



## **BAM Nuttall Limited**

### **Quality and business process policy**

**(incorporating collaborative relationships, business continuity and customer care)**

The Board of BAM Nuttall is committed to achieving its stated purpose and vision by the provision of civil engineering construction services that meet the needs of its customers and other interested parties.

In particular, we will:

- implement robust processes throughout the management of the business
- define customer and other interested parties requirements, including relevant statutes and regulations
- meet these requirements in a spirit of collaboration and partnership
- set annual objectives and measure performance achieved
- encourage the adoption of BAM Nuttall company values by all our personnel
- provide the resources necessary to ensure full implementation of this policy

This policy is achieved by the effective operation of our management system together with the active participation, professionalism and commitment of all our personnel. The management system meets the requirements of ISO 9001, together with associated sector specific management systems where applicable, BS ISO 44001 and BS ISO 22301. All aspects of management including quality, health, safety, environment, collaborative business relationships and business continuity are integrated within the management system.

Through effective operation of this management system we seek to:

- provide high levels of customer care and enhance customer satisfaction
- ensure the continuity of business performance
- work in a mutually beneficial manner with all partners and interested parties
- continually improve its effectiveness
- embed Lean thinking in everything we do
- operate in an efficient, profitable and sustainable manner

The Board has appointed the Head of Business Process and Quality to ensure awareness of this policy is promoted throughout the company, changes to the system are implemented in line with this policy, the integrity of the management system is maintained and to monitor the effectiveness of the management system.

This policy is reviewed for continuing suitability at least annually and revised as often as may be appropriate.

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**Stephen Fox**  
**Chief Executive, on behalf of the BAM Nuttall Board**  
Date: March 2017

Last review: 20 June 2017