QUALITY POLICY

Wates

Established in 1897, we are one of the UK's leading family-owned development, building and property maintenance companies. We employ 6,000 people and work with a wide range of public and private-sector customers and partners. In 2024, we generated profits of £31.4m from a turnover of £2.4bn. Now in our fourth generation of family ownership, we're committed to the long-term sustainability of the built environment and to making our industry more inclusive and representative of the communities we work in. We are one of The Times Top 50 Employers for Gender Equality 2023 and an Investors in People Gold accredited company. We are driven by our purpose of reimagining places for people to thrive.

Our Commitment to Quality

At Wates, our commitment to quality drives everything we do. We aim to deliver exceptional value to our customers, employees, and partners by integrating quality into our daily processes—exceeding expectations and setting new standards for performance.

Our Commitment to Excellence

By prioritising quality we will:

- Achieve our stated targets and goals
- Remain the service provider of choice for our customers and partners
- Deliver high-quality products and services with professionalism, ensuring compliance with legal requirements, industry standards and other applicable requirements

A Proactive Approach to Quality

We actively seek feedback from those we work with, fostering collaboration to refine and improve performance while minimising defects. By monitoring our practices and identifying opportunities for improvement, we ensure an ongoing improvement in standards.

Transparency is key—we aim to share insights for mutual benefit, measure performance regularly, and publish relevant data where appropriate. Wherever we operate, we aim to cultivate long-lasting relationships built on trust, respect, and an awareness of our business's impact.

Our Commitment in Action

To uphold this commitment, we will:

- Reliably deliver projects and services within agreed quality, time, and cost parameters
- Implement measures to enhance performance and achieve objectives
- Continuously improve our Operating Framework by:
  - Defining clear accountabilities within the business
  - Proactively identifying and mitigating project risks
  - Establishing clear procedures for addressing nonconformities, identifying root causes, and implementing corrective actions
  - Ensuring our framework remains aligned with business needs and drives quality improvement
- Deploy skilled, qualified professionals to uphold service excellence
- Encourage regular customer and stakeholder feedback to drive ongoing innovation and improvement

This policy applies to all employees and those working with us or on our behalf. Its success relies on collective dedication to quality and risk management.

The Executive Committee has overall responsibility for ensuring this policy is complied with. It will be reviewed at least once a 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

EOGHAN O'LIONAIRD
Chief Executive, June 2025