



QUALITY POLICY STATEMENT

We are collaborative in managing quality, working with our colleagues, supply chain and clients.

At Higgins Group PLC, quality is fundamental to how we work. It underpins every aspect of our service and delivery, from pre-construction through to handover and beyond, and is central to the relationships we build with our clients, residents and partners. Our commitment to quality is shared across all areas of the Group. We take pride in delivering projects that are safe, sustainable, high-performing and long-lasting, driven by a culture of continuous improvement and collaboration.

We operate a certified **Quality Management System** aligned with **BS EN ISO 9001:2015** and fully integrated with our systems for:

- **Health & Safety Management (ISO 45001)**
- **Environmental Management (ISO 14001)**
- **Information Management (ISO 19650-2)**

These are embedded within our **Higgins Management System (HMS)**, which sets out the processes and standards we apply across all Higgins Group companies, including Higgins Partnerships PLC. The HMS is continually reviewed and updated to ensure compliance with changing legislation, regulatory frameworks and client expectations.

We achieve and maintain high standards through the following principles:

- **Board-level leadership:** Our **Managing Director, Steve Leakey**, is responsible for quality across the Group. Quality performance is governed at executive level and championed by our Compliance, Delivery and Operational teams.
- **Golden Thread and Building Safety Act compliance:** We maintain structured, secure and auditable records throughout the design, construction and handover phases of every project. All information is managed through a Common Data Environment to support the Golden Thread and fulfil obligations under the Building Safety Act 2022 and Gateway 2/3 processes.
- **Competence and training:** We ensure that all employees and supply chain partners are competent, well-trained and understand their responsibilities. Role-specific training and compliance briefings are embedded into our delivery structure.
- **Right first-time delivery:** Quality assurance is built into every stage of our programme. We conduct formal reviews, inspections and signoffs led by Compliance Advisors, Project Managers, and Regional Directors, supported by clear escalation pathways.
- **Digital and sustainable assurance:** All projects are delivered as Controlled Revit-Coordinated Models to Level of Detail 3, with fire-critical elements developed to Level of Information 4. This approach supports enhanced accuracy, traceability and compliance. We also support the delivery of fabric-first, energy-efficient, and low-carbon homes, including those targeting Passivhaus and other recognised sustainability certifications.
- **Modern Methods of Construction (MMC):** Where appropriate, we apply offsite solutions and MMC to enhance quality, reduce waste and deliver efficient, factory-controlled outcomes.
- **Soft Landings:** Every project adopts a Soft Landings strategy to optimise operational performance and ensure a smooth transition into use for clients and occupiers.
- **Integrated supply chain:** We work only with vetted, approved supply chain partners who share our standards and culture. Quality is reinforced through regular audits, digital access control and on-site compliance verification.
- **Higgins culture:** We promote a culture of transparency, accountability and improvement. Our teams are encouraged to raise concerns, propose innovations, and take ownership of quality throughout the delivery process.

Performance is monitored through a suite of Key Performance Indicators, internal audits and lessons learned reviews. The outcomes of these processes inform updates to our systems and drive service improvement across the Group.

Mr S J Leakey, Managing Director

is responsible for the Quality programme of Higgins Partnerships PLC.

Signed:

Print Name:

S.J. LEAKEY

Date:

28-7-25

This policy is reviewed on an annual basis, or as otherwise necessary, ensuring we are continually improving and updating our Higgins Group Management System.

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GROUP