



## QUALITY POLICY

Tideway is committed to providing assurance to our stakeholders, shareholders and interested parties that the Thames Tideway Tunnel will be delivered successfully, in accordance with the project scope, timescale, cost and quality, and will provide assurance that the requirements (legal and other), obligations and commitments made in the Principal Agreements, Licence Agreement and Development Consent Order (DCO) will be compliant.

Tideway's Quality Policy aims to embed principles that enables and supports the Assurance Framework for the first and second line of defence. Placing Quality at the forefront of everything we do, in-line with our organisational visions and values, and providing appropriate training for employees to ensure successful project delivery.

Key aims:

- Ensure quality is built into our daily activities, working safer, smarter, better.
- Work collaboratively with our Programme Manager, Contractors and external providers to ensure that the services provided are consistent and fit for purpose.
- Maintain and apply our Programme Integrated Management System (PIMS) to meet the requirements of ISO9001, ISO14001 and OHSAS18001 and, where possible, exceed them.
- Use a systems-based approach to develop, document and operate processes that are aligned to company objectives and stakeholder expectations, providing a framework for setting quality objectives.
- Deliver management system audits at planned intervals to demonstrate the effective application of PIMS and in support of the 2nd line of defence.
- Drive continuous improvement across Tideway and all that we do, implementing performance measures to assess progress against defined objectives and targets.

Tideway will strive to provide stakeholder value and satisfaction consistently, through world-class leadership, improvement action, social responsibility and employee development and recognition.

This policy forms the basis of Tideway's Management System. It is the responsibility of all staff within Tideway's, Client and Programme Management organisation's to enforce this policy, having my full support, and that of the management team, in ensuring that we work safer, smarter, better.

This will be communicated to all relevant parties.

Signed:



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**Andy Mitchell**  
**Tideway**  
Chief Executive Officer  
Date: 06-09-2017

Signed:



**Roger Bailey**  
**Tideway**  
Asset Management Director  
Date: 06-09-2017

*Assurance Framework as detailed in the Integrated Assurance Plan*