

# Group Quality Policy Statement

## June 2019



### 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 product and services to our Clients and Stakeholders by operating and maintaining our Integrated Management System (IMS), which incorporates the requirements of the quality management standard ISO 9001:2015. We pro-actively work with our Colleagues, Clients, Supply Chain and Interested Parties in ensuring service delivery is achieved to the highest standard by:

- Effective leadership through consistent Management Reviews and Objective and Target Monitoring;
- Ensuring the foundations of effective project management are established and maintained through our IMS processes;
- Continually monitoring and evaluating the quality of our project management, technical and commercial delivery and performance through SHEQ Audits and risk-based IMS Reviews;
- Continually improving and developing our integrated management system processes based on performance evaluations and lessons learned, feedback, business reviews, best practices, non-conformances and continual improvement workshops;
- Ensuring 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;
- Providing an ongoing focus on principal design, change management and technological innovations such as BIM;
- Ensuring the suitability and support of our Supply Chain through supervision, appropriate competency reviews and ongoing performance evaluations.

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