



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 enable and support the Assurance Framework for the first and second lines of defence. These principles include 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.
- Through the implementation of the Tideway Operating Model, work collaboratively with our Programme Manager, Contractors and external providers to ensure that the services provided are consistent and fit for purpose.
- Implement and maintain Programme Integrated Management System (PIMS) in accordance with recognised international standards. Use a systems-based approach to develop, document and operate processes that are aligned to company objectives and stakeholder expectations, and provide a framework for setting quality objectives.
- Deliver risk based management system audits at planned intervals to demonstrate the effective application of PIMS.
- Drive continuous improvement across Tideway and all that we do, implementing performance measures to assess progress against defined objectives and targets.

This policy forms the basis of Tideway's Management System, which will be regularly reviewed and updated to ensure continual improvement opportunities are identified.

It is the responsibility of all staff within the Tideway Client and Programme Management organisations to enforce this policy, having our full support, and that of the management team.

This will be communicated to all relevant parties.



Andy Mitchell
Chief Executive Officer
04-Oct-2021

Steve Hails
HSW Director
04-Oct-2021