

Quality Assurance Policy

We are committed to achieving our vision, “We open the way to connect communities through sustainable, innovative infrastructure solutions” through our mission, “The people of colas collaboratively deliver innovative & sustainable end to end infrastructure solutions that utilise our local expertise, global strength & technical know-how” by living our core values, “Caring”, “Sharing”, “Daring”.

Our principles:

- Establish long-term collaborative relationships with customers, suppliers, contractors and other stakeholders to develop pioneering solutions that fully comply with relevant stakeholder requirements, specifications and standards.
- Influence behaviours towards continual improvement by developing Lean capability alongside our delivery partners, through a structured Lean training program for various levels thus improving awareness of Lean and understanding of principles and process wastes and value.
- Ensure “Customer First” approach to consistently deliver a positive customer experience by designing and delivering with the customer and client in mind.
- We firmly believe that the root cause for not delivering products and services conforming to the legal, customer and other stakeholder requirements while considering risk & opportunities, is either the management systems are not designed right or not implemented as designed. Our Integrated Management Systems (IMS) designed are our single source of truth about “How We Work”, to deliver quality products and services “Right First Time”.
- Implement the system as designed by ensuring effective training and communication of the systems by process owners.
- Continuously monitor and improve our (and our delivery partners) performance monitored through lag and lead performance indicators aligned to our strategic objectives.
- Foster a culture for continual improvement by empowering our teams to report concerns, understand causes and implement counter measures by applying lean principles thus increasing value and removing waste in our value streams and support processes while capturing costs and benefits realised.

Our Commitments:

- Compliance with Colas Group, internal & contractual requirements, applicable laws and regulations at all stages of products and services delivery to our clients and customers.
- Provision and maintenance of the necessary resource, infrastructure, intelligent and innovative engineering solutions to support the organisation in delivering its vision for growth.
- Implementation of an effective quality management system that delivers efficient, safe, and environmentally sustainable processes and is certified to ISO 9001 standard and relevant National Highway Sector Schemes.
- Continually improve the effectiveness of the system by monitoring process and product/service performance and adopting LEAN principles.
- Sharing best practice with the Colas Group, investing in technology and R&D and establishing an organisational culture whereby employees are encouraged to utilise their creativity to drive continual improvement and innovation.

This policy will be communicated throughout the organization including Colas Limited subsidiaries and is readily available to interested parties on request and will be kept as documented information on IMS.

Chief Executive Officer

F. Lahmamsi

Ref: C-Q-1-MS-V.01-V.2-April'2024