

QUALITY POLICY

COWI UK Ltd is a company of consulting civil and structural engineers, specialising in bridges, tunnel and marine projects. We undertake projects at our offices in Bristol, Derby, Glasgow, Hong Kong, London and York, with our business support division located in Uttoxeter. We are a subsidiary of the COWI Group.

We acknowledge our statutory and regulatory obligations with regards to quality. It is our objective to undertake our business in a manner that conforms to the Client's requirements and current best practice. We aim to provide a high professional, flexible and responsive service to our clients. We are committed to continual improvement in quality standards and adhere to the principles of BS EN ISO 9001.

IN PARTICULAR WE SHALL:

- > Ensure that clients are satisfied with the standard of performance and quality of services produced by the company
- > Ensure that continual improvement and monitoring regarding performance, targets and objectives is undertaken
- > Ensure that any complaints are dealt with and lessons learned are implemented throughout the business and incorporated into the company culture
- > Ensure that our designs and services are carried out utilising a systematic, planned and cost effective quality system that meets the requirements of BS EN SO 9001
- > Ensure that our employees, including sub-contractors and sub-consultants, are responsible for working in a manner which maintains quality standards
- > Ensure compliance with all relevant legislation and codes of practice and where no regulation exists, we shall set our own standards in accordance with industry best practice
- > Ensure office practices achieve continual improvement in overall quality performance
- > Ensure that quality policy and objectives are established and reviewed at least annually.

WE INTEND TO IMPROVE QUALITY STANDARDS THROUGH:

- > Reviewing this Quality Policy annually or more frequently depending on legislation changes or changes in work practice.
- > Continual monitoring of customer satisfaction by assessing the quantity of repeat business and reviewing feedback from customer satisfaction questionnaires.
- > Training of employees on internal procedures with respect to quality.
- > Ongoing review and auditing of quality procedures and performance to ascertain where procedures require improvement or staff require training
- > Ongoing review and re-establishment of policy, objectives, targets and Key Performance Indicators (KPIs)
- > Commitment of adequate resources and infrastructure to ensure the above
- > Manage our quality systems according to the principles of BS EN ISO 9001.

ACCOUNTABILITY AND RESPONSIBILITY

The Board of Directors is ultimately responsible for establishing and maintaining quality standards and objectives.

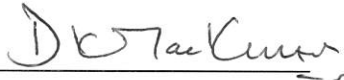
The Executive Director responsible for Quality is responsible for raising any quality issues to the attention of the Board of Directors for action and additional allocation of resources where required.

The Executive Director responsible for Quality and the Quality Manager are responsible for monitoring quality processes, recommending and implementing changes and for the issue of quality related instructions.

ALL EMPLOYEES HAVE A RESPONSIBILITY:

- > To ensure they are fully aware of how they can add value to their clients
- > To cooperate with the company and implement the quality management system in their day to day work
- > To report any quality issues to the Quality Manager or Executive Director responsible for Quality
- > To help implement this policy.

Signed: _____



David MacKenzie

Executive Director responsible for Quality

COWI UK Ltd

07/03/2019