

INTEGRATED MANAGEMENT SYSTEM POLICY STATEMENT

December 2023

OUR COMMITMENT

The SYSTRA LIMITED – UK & IRELAND IMS is designed to deliver a service that meets and exceeds our customer requirements, on time and within budget and to control and monitor our environmental and 3S (Health, Safety and Security) performance. Our IMS covers quality, environmental, and 3S management, and is approved by the SYSTRA LIMITED – UK & IRELAND Executive Board. The IMS is certified to ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018. Our service is underpinned by the following:

Client Focus:

We place clients at the centre of our business activities, and we aim to deliver on our promises. We appoint account managers to develop strong relationships with each of our clients to ensure effective communication, full understanding and continual improvement in our service based on client feedback.

We use various 2-way communication methods throughout the life of our projects including Client Feedback questionnaires, 360 Reviews, and project reviews.

Complaint arrangements:

Any concerns or improvements identified by clients or other stakeholders will be addressed as part of the above review processes. However, in the unlikely event that the Client does not feel that an item has been satisfactorily addressed, this can be escalated formally via our Head of Compliance & Governance.

Project Delivery & Engineering Management:

We tailor the management of each commission according to its risks and complexity and appoint a Project Manager who will establish and lead a team of experienced staff with the right technical skills who have accountability to safely deliver the contract to the Client requirements including any regulatory and internal requirements.

This is delivered in line with our commitments (quality, time, 3S, performance and budget) encompassing technical, digital, data and engineering management.

Knowledge Management, Competence and Standards

We manage the competence of our colleagues to ensure they have the appropriate skills, knowledge and experience to deliver projects safely and efficiently. This approach is integrated with our quality and improvement management to maintain standards, support the development of our colleagues and advance the use of innovative technology and digital capabilities.

Continuous Improvement:

We aim to improve our Business, Ethics, Health, Safety, Quality and Environmental performance through the establishment of annual objectives and targets based on measured performance benchmarked against internal and external sources including ISO 9001:2015; ISO 14001:2015, ISO 45001:2018, ISO 37001: 2016,

We employ lean thinking techniques as a means of achieving continuous improvement. Our aim is to have 100% of our colleagues involved in continuous improvement initiatives which are established to attain best practice whilst ensuring that we meet the requirements of all current legislation, regulation and codes of practice.

Supplier Management:

We ensure effective management of our suppliers through performance measurement and by developing closer working relationships. Our ethically driven supplier approval process includes regular reviews and measures including anti-bribery, anti-corruption, quality, safety and environmental performance where appropriate.

INTEGRATED MANAGEMENT SYSTEM POLICY STATEMENT

May 2023

Employee Development:

We are committed to the training and development of our colleagues and are proud to align to Investors in People principles.

Our Line Managers have prime responsibility for the Safety, Welfare and Personal Development of each member of their team and for setting clear goals and objectives through our annual appraisal system.

We are committed to providing equal opportunity for all our colleagues.

Employee Involvement:

We maximise the involvement and participation of our colleagues through collaborative working wherever possible and aim to create opportunities for personal professional development.

We strive for open and honest communication through accessible managers, team meetings, briefings, the intranet, Ideas portal and Health & Safety Committees.

Health & Safety:

Our health and safety management system forms part of our Business Management System and is certified to ISO 45001:2018 and SSIP.

We believe that all our activities can be undertaken safely, and we will never compromise safety.

We encourage a positive health and safety culture and conduct our business in a way that ensures the health, safety, security (3S), and well-being of our colleagues, contractors and any person affected by our work.

Our separate Health and Safety Policy Statement explains our approach in more detail.

Environment:

Our environmental management system forms part of our integrated Business Management System and is certified to ISO 14001:2015.

We recognise that conducting our business will give rise to a range of environmental impacts which must be identified, evaluated and reduced wherever possible. We strive to ensure the prevention of pollution and take steps to ensure that sustainability will be integrated into our business activities and operations through policy and procedures and colleague awareness.

Our separate Environmental Policy Statement explains our approach in more detail.

Quality:

Our quality management system forms part of our Integrated Business Management System and is certified to ISO 9001:2015. The system is designed to ensure we deliver a consistent service that meets client's requirements.

Our separate Quality Policy Statement explains our approach in more detail.

Review & Communication:

We are committed to ensuring that this Policy is understood, implemented and maintained at all levels within our organisation and that appropriate resources are provided to ensure that our integrated Business Management System is managed, and that performance is continually measured and improved.

This policy is reviewed annually by the SYSTRA LIMITED - UK & IRELAND Executive Board and is available to interested parties upon request.



Nick Salt

CEO

SYSTRA LIMITED - UK & IRELAND

December 2023

