



# Quality

## Commitment

- The Group is committed to delivering products and services of a high quality.
- We aim to build 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 operations and services, while meeting clients' needs and remaining compliant with legislation and regulation.

## Responsibility

- The Group managing 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, as agreed with clients.
- All staff are responsible for application of the quality management requirements on projects.

## Approach

- We operate a business management system certified to ISO 9001.
- We comply with all legal, regulatory and other applicable requirements in every country in which we work.
- We work with our clients and others to develop solutions that maintain and improve the quality of our services and projects.
- The quality of equipment, goods, materials and services we procure is important and we work with suppliers whose quality policies and strategies are aligned with our own.
- We develop and train our staff to enable them to complete their work to the appropriate quality standards.
- Analysis, review, feedback and learning enable us to continually improve the way we manage quality, ensuring we meet the needs of our business, our staff and our clients.

Keith Howells  
Chairman