

## GROUP QUALITY POLICY STATEMENT

The RPS Group plc (RPS) undertakes consultancy in the fields of planning, transport, architecture, landscape and urban design, civil and structural engineering, building services, environmental sciences, risk management, energy resources, carbon management, water supply and network management. The objective of the Group is to provide a quality integrated service to its clients using skilled and professional staff, ensuring:

- requirements are met precisely in an efficient, timely and cost-effective manner, and
- the understanding and commitment by members of staff to the Quality Management System.

It is Group policy to provide a framework for setting quality objectives and to maintain and implement a documented Quality Management System which satisfies as a minimum the requirements of ISO 9001:2015, through the:

- documenting of procedures to control the quality of services;
- maintaining of records to control and show compliance with the clients' and quality requirements;
- recording and taking of any corrective measures necessary to ensure the quality of the service provided;
- taking appropriate preventive measures to improve quality and minimise the possibility of unsatisfactory service;
- monitoring of the system at regular intervals in order to ensure its continuing and improving effectiveness.



John Douglas  
Chief Executive  
On behalf of the Board

07 February 2020