

## OUR COMMITMENT

SYSTRA LIMITED – UK & IRELAND is committed to providing a service which meets and exceeds our customer requirements, on time and within budget. Quality standards are critical to the success of our business and are an integral part of our company processes.

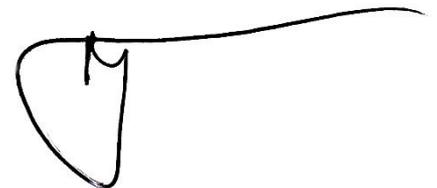
We have an established Quality Management System which is certified to ISO 9001: 2015 and together with our Health & Safety and Environmental systems this forms our Integrated Management System.

SYSTRA is committed to:

- Regularly reviewing the needs and expectations of our clients and initiate continual improvement activities to ensure that we meet these
  - Using the quality management system as a tool to achieve and share best practice
  - Ensuring that client and applicable statutory and regulatory requirements are identified, understood and consistently met
  - Ensuring continual improvement in the quality and consistency of the service that we provide, by setting and reviewing progress towards objectives, targets and programmes
  - Ensuring all colleagues are competent to carry out the duties required of them
- Operating effective supplier management processes to ensure our suppliers can provide a safe and reliable service that meets our requirements

We are committed to ensuring that this Policy is understood, implemented and maintained at all levels within our organisation and that appropriate resources are provided to ensure that our integrated Business Management System is managed, and that performance is continually measured and improved.

This policy is reviewed annually by the SYSTRA LIMITED – UK & IRELAND Executive Board and is available to interested parties upon request.



**Nick Salt**  
CEO  
SYSTRA LIMITED - UK & IRELAND  
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