

Quality Policy

At Sir Robert McAlpine Ltd, quality is the foundation of our company and is fully embedded in our purpose and values. We are committed to delivering quality across all our operations and seek to achieve this by driving positive attitudes and behaviour in our quality culture which is underpinned by leadership, collaborative ownership and continuous improvement.

This approach ensures the delivery of successful projects and the continuation of our reputation for excellence as a responsible family owned business.

Central to our approach is our Build Sure business philosophy, which is founded on our commitment to operational excellence and working with our supply chain partners to deliver safely, sustainably, on time and with zero defects and snags.

We have established a management system which provides the framework for the delivery of our 'Zero Defects' commitment and meets the requirements of ISO9001:2015 and Sector Specific Standards.

Everyone working at or for Sir Robert McAlpine Ltd have a responsibility to perform their duties in accordance with those Procedures which are relevant to their role and to integrate quality into everything we do.

We are committed to:

- **Ensuring Client satisfaction:** fostering a quality culture with the objective of meeting the needs of our Clients' with zero defects building trust and a long term relationship for future business.
- **Continuous Improvement:** continually challenging ourselves to improve the Company Management System with the aim of improving efficiency, prevention of quality incidents and eliminate defects through the review of quality objectives and performance measurement programmes and results.
- **Right First Time:** encouraging participation and promotion of quality culture and responsibilities amongst all employees and supply chain partners through setting standards, education, training, supervision and effective communication.

The Company Management Systems Manual, CMS01, which is accessible to all employees and other relevant parties (where applicable), describes the Company organisation, delegation of responsibilities and the procedures which are to be followed.

We support initiative, acknowledge effort and assist employees to realise personal and company goals.

The Company Quality Manager is required to establish a framework to review the Quality Objectives and maintain the Company Management System, to control the issue of the Company Management Systems Manual, and to report to me on the implementation of its requirements and its effectiveness.

The Executive Board is responsible for reviewing this policy on an annual basis and overall monitoring of implementation and effectiveness.

Anna Baker
SSHEQ Director

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Paul Hamer
Chief Executive

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