



## Quality Policy

This policy applies to all Delivery Authority (DA) activities and the management of our supply chain supporting the Restoration and Renewal (R&R) Programme.

This aligns with the DA's core values and behaviours of acting with integrity, being inspiring, achieving together and being ourselves.

We are committed to meeting all applicable client, statutory, regulatory, Parliamentary, and stakeholder requirements. The R&R DA aims to deliver the highest standards of quality in restoring and renewing the Palace of Westminster.

Our approach aligns with the strategic objectives of the Programme and is guided by the nine-core assurance and quality principles defined in our Assurance & Quality Strategy (4107-RRP-QU-SG-00001). These principles ensure that we meet stakeholder expectations, preserve the historic integrity of the Palace, and deliver long-term value for money in accordance with the R&R Act 2019 and the Programme Delivery Agreement (4107-RRP-LE-CD-00003).

This Quality Policy aligns with the Delivery Authority's 2030 Vision, as set out in the Business Plan and supports the five Strategic Outcomes.

We apply a risk-based approach to quality management, ensuring that our effort, controls and assurance activities are proportionate to the significance of the risks we face. By identifying, assessing and prioritising risks to delivery, safety, compliance and performance, we focus our attention where it adds the greatest value.

Our risk-based quality practices align with the principles of ISO 9001, ensuring that risk and opportunity are managed and that our Integrated Management System (IMS) remains effective, responsive and continually improving.

### Organisational Context

As the DA for the R&R Programme, we promote assured, compliant, and value driven delivery focussed on the following priority areas, as identified in the Costed Proposals:

- Fire safety & Protection
- Building Services
- Asbestos
- Building fabric conservation

The full organisational context is captured in section 2 of the IMS Manual (4107-RRP-AS-MA-11046).

### Quality Objectives

The Quality Objectives are:

- Established annually as Strategic Objectives, as set out in the Delivery Authority's Business Plan with a subset of performance measures.
- Agreed by the Executive Committee and shared with the DA Board and Programme Delivery Agreement Group
- Informed by risk, strategic priorities and stakeholder requirements
- Documented and monitored through the corporate performance scorecard
- Reviewed monthly by the Executive Committee



## Commitments to Quality

<b>Simplicity, Results and Value</b>	We use the IMS to ensure consistent, risk based and efficient first line controls. The IMS provides a single source of truth and ensures transparency, traceability and value driven delivery across all Programme activities.
<b>Quality Leadership</b>	Quality is everyone’s responsibility. We promote a right-first-time culture in which all team members take ownership of quality outcomes, lead by example and support continual improvement.
<b>Quality in Everything We Do</b>	We plan for quality from the outset across design, delivery and corporate functions, ensuring that processes, risk-based decisions and controls build quality in rather than correct it later.
<b>Lasting Excellence</b>	We develop and maintain the required competencies across the Programme. Through targeted training, assurance activity and benchmarking against best practice, we ensure that our teams operate at consistently high standards.

## Continual Improvement

We drive continual improvement through programme assurance, root cause analysis, lessons learned, corrective and preventive actions, and management review decisions. We continually improve the effectiveness of our IMS and quality processes, ensuring that improvements are embedded and risks are managed effectively.

## Communications and Control

This policy is controlled as documented information, communicated to all personnel and relevant suppliers, included in induction training, and kept available through the DA’s IMS.

This policy is reviewed annually during the DA’s Integrated Management Review to confirm that it remains suitable, adequate and effective.

## Applicability, Implementation and Resources

The DA should ensure appropriate resources, competencies and capacity are in place to support the successful implementation of this policy.

Approved by:

**Russ MacMillan**

Chief Executive Officer

April 2026



FS 813931

IS 813929