

# Quality Policy

This statement sets out telent`s strategic commitment to Quality Management and covers all aspects of our business activities.

telent is committed to providing high quality services that consistently meet our customers` expectations and promoting a culture that encourages continual improvement in business performance and promotes organisational learning.

This policy supports telent`s values of service, commitment and value, in all areas of our business.

## Commitment

telent is committed to:

- Maintaining a Quality Management System that, as a minimum, satisfies the requirements of BS EN ISO9001:2015 and the requirements of the applicable National Highways Sector Schemes;
- Demonstrating compliance with contract specific schemes, and relevant legal and regulatory requirements;
- Understanding the requirements and needs of our interested parties and where practicable and agreed, incorporating those requirements and needs into our service delivery;
- Setting policy and objectives for the management system to reduce risks to acceptable levels;
- Developing business through excellent working relationships with our customers and ensuring that we meet or exceed their needs and expectations;
- Developing and improving our Quality Management System in line with social and technological developments;
- Operating a Management System that delivers this policy and achieves the business' objectives and targets, including those of equality, diversity and sustainability;
- Monitoring, maintaining and improving performance against agreed objectives and targets, using effective methods of Quality Control and Assurance; and
- Reviewing our Quality Management System at planned intervals to ensure its continued suitability, adequacy and effectiveness.

## Implementation

The Chief Executive Officer, with support from the telent Senior Management Team, has overall responsibility to ensure that this policy is effectively implemented and delivered throughout the telent business.

We actively communicate this policy and our objectives to all employees, contractors and, where applicable, the telent supply chain, via Managers and Supervisors.

Line Managers must ensure that personnel and those working on behalf of telent are fully aware of the relevance and importance of their roles and responsibilities and how they contribute to the achievement of this policy and they fully understand the relevant processes, procedures and instructions for delivery of those roles.

At telent we recognise that our people are our greatest asset. We have a comprehensive training, development and performance management programme which ensures that all our employees and contractors are competent to carry out their roles.

## Review

As a minimum this policy, and our performance in meeting its requirements, will be monitored and reviewed annually by the telent Senior Management Team.

## Mark Plato

Chief Executive Officer