

## Quality policy statement

We work hard to provide our clients with a consistently high-quality service, delivered by our customer focussed management team and designers to achieve our desire to be 'first choice'.

Achieving quality and consistency' is one of the three pillars of our Business Plan:

*Identify and improve technical quality and consistency of our offering bringing out best practice, streamlining processes and harnessing our BIM Capability.*

The Integrated Management System (IMS) sets out the framework and processes to achieving these objectives in the way in which our projects are managed; requirements identified; documents developed and controlled; risks identified and mitigated; and ultimately a consistent client experience achieved across all of our offices. We are committed to continually improving our product and processes bringing out best practice and learning from our experiences.

To manage this commitment, we operate an independently certified Quality Management System which meets the requirements of ISO 9001:2015.

Our people work to the IMS and are encouraged to contribute to its application and effectiveness to achieve our overall business objectives.

Improving the overall quality of our services is integral to our system, which is why regular reviews of feedback from our clients and fellow professionals is undertaken. By monitoring this feedback and implementing changes to our working practices, we aim to achieve continual improvement in all areas of the services we provide.

Our Partners are fully committed to the IMS and believe that it is flexible enough to promote innovation without exposing our clients to unnecessary risk.

In addition to this Quality Policy Statement, individual quality policies relating to the clauses contained in ISO 9001 can be found in the Quality Manual and these policies are communicated through induction, company intranet, and staff meetings/briefings.



Signed: ..... Peter Anderson – Managing Partner

Date: 2<sup>nd</sup> January 2024  
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