

# GROUP QUALITY POLICY STATEMENT

August 2023

**McLaughlin & Harvey strive to apply best practice to all of our operations through effective leadership, communication and teamwork.**

By establishing best practices as a minimum standard, we ensure that a common approach is taken to follow and continually improve our processes; enhancing communications, being open to greater opportunities, and managing business risks effectively.

We are committed to providing the highest quality products and services to our clients and stakeholders by operating and maintaining our integrated management system which incorporates the requirements of the quality management standard ISO 9001:2015. We proactively work with our colleagues, clients, supply chain and interested parties in ensuring service delivery is achieved to the highest standard.

**To ensure effective implementation of this policy we will:**

- Promote effective leadership through consistent management reviews, leadership tours and target monitoring of our quality KPIs;
- Comply with all customer, regulatory, and statutory requirements to deliver compliance;
- Ensure the foundations of effective project management are established and maintained through our integrated management system processes and procedures;
- Monitor and evaluate our quality performance;
- Continually improve, develop and maintain our integrated management system processes based on performance evaluations, lessons learned, feedback, business reviews and continual improvement workshops
- Ensure the suitability of our resources and enabling personal development by undertaking appropriate ongoing performance evaluations based on skills, competency, knowledge and experience, and providing the necessary support, coaching and training to enable them to reach their full potential;
- Provide an ongoing focus on principal design, change management, and technological innovations such as BIM and digital quality assurance;
- Ensure the suitability and support of our supply chain through supervision, appropriate competency reviews and ongoing performance evaluations;

- Continue to create a culture that focuses on empowering our people to become responsible experts in their roles in order to achieve high-quality standards;
- Ensure progress against our quality objectives is measured, monitored and reported through setting, updating and publishing quality key performance indicators and associated performance targets to drive improvement.

We will bring this policy to the attention of our employees, all businesses within the Group, our supply chain partners and other interested parties, as collectively their support and professionalism is essential in making it truly effective.



**Philip Cheevers**  
McLaughlin & Harvey