

Wates Group is a family owned Construction, House Building, Maintenance, Building Services, Facility Management and Managed Office Services business. As a leader in our chosen markets, our objective is to deliver excellent services to our customers, resulting in safe, fair and professional contracting services at all times.

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

- Realises the stated vision and mission of the company
- Ensures we remain a service provider of choice
- Helps us continuously outperform other providers in our chosen markets

Our approach to Quality is one of professionalism which is driven by 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 continually developing, reviewing and maintaining our business management processes 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 continually optimising the outputs of our service delivery for mutual benefit across our stakeholder groups. We will measure and publish where appropriate our quality performance and we will identify areas for improvement on a continual basis.

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.

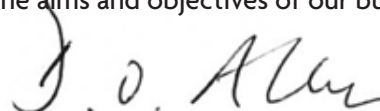
In adhering to this policy, in particular we will:

- 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
- Provide sufficient and appropriately qualified, skilled and experienced employees to deliver our services and implement our Operating Framework
- 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 2020