



BAM Nuttall Limited

Quality and business process policy

(incorporating collaborative relationships and customer care)

The Board of BAM Nuttall Limited 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 stakeholders.

In particular, we seek to:

- implement robust processes throughout the management of the business
- define customer and other stakeholder requirements, including relevant statutes and regulations.
- meet these requirements in a spirit of collaboration and partnership.
- set annual objectives and measure performance achieved.
- communicate this policy to employees.
- 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 9001:2008, together with associated sector specific management systems where applicable, and BS11000-1:2010, and integrates all aspects of management including quality, health, safety, environment and collaborative business relationships.

Through effective operation of this management system we seek to:

- provide high levels of customer care and enhance customer satisfaction.
- work in a mutually beneficial manner with all stakeholders and partners.
- continually improve its effectiveness.

The Executive Board regards the responsibility of management in implementing this policy to be fundamental to BAM Nuttall meeting its stated commitments, including operating in an efficient and profitable manner. The Board has appointed a director to take specific responsibility for quality and business process to promote this policy 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.

A handwritten signature in blue ink, appearing to be 'S. Fox', is written over a horizontal line.

Stephen Fox
Chief Executive, on behalf of the BAM Nuttall Board

Date: 25 February 2013

Previous revision: 01 April 2010