Ensure that each contract has an appropriate Strategy and Management Plan that establishes objectives, targets and a way to monitor and review them to ensure successful delivery.
- Seek feedback from customers to ensure their requirements are understood, consistently met and that satisfaction is maintained.
- Encourage and facilitate a culture of evaluation, learning and improvement to drive more effective ways of working.

It is a company requirement that all employees must implement and comply with the requirements of the Costain Way, specifically our mandatory controls (Gates and Must Do statements)

The accountability for the management and delivery of quality lies with all Directors and Managers. Achieving quality standards should be regarded as having equal importance with health, safety, sustainability, production and the achievement of commercial targets, therefore the responsibility for quality lies with all employees.

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

Signed: .....

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

Date: 04/01/22

**A Vaughan** (Chief Executive Officer)