

QUALITY POLICY

Balfour Beatty Capital is a leading promoter and investor in essential infrastructure assets in the UK and Overseas.

The Company takes a responsible interest in the quality of services we deliver to our stakeholders and others who may be impacted by our operations.

The Company's Board attaches great importance to quality and considers this to be a significant aspect for the Company and for each individual employee. The pursuit of excellence is held to be a business necessity and the Company Board is fully committed to this goal.

The Company shall:

- Provide a customer focus by listening and responding positively to our clients to develop a comprehensive understanding of their needs and be flexible in negotiations to achieve success for all parties.
- Manage the bidding process to ensure that clients are provided with exceptional facilities which meet their requirements and are built to programme, to current standards and guidance, and within budget.
- Oversee our investments and provide advice, guidance or assistance in relation to the activities of the Asset and Concession Companies we are invested in.
- Maintain a Quality Management System that complies with BS EN ISO 9001:2008, to ensure that systematic, planned and cost-effective procedures are used to identify, provide and maintain the required standards of management.
- Set measurable objectives and targets for Quality Management, which will provide a framework for review and improvement of the Management System and continual improvement of service to our clients.
- Regularly review the contents and results of the Management System reviews to ensure that the System is implemented and maintained.
- Ensure that adequate and competent resources are provided to achieve the Company's objectives.
- Communicate with and ensure that staff understands the importance of this policy and the Quality Management System in support of our business strategies.

This policy will be reviewed annually by the Managing Director and the Head of Compliance and Assurance. This policy is available to all members of staff on TheLibrary (the Company intranet site) and on the Company website at www.bbcap.co.uk.

Copies of this authorised policy are displayed on notice boards within our office locations.

This policy reflects the aspirations of Balfour Beatty plc


Ian Rylatt

Managing Director

3rd Jan 2012