

Hub South East Scotland is engaged in the design, design management, construction and maintenance of Building and Infrastructure projects for a wide range of customers.

Our Leadership Team will; Review performance against agreed quality objectives on a regular basis by the Senior Management Team and annually by the Hub South East Scotland board.

With our People we will;

- Ensure that quality, customer focus and the importance of implementing policies and procedures are integral to our working practices.
- Include quality and customer focus in the development and training of all employees to enable us to meet our quality obligations and customer expectations.
- Communicate the results (where appropriate to do so) of management reviews, audits, customer feedback and performance against targets and objectives through regular briefings.
- Capture good practice and good ideas, through regular communication with employees.
- Promote a no blame culture.

With our Customers we will:

- Seek our customers' opinion of our performance and act upon the feedback that we receive.
- Communicate with our customers on the actions taken.
- Manage concessions (as defined in the contractual requirements) throughout the construction & operational phases, ensuring statutory, financial & contractual compliance whilst driving shareholder value.

On our Projects we will:

- Manage projects in accordance contractual, statutory compliance and the procedures manual.
- Identify profitable investment opportunities driving shareholder value.
- Select specialist advisors that will best deliver the project requirements.
- Work closely with Construction & FM contractors
- Prepare bids that meet the customer & contractual requirements as a minimum.
- Feedback ideas and innovations that might reduce wastage or increase value.
- Ensure appropriate governance procedures are followed.

Hub South East Scotland is not an employer however we operate under a series of management services and/or secondment agreements for providing staff members to Hub South East Scotland. References to Hub South East Scotland staff in this document includes all such staff members

This policy is available on Hub South East Scotland website <https://www.hubsoutheastscotland.co.uk> and/or shared with Supply Chain partners.

Signed:



Paul McGirk
Chief Executive

Hub South East Scotland Limited

Reviewed November 2023