

QUALITY POLICY STATEMENT

1 Objective

It is our objective to undertake our business in a manner that conforms to the Client's and any other applicable requirements and current best practice. We aim to provide a high professional, flexible and responsive service. We are committed to continual improvement in quality standards and adhere to BS EN ISO 9001 principles.

2 Scope

COWI in the UK & Ireland are companies of consulting professionals, specialising in the design and development of transportation infrastructure and energy projects. We undertake projects at our offices in Bristol, Derby, Dublin, Glasgow, London and York. We are a subsidiary of COWI A/S.

3 Policy statement

We comply with COWI Group Quality Policy, which states:

We provide confidence in our services by developing and applying uniform tools and controls that support a global COWI mindset, while enabling us to tailor to customers' local needs

We have clear written agreements with our customers and collaboration partners

We identify risks and mitigate them in due time

We develop our services and improve our methods on a regular basis

We control and approve all our products and services

We use planning actively on our projects

IN PARTICULAR WE SHALL:

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6.0	31 ST March 2025	AIMA	CJW	ANSL	1 st March 2026

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 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 processes with respect to our Integrated Management System

Commitment of adequate resources and infrastructure to ensure the above

All employees have a responsibility:

- › To ensure they are fully aware of how they can add value to their clients
- › To avoid any activity which might lead to, or suggest a breach of this policy
- › To cooperate with the company and implement the integrated management system within their day-to-day work
- › To report any quality issues to the Head of Quality UK or Group Process and Quality
- › To co-operate with the company and undertake the required training
- › To help implement this policy.

Signed: 

Andrew Sloan
Senior Vice President
COWI UK Limited

31st March 2025