

## Our Policy

Balfour Beatty VINCI are delivering more than a world-class, high-speed railway; we are working with HS2 in providing a catalyst for growth across Britain.

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

We will bring this policy to the attention of our employees, supply chain partners and relevant interested parties and review it on a periodic basis to maintain its currency.

## Our Commitment

We understand the trust that HS2 have placed upon us, and we are committed to meeting HS2's quality requirements.

A right first time, every time environment demands a vibrant, quality focussed culture. We are committed to embedding such a culture and ensuring that we continuously learn and improve.

## Our Approach

To support our policy and to deliver our commitments we:

- Have a robust and effective business management system, certified to ISO 9001.
- Ensure that quality is integral to all that we do.
- Have Specific, Measurable, Achievable, Relevant, and Timely quality performance objectives.
- Ensure sufficient, competent resources are engaged to deliver our objectives.
- Provide information, advice, and training to ensure that competencies are achieved, and that people understand their responsibilities.
- Have clear indicators to measure performance and drive continuous improvement.
- Share lessons learnt and best practice and drive continuous improvement.

Our approach to quality is described in more detail in our Contract Quality Plan which is complemented and supported by our processes and procedures.

## Responsibilities

The Balfour Beatty VINCI Managing Director is accountable for establishing this policy and, with the support of the Project's Senior Leadership Group, is responsible for monitoring the wider team's performance in delivering the Quality commitments described above.

It is the responsibility of every individual working on the Project to comply with this policy, and the associated plans, processes, and procedures, to deliver the required levels of Quality right first time, every time.



## Authorisation



**Nigel Russell**  
**Balfour Beatty Chief Executive Officer**  
**HS2 Major Projects**

**Date approved: 3rd January 2024**  
**Next review required: 31st December 2024**