

## QUALITY POLICY

At Waterman Group, we are a family of talented people, passionate about providing high quality service and establishing friendly and trusted relationships with our colleagues, clients and other stakeholders. As a multidisciplinary consultancy we are experienced in collaborative working to offer expert advice and sustainable design solutions to improve society and the built environment.

We have implemented and maintained an Integrated Management System which is certified to ISO 9001:2015. This is the foundation of our operational resilience and effectiveness in delivering a high-quality service to our clients.

We aim to:

- Consistently provide a high-quality service to our clients and exceed expectations so they want to work with us again.
- Work on exciting and challenging projects that improve communities and society whilst protecting the environment.
- To receive recognition for our innovation and technical excellence.

We will:

- Set and monitor quality objectives in line with the strategic direction of the Group.
- Satisfy customer and applicable statutory and regulatory requirements.
- Recruit talented people and supply them with suitable inductions in the use of our integrated management system.
- Establish graduate and apprenticeship schemes to mentor and coach the next generation of engineers and consultants.
- Provide competent people to deliver our professional services.
- Promote on-going training, continuous personal development and encourage professionally recognised qualifications or chartership status.
- Pursue a culture of excellence through peer reviews and knowledge sharing across technical disciplines.
- Work with other organisations, suppliers, and clients to establish and maintain the highest quality standards.
- Continually improve our quality performance and our Integrated Management System.

The Board of Directors are fully committed to the above statements and actively encourage a similar commitment by personnel at all levels of the Company.

This policy is reviewed and approved at least annually or more frequently, if appropriate.



**Nick Taylor**  
**Chief Executive**  
**Waterman Group plc**