



# Implenia

## QUALITY POLICY

### Our projects hold unique challenges – that’s why Quality is key for success

Meeting our customer’s requirements, in full compliance with applicable laws and regulations for the benefit of all, are both purpose and goal of our actions. The benefit of all arises from the interests of our customers, employees, partners, suppliers, society and other stakeholders. Therefore...

#### ...we LISTEN

We listen to our customers. We listen to our employees, partners and suppliers.  
We listen to the market and our stakeholders. We listen to ourselves.  
We plan and monitor our processes. **We understand.**

#### ...we TALK

We are transparent and behave responsibly. Our statements are clear. We do what we say.  
We share our knowledge and ask for the information we need.  
We encourage everyone to speak up. **We collaborate.**

#### ...we ACT

We are well trained and experienced experts. We think before we act.  
We know what we are capable of and where our limits are.  
We plan our actions and check what we’ve done. We change if necessary.  
We assess risks and analyze our failures. **We improve.**

As we are convinced that transparent, stable and continuously improved processes contribute to the success of Implenia, we maintain our Implenia Management System (IMS). It summarizes all our processes and binding standards combined with a clear governance and top-down ownership on global and local level. We ask all our employees to live the processes defined in the IMS in their daily work and to contribute to their continuous improvement. This is how we get better in what we do, every day.

The members of the Implenia Executive Committee (IEC), in order to follow our vision and pursue our mission based on our values, assume responsibility for providing the adequate resources to implement and sustain this policy.

Signed by IEC

Implenia Schweiz AG, June 2023

