



# Quality

## Purpose

This policy statement covers Mott MacDonald's quality management arrangements and applies to Mott MacDonald worldwide.

## Commitment

The Group is committed to relentless focus on excellence for all products and services:

- We maintain a strong culture of quality and business excellence
- We use our global expertise to continually improve the quality of our products and services
- Our processes ensure that we meet client needs while maintaining compliance with legislation

## Responsibility

We comply with all legal, regulatory and other applicable requirements in each territory in which we work.

An executive board director is responsible for this policy and for the effective implementation, operation and review of quality management.

General managers are responsible for monitoring and reviewing the implementation of quality management requirements in their operations.

Project principals are responsible for the quality of our projects.

We ensure our partners and supply chain meet the expectations of our quality policies, directives and requirements.

All staff are responsible for application of the quality processes on projects.

## Approach

We work with our clients, partners and other stakeholders to develop solutions that meet the requirements of our clients. To do this we:

- Maintain certification to ISO 9001: Quality Management Systems
- Have a Group head of excellence, leading a network of regional technical excellence leaders, digital leaders and practice leaders to deliver excellence and digital innovation
- Assess and treat uncertainty, both risk and opportunity, to enable us to deliver successful projects.
- Support our colleagues to complete their work to the required level of quality and fulfil their potential.
- Monitor and review performance, client feedback and learning to continually improve.

A handwritten signature in black ink, appearing to read 'James Harris'.

**James Harris**  
Executive chair