

Beca's Quality Commitment

Beca is committed to professional standards in all that we do. In particular, this includes a dedication to the quality of services and products we provide, the professional expertise of employees, the efficiency of work processes and the effectiveness of management systems. To deliver on our quality commitment, we will:

- ▶ Engender behaviour and attitudes across the business that drive a quality culture;
- ▶ Foster an individual commitment to quality in all our employees;
- ▶ Develop and recruit suitably qualified and experienced people to deliver our services;
- ▶ Develop a learning culture and provide targeted training programmes;
- ▶ Focus on client service excellence;
- ▶ Supervise and monitor the quality of our work;

A handwritten signature in blue ink, appearing to read 'Greg Lowe'.

Greg Lowe
Group Chief Executive

- ▶ Embed management systems that facilitate a consistent and appropriate quality of output;
- ▶ Comply with all relevant legislation, compliance obligations and voluntary standards to which we subscribe;
- ▶ Drive ongoing review and continual improvement, consistent with enhancing the effectiveness of our management systems;
- ▶ Confirm our compliance with, and the appropriateness of, our systems through internal and external audits;
- ▶ Seek to deliver sustainable outcomes for our clients and our business

Delivering on our quality commitment is fundamental to delivering on our purpose to 'make everyday better', and our core business values of Partnership, Tenacity, Enjoyment and Care.

April 2020