



# EQUANS

# QUALITY POLICY

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## Scope

Equans UK & Ireland (Equans) combines its expertise in sustainable facilities management, energy solutions and regeneration to empower businesses and communities to fully embrace the energy, digital and industrial transitions that are reshaping the way we use energy, as well as move, work and live. The scope of this policy covers all work activities undertaken in Equans UK & Ireland.

Our Quality Policy and procedures support the Equans' global 'fundamentals' - the common framework and ways of working that provide the basis for how we manage and operate across our entire business which places our customers at the centre of all we do.

## Commitment

We are committed to continuously invest and focus on improvement. We strive for the highest compliance, ethical and quality standards aligning to industry best practice standards including ISO 9001 and NHSS8.

We commit to making our client's lives easier, ensure our stakeholders have trust in our quality and delivery and that Equans is a rewarding, diverse, inclusive, and innovative place to work.

Quality is key to our service delivery and underpins all that we do. It is our policy that all activities are carried out in accordance with the requirements of our Management System. We are serious about our commitments and continually improving the way we work to provide excellence, the highest levels of professionalism to our customers and lasting partnerships.

## Responsibilities

The implementation and review of our Management System to ensure it continues to meet the needs of our stakeholders including all statutory and regulatory requirements, is supported by senior management. All employees commit to deliver their daily activities meeting our quality standards, never compromising our core commitments, and understanding and playing their part towards the success of our vision.

We recognise our people are an integral part of our success and will therefore ensure they are comprehensively trained, equipped and empowered to maintain and exceed our customers' expectations in delivering a quality product and service.

It is recognised that culture plays a large part in delivering against strategic plans, objectives and targets. The leaders and senior management will work to engender a positive culture where the principals of quality management are embedded in the day to day operation of the business.

We expect the same standards of excellence from our supply chain and use only services and products provided by Equans selected, approved, preferred or certified suppliers.

## Strategy

Through a process of audit and review, including External & Internal Auditing, we are committed to continually improve the Management System to ensure it is effective and continues to meet the needs of the business. This allows for collaboration, sharing of best practice and innovation in order to promote continual improvement within the business and the partnerships within which we work.

## Objectives

Equans Management System provides a collaborative framework for our strategic direction and objectives through to Divisional and local business plans, objectives and targets.

This policy will be reviewed annually and updated as necessary to ensure that it continues to align with business strategy and objectives. We ensure that this policy is cascaded and communicated to employees throughout our business and available upon request for interested parties.



**Jean-Philippe Loiseau**  
Chief Executive Officer  
Equans UK & Ireland