



Quality & Continuous Improvement Policy

Introduction

Keller Group plc (“Keller”) strives for quality and continuous improvement in the way we deliver our products, services and solutions.

Policy objective

The objectives of this policy are to always deliver our services and products to our customers’ expectations while continuously improving across all our strategic levers.

Delivering our objectives

We will ensure the delivery of our objectives through the following measures:

- Ensuring all employees and stakeholders are aware of our approach to Quality and Continuous Improvement;
- Developing integrated systems and processes that facilitate the achievement of our objectives whilst also understanding the value we create;
- Putting in place metrics that allow us to understand and track how we are progressing against our and those of our customers objectives;
- Implementing a suite of tools and techniques that empower the business to capture failures or errors, analyse them and learn from them;
- Continually reviewing our approach to reducing potential wastage in our processes, materials and resources; and
- Providing an assurance regime that ensures we meet customers and stakeholder needs.

Scope

This policy applies to all legal entities which Keller wholly owns, has a majority stake in or has overall operational control of.

Governance

The Executive Committee of Keller Group plc provides oversight of this policy.

Responsibilities

This policy applies to all individuals who are employed by, or carry out work on behalf of, any Keller group company including contractors, temporary staff and agency workers.

Supporting information

- Code of Business Conduct
- Information Management Policy
- Procurement Policy
- Supply Chain Code of Business Conduct
- ESG and Sustainability Policy

Document change history

Policy status	FINAL
Issue date	17.10.2016
Version last reviewed and updated	[July 2022]
Policy owner	Group Engineering and Operations Function