

Our policy is to create an environment where we deliver on our promises and commitments right first time, every time.

We recognise the trust that our customer places upon us and we are committed in our aim to meet all applicable requirements as well as exceeding expectations.

We will achieve this by:

- Setting a vision of delivering a world class railway
- Ensuring competent resources are in place to execute the works
- Establishing a culture that focuses on empowering our people to become experts in their roles in order to deliver quality outcomes
- Making quality integral to our design and planning of the works
- Having in place a robust, agile and effective business management system consisting of policies and procedures that provide a framework for setting quality objectives and delivering our aims and promises
- Having in place clear indicators to measure performance, drive continuous, improvement and the removal of waste from our processes
- Basing our decision making on sound reliable data, lessons learnt and best practice
- Establishing robust surveillance and audit regimes to monitor compliance and assess the effectiveness of arrangements
- Establishing robust communication of lessons learnt and best practice to help drive continual improvement

Our overall approach to quality management is contained within our Quality Plans.

BBV will implement a management system that meets the requirements of ISO9001 2015.

The BBV management board is responsible for establishing the overall Quality Policy and for reviewing the performance of the operational team.

The operational team is responsible for:

- Ensuring that effective arrangements to deliver these requirements are established and implemented
- Providing an effective process of assurance
- Ensuring compliance with all BBV, customer and legal requirements

We will bring this policy to the attention of our employees, supply chain partners and relevant interested parties; and review it on an annual basis.

## AUTHORISATION



**Mark Davies**  
**Managing Director**  
**BBV, October 2018**