

QUALITY MANAGEMENT POLICY

Lencon Construction Ltd. (LCL) recognises the importance of Product and Process Quality and the continuous improvement of its Quality Management System. This Policy is a declaration of the Director's intent to deliver LCL services in a manner that meets legal, regulatory, its own and customer expectations.

LCL operates a Quality Management System which is made available to all employees and relevant stakeholders through 'The Costain Way', which is a risk-based management system modelling the requirements of ISO 9001:2015 with a view to achieving this progressively.

To achieve these requirements, LCL will:

- Conduct all work activities with proper regard for the relevant statutory provisions, codes of practice and other appropriate standards including where specific provisions apply to discrete industries and sectors.
- Ensure all employees and contracts maintain focus on delivering excellence in product quality, with a visible culture of right first time.
- Ensure the use of a risk-based approach to document key organisational requirements and services, including controls to mitigate risks down to an acceptable level.
- Provide assurance that management controls are effectively implemented across the business.
- Continually seek to improve productivity, enhance quality and minimise risk through the application of the Operational Excellence Model and other improvement methodologies.
- Ensure all employees are aware of their obligations and provide access to appropriate training in the application of the works carried out.
- Ensure that each contract has an appropriate Quality Management Plan to ensure successful contract, process and product quality delivery.
- Seek feedback from customers to ensure their requirements are understood, consistently met and that satisfaction is maintained.
- Establish objectives and targets at appropriate levels, then monitor and review them to demonstrate continuous improvement and the removal of waste from our processes. Ensure and facilitate a culture of evaluation, learning, sharing and improvement to drive more effective ways of working throughout the organisation.

It is a company requirement that all employees must implement and comply with the requirements of LCL policies and procedures, specifically our mandatory controls on site.

The accountability for the management and delivery of quality lies with all employees. Achieving quality standards should be regarded as having equal importance with health, safety, sustainability, production and the achievement of commercial targets, therefore the responsibility for quality and compliance lies with all employees.

This policy will be reviewed annually to ensure the management system is suitable, effective, consistently implemented, and continually improved.

Signed:



S Lennon (Director)