

Wates Group is a family owned Construction, Development and Property Services business. Our work is guided by the purpose of, together, inspiring better ways of creating the places, communities and businesses of tomorrow.

We are committed to providing the best value for our customers, shareholders, colleagues, business partners, suppliers and the wider communities in which we work, consistently satisfying their needs and surpassing their expectations to:

- Ensure we remain a trusted service provider of choice
- Help us outperform other providers in our chosen markets

Our approach to Quality is based on a determination to work in a progressive and collaborative way, looking for better ways to deliver for our customers and caring about the quality of what we produce. It is a vital enabler of our Guiding Framework.



We will hold our customers' requirements and expectations in the highest regard. We will comply with legal requirements and adopt industry best practice at all times.

We are committed to developing, reviewing and maintaining our business management processes continuously to ensure that we enhance our customers' experience of our services and deliver outstanding results.

We are committed to actively seeking and acting on the views of all those who work with us to develop a qualitative approach to our business transactions, promoting a proactive, structured approach to quality in order to minimise defects in our products and services.

We are committed to optimising the outputs of our service delivery for mutual benefit across our stakeholder groups. We will measure and publish our quality performance where it is appropriate to do so and we will identify areas for improvement.

Wherever we operate, we seek to develop enduring relationships based on mutual trust, respect, and understanding of our impact. We are committed to ensuring our approach has a positive and lasting impact on people's skills such that we can successfully meet the changing needs and expectations of all of our customers and stakeholders.

In adhering to this policy, in particular we will:

- Deliver our projects and services within agreed tolerances of quality, time and cost, in a reliable, predictable and repeatable manner, setting in place measures to enhance our performance and meet our stated objectives
- Implement, maintain and continually improve our Operating Framework to ensure it:
 - ◇ Assigns quality accountabilities within the business as appropriate
 - ◇ Removes or reduces the likelihood and effect of business and project quality risks before they occur, and deals effectively with issues if they do
 - ◇ Provides the basis for improving our quality performance
 - ◇ Continues to meet the needs of our business
 - ◇ Supports effective and expedient control of nonconformities such that we understand root causes and are able to implement effective corrective action
- Encourage regular customer and stakeholder feedback to help us continually improve our products and services

This policy applies to all of our employees and those working with us or on our behalf. All of our employees are expected to cooperate and assist in the implementation of this policy by ensuring that quality issues and risks are given adequate consideration.

The successful implementation of this policy requires the cooperation, commitment and involvement of everyone in the business.

The Executive Committee has overall responsibility for ensuring this policy is complied with and will review it at least once per year, and at such other times as may be required, to ensure it remains relevant and appropriate to the aims and objectives of our business.



For and on behalf of the Executive Committee
DAVID ALLEN
Chief Executive, July 2019