



Quality

Purpose

This policy statement covers Mott MacDonald's Quality Management arrangements and applies to Mott MacDonald worldwide.

Commitment

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

- We maintain a strong culture of quality and business excellence, based on transparency, trust and respect.
- We use our global expertise to continually improve the quality of our products and services.
- Our processes ensure that we meet client needs whilst maintaining compliance with legislation.

Responsibility

It is our responsibility to 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 requirements.

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.

Our **partners and supply chain** must demonstrate that they meet the expectations of our quality policies, directives and requirements.

All staff are responsible for application of the quality processes on projects and in their everyday work.

Approach

We work with our clients, partners and others to develop solutions that maintain and improve the quality of our products, services and projects and ultimately our businesses.

To do this we:

- Operate a business management system which is certified to ISO 9001.
- Have a Group technical director to lead a network of regional technical excellence, digital leaders and knowledge managers to deliver excellence and apply digital innovation to each assignment.
- Assess uncertainty, both risk and opportunity, to identify proportionate treatment plans that enable us to deliver successful projects.
- Enable 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 the way we manage.
- Quality to meet the needs of society, our business, our people and our clients.

Mike Haigh
Executive Chair