



## QUALITY POLICY

Tideway is committed to providing assurance to our stakeholders, shareholders and other interested parties that the Thames Tideway Tunnel (the asset) is being appropriately managed, operated and maintained and that requirements (legal and other), obligations and additional commitments made in the Principal Agreements, Licence Agreement and Development Consent Order (DCO) are complied with.

Tideway's Quality Policy aims to embed principles that support the attainment of our vision and values and which will enable the effective management of the business and the operational asset.

### Key aims:

- Build and maintain an organisation with a healthy Quality culture.
- Determine the necessary competence and appropriate training requirements to ensure the performance of the asset.
- Create an internal environment where teams working for Tideway are motivated to achieve excellence.
- Work collaboratively with our partnering organisations, contracting organisations and external providers to ensure that the services provided are consistent and fit for purpose.
- Implement and maintain the management system in accordance with recognised international standards.
- Use a systems-based approach to develop, document and operate processes that are aligned to Tideway objectives and stakeholder expectations, and provide a framework for setting quality objectives for both the corporate and asset operation functions of the Tideway organisation.
- Deliver risk-based management system audits at planned intervals to demonstrate the effective application of the management system.
- Drive continuous improvement and promote innovation across the Tideway organisation.
- Acquire and apply knowledge about new asset management-related technology and practices.
- Implement performance measures to assess progress against defined objectives and targets.
- Realise value from the asset in the achievement of our organisational objectives.

This Policy forms the basis of Tideway's management system, which will be regularly reviewed and updated to ensure its continuing effectiveness and that identified improvement opportunities have been addressed.

This policy applies to Bazalgette Holdings Limited as well as its subsidiaries as expressly stated.

This Policy will be communicated within the Tideway organisation and made available to relevant interested parties.

It is the responsibility of everyone within the Tideway and partnering organisations to understand and apply this Policy, having our full support, and that of the executive management team.

A handwritten signature in black ink that reads "Matt Parr". The signature is written in a cursive, slightly slanted style.

**Matthew Parr**  
Chief Executive Officer  
26-May-2026