

**Established in 1897, we are the UK's leading family-owned development, building and property maintenance company. We employ over 4,000 people and work with a wide range of public and private sector customers and partners. 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 driven by our shared purpose of reimagining places for people to thrive.**

Our commitment to providing a quality service drives all our operations here at Wates. Our aim is to provide the best value for our customers and all who work with us. We integrate quality into our daily processes to help us meet the needs and surpass expectations of our customers, shareholders, business partners, supply chain partners and the wider community. This enables us to:

- Achieve our stated targets and goals
- Ensure we remain the service provider of choice

Our approach is to professionally deliver a quality product and service to consistently meet customer and other applicable requirements, comply with legal requirements, and adopt industry best practice.

We are committed to developing, reviewing and maintaining our business management processes to ensure that we enhance our customer experience and deliver outstanding results.

We actively seek and act on the views of all those who work with us. Working together, we promote a proactive and positive approach to defining and improving quality of output, thereby minimising defects.

We ensure that our own practices are constantly monitored and if areas for improvement are identified we act fast. We are committed to sharing information for mutual benefit across our stakeholder groups, regularly measuring and publishing where appropriate our quality performance.

Wherever we operate, we seek to develop enduring relationships based on mutual trust, respect, and an understanding of the impact our business has.

We are committed to ensuring our approach has a positive and lasting influence on people's skills so that we can successfully meet the changing needs and expectations of our customers and stakeholders.

In adhering to this policy, we will:

- Reliably and consistently deliver projects and services within agreed tolerances of quality, time and cost
- Put in place measures to enhance performance and meet objectives
- Continually implement and 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. If issues do occur, it outlines clearly how to deal with them
  - » Forms the basis for improving our quality performance
  - » Continues to meet the needs of our business
  - » Outlines clear methods to deal with nonconformities, to help understand the root cause and how to implement the best corrective action
- Provide sufficient and appropriately qualified, skilled and experienced staff 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 our employees and those working with us or on our behalf. Successful implementation requires everyone to cooperate, commit and assist us to ensure that quality issues and risks are given adequate consideration.

**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 2024**

