

BAM UK & Ireland

Quality Policy Statement

BAM UK & Ireland is an operating division of Royal BAM Group n.v. and consists of three business segments: BAM Construction, BAM Infrastructure and BAM Ireland.

This policy is applicable to all BAM UK & Ireland activities. Our approach is to 'get it right' by:

- implementing robust processes and approaches throughout the management of the business
- defining customer and regulatory requirements and meeting these requirements in a collaborative, effective and inclusive manner
- identifying and maximising the value we deliver
- delivering integrated assurance in a consistent, effective, reliable and robust manner
- providing the necessary resource to ensure implementation of this policy
- embedding resilience and business continuity into our management systems
- embedding a continual improvement ethos
- providing high levels of customer care and satisfaction
- operate in an efficient, profitable and sustainable manner
- utilising data and insights to drive decision making
- reviewing the strategic performance of the management system to continually improve

This policy is achieved by effective operation of our integrated management systems together with the active leadership, participation, professionalism and commitment of all personnel. The management systems aim to meet the requirements of the division, our clients and other interested parties.

The Divisional Leadership Team regards the responsibility of management in implementing this policy statement to be fundamental to BAM UK & Ireland Division meeting its standards and commitments.

Executive Directors are responsible for ensuring the implementation of this policy within their area of control.

Our approach provides the framework to set and monitor objectives with key focus on:

Business Assurance

- deliver assurance in a progressive manner throughout operations to drive prevention and maximise predictability and certainty of outcome

Management System Governance

- deliver system governance within the 'freedom within a framework' principle to strengthen controls commensurate with the threats and opportunities

Product and service quality

- embed a culture of ownership and prevention to 'get it right' in delivering successful outcomes for internal and external customers
- promote knowledge share to prevent error and increase productivity and best practice

Excellence

- commit to continually improve in everything that we do
- promote lean thinking with no waste delivery methodology and a focus on quality

People

- upskill our people with thinking and tools to enable effective outcomes for the products and services that we deliver

The COO for UK & Ireland has appointed a Director of Business Assurance, Quality and Systems to ensure awareness of this policy is promoted throughout the Division, the effectiveness is monitored and areas for continual improvement identified and implemented.

This policy statement has been approved electronically. Proof of approval can be seen upon request

John Wilkinson
Chief Operating Officer
BAM UK and Ireland

