



| Quality Policy

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1. OUR PURPOSE

At Last Mile, we design, build, own and operate essential utilities infrastructure so people across Great Britain have access to the heat, power, water and wastewater services they need, every day.

Our purpose is to deliver utilities infrastructure that communities can rely on, now and in the future.

2. POLICY STATEMENT

It is Last Mile's policy to maintain and continually improve a documented and independently accredited Quality Management System which complies with the requirements of BS EN ISO 9001:2015.

In order to achieve this, Last Mile is committed to:

- Delivering safely, on time, to budget and demonstrating a high standard of skill and care in everything that we do whilst ensuring always that due and appropriate consideration is given to the needs and concerns of our various stakeholders.
- Setting an example of leadership in quality management by promoting a culture of continuous improvement, reviewing business risks and opportunities, understanding the needs of our customers and suppliers, listening to and acting upon their feedback, reviewing and improving our systems and processes and encouraging open communication and knowledge sharing between stakeholders, so far as it is reasonably practicable to do so.
- Compliance with all Legislation, approved Codes of Practice and industry recognised guidelines. Setting and reviewing at Board level in conjunction with Last Mile's professional quality advisers, performance objectives and targets, customer complaints and audit programmes to facilitate continual improvement.
- Consulting with Employees and providing appropriate information, instruction and training to ensure all Employees and contractors are aware of and perform their duties in a way that supports this Policy. Undertaking an ongoing programme of continuous assessment and ensuring that enough resource is allocated as required for the implementation of this Policy.
- Communicating this Policy to Employees, contractors, customers, the general public and other interested parties.

3. SCOPE

Last Mile is within the scope of this document. We expect the same high standards from all our contractors, suppliers and other business partners.

4. DEFINITIONS

Unless a contrary intention is evident, or the context requires otherwise, words or expressions contained in this document shall have the same meaning as set out in the Articles of Association of Last Mile and the following defined terms shall have the specific meanings given to them below:

Board	means the Chairperson, Executive Directors and Non-executive Directors of Last Mile.
Chairperson	means a Member of the Board who is appointed pursuant to Article 11 of Last Mile's Articles of Association.
Codes of Practice	means written standards set out by an authority of professional body relating to an activity or set of activities.
Committee	means a committee appointed by the Board, which reports to the Board.
Company Secretary	means the person who is appointed pursuant to Article 72 of Last Mile's Articles of Association.
Employee	means a person paid via the payroll of Last Mile, or for whom Last Mile has responsibility for making payroll arrangements, but excluding Non-executive Directors.
Executive Director	means a Member of the Board who is appointed pursuant to Article 20.1 of Last Mile's Articles of Association.
Last Mile	means Last Mile Infrastructure Group Limited and its direct and indirect affiliates
Legislation	means any law or a set of laws that have been passed by parliament or devolved administrations that relate to the activities of Last Mile and its subsidiaries.
Non-executive Director	means a Member of the Board who is appointed pursuant to article 20.2 of Last Mile's Articles of Association.
Policy	means this policy document.

5. ROLES AND RESPONSIBILITIES

The Board has overall responsibility for maintaining the corporate governance framework of Last Mile, including this document.

The Company Secretary has responsibility for:

- publicising the existence of the corporate governance framework and all associated controlled documents;
- ensuring all corporate governance framework documents, policy documents and Committee terms of reference are published on the intranet;
- maintaining a register of all corporate governance framework documents, policy documents and Committee terms of reference; and
- ensuring all corporate governance framework documents, policy documents and Committee terms of reference are reviewed no later than their agreed review date.

6. DISTRIBUTION AND IMPLEMENTATION

Distribution Plan

- This document will be made available on the Last Mile intranet and internet site.
- A global communication will be issued to all Employees notifying them of the release of this document.

Training Plan

- A training needs analysis will be undertaken with Employees affected by this document.
- Based on the findings of that analysis appropriate training will be provided as necessary.

7. MONITORING

Compliance

- Compliance with this document will be monitored by the Risk, Assurance & Compliance Committee.
- This Policy will be reviewed annually.

8. ASSOCIATED DOCUMENTATION

Not applicable.

9. REFERENCES

None.

APPENDIX 1 VERSION CONTROL TRACKER

Version	Date	Author Job Title	Status	Comments
V00.01	28/11/2018	Chief Executive Officer	Draft	First draft for comment
V00.02	21/01/2019	Chief Executive Officer	Draft	Second draft for comment
V00.03	28/01/2019	Chief Executive Officer	Draft	Comments from SM/JR
V01.01	05/02/2019	Chief Executive Officer	Final	Final version agreed
V01.02	02/10/2019	Chief Operating Officer	Draft	Rebrand draft for comment
V02.02	11/10/2019	Chief Executive Officer	Final	Rebrand final version agreed
V03.01	09/09/2020	Risk and Compliance Advisor	Draft	Revised draft for comment
V03.01	07/10/2020	Chief Operating Officer	Final	Final version agreed
V04.01	27/08/2021	Risk and Compliance Advisor	Draft	Revised draft for comment
V04.01	05/10/2021	Chief Operating Officer	Final	Final version agreed
V05.01	14/11/2022	Head of Risk and Assurance	Draft	Revised draft for comment
V05.01	30/11/2022	Chief Operating Officer	Final	Final version agreed
V06.01	03/10/2023	Head of Risk and Assurance	Draft	Moved to new template
V06.01	31/10/2023	Chief Operating Officer	Final	Final version agreed
V07.01	25/10/2024	Governance, Risk & Compliance Manager	Draft	Revised draft for comment
V07.01	22/01/2025	Director, Legal & Governance	Draft	Revised draft for comment
V07.01	22/01/2025	Chief Executive Officer	Draft	Revised draft for comment
V07.02	24/01/2025	Chief Operating Officer	Final	Final version agreed
V07.02	29/01/2025	Chief Operating Officer	Final	Approved by Board
V08.01	22/01/2026	Head of Safety & Sustainability	Draft	Reviewed. Only change to update committee name in section 7.