

Quality Policy Statement

Eiffage Génie Civil UK

The Eiffage Values provide the framework upon which we build our quality performance, with the key commitment to delivering the best construction infrastructure to the highest quality. **Eiffage Génie Civil UK** is committed to continually improvement the quality performance applying applicable legislation and standards. We operate with a human perspective, through our people, setting objectives and living our values to make the difference and create a successful workplace. These principles apply to everyone working for or with Eiffage Génie Civil UK.

Leading by Example

The standards we walk by are the standards we accept. Our standards and requirements are exacting, to ensure that we control aspects of our work that has an impact on the quality of our produce and services. We actively aim to reduce non-conformity of our work and aim to deliver projects which leave a positive legacy on the land.

Courage & Fighting Spirit

We combine our uncompromising approach to achieve our ambition to forge new and innovative ways of working in order to overcome any challenges we may face. We ask all our people to make the right choices, even when it may be difficult, and to speak up to help us continually improve our quality performance.

Responsibility

Our people are given the information, instruction, training, and supervision they need to undertake their work and in turn are empowered to make informed decisions with the best interests of the business at heart. Everyone is responsible for their own contribution to our overall performance.

Lucidity

Our people are encouraged to continually develop themselves by understanding their strengths and weaknesses. We ensure that our employees and supply chain partners are competent to undertake their works and provide support, guidance, and advice to help them where required.

Trust

We trust our people to operate with integrity and represent Eiffage proudly. Our culture of mutual respect and trust in our colleagues is reflected in the relationships we build with our stakeholders, customers, and supply chain which in turn helps us to foster prosperous and long-term partnerships.

Transparency

We communicate and consult with our employees openly and honestly on quality matters. Our people are actively encouraged to raise concerns without fear of recrimination, and we recognise that from time to time we might make mistakes. We investigate any mistakes, thoroughly and openly, not to apportion blame but to ensure that we learn, develop, and continue to improve our performance.

In order to deliver the vision and principles set out in this Policy Statement, we will:

- Establish and maintain an Integrated Management System outlining our quality requirements.
- Aim to satisfy our customers by providing produces and service that is second to none and meets our and their expectations.
- Respect our commitment to meet deadlines
- Take care of our employees
- Comply with the requirements set out in ISO 9001.
- Clearly define and communicate responsibilities for quality management
- Monitor our quality performance
- Review our system arrangements and requirements and make changes as needed to show continual improvement.

Signed:

Olivier de Guinaumont
Chief Executive - Eiffage Génie Civil UK

Date: 1 FEB 2022
Latest date for review: 31 JAN 2023