

# Quality policy

## Summary

Amey is committed to satisfying the needs and expectations of our stakeholders through our purpose of delivering sustainable infrastructure solutions, enhancing life, and protecting our shared future.

The monitoring and assurance of stakeholder satisfaction is fundamental to all work carried out by our business.

We are committed to delivering an assurance programme that is insightful rather than reactive that delivers compliance with the integrated management system and encourages continual improvement, enabling us to consistently satisfy customer and stakeholder expectations.

## Principles

Our quality performance is fundamental to our strategic objective to deliver operational excellence. We will adhere to the following principles in delivering our quality commitments:

- Maintain and continually improve our quality management system that is externally assessed and holds formal third-party certification to the requirements of the Quality Management System standard; BS EN ISO 9001.
- To comply with all regulatory and other applicable requirements.
- Encompass client quality requirements into our management system and ensure that these are met.
- Formally measure our business performance through the delivery of a planned programme of inspections and audits.
- Ensure progress against our quality objectives is measured, monitored, and reported.
- Record, review and investigate quality-related incidents and address the root causes through effective corrective and preventative actions.
- Encourage all employees to contribute to improvements in our quality performance.
- Invest in innovation and collaboration to deliver operational excellence so we can meet stakeholder requirements.
- Provide the right information, advice, training, and supervision to ensure that people who work for and with us understand their quality responsibilities and are competent to deliver operational excellence.
- Provide sufficient resources to implement this policy in full.

## Responsibilities

**Corporate governance** - Responsibility for the effective management of quality rests with the Chief Executive Officer (CEO). The CEO has nominated the Group Health, Safety and Assurance (HSA) Director to act on their behalf to monitor the execution of this policy throughout the Amey Group. The Amey Board will receive regular reports from the Group HSA Director.

**The businesses** - Each business shall implement the Amey quality management system and develop business specific requirements, as necessary, to ensure delivery of operational excellence.

**Line management** – Quality is a line management responsibility. Each manager will make regular assessments of the quality risks associated with their area of responsibility and ensure that the quality processes, procedures, and controls are sufficient to achieve operational excellence and great service.

**Employees** - All employees have a responsibility to deliver operational excellence. They must fully co-operate with their managers and colleagues to deliver great service that consistently satisfy the requirements of our stakeholders.

### Communication of the policy

The policy will be communicated, understood, and applied within the organisation via any suitable method and will be made available to relevant interested parties, as appropriate and upon request.

A handwritten signature in black ink, appearing to read "AM", is positioned above the name of the Chief Executive Officer.

Andrew Milner  
**Chief Executive Officer**  
For and on behalf of the Board