

TerraConsult Ltd

Quality Policy Statement

TerraConsult is committed to satisfying the requirements and expectations of its clients, including applicable statutory and regulatory requirements, through the provision of technically excellent and cost effective professional services within required programme constraints.

The Company is committed to continual improvement in environmental performance through a comprehensive Quality Management System. This QMS is certified by BSI to ISO 9001:2015. The QMS is process based and client focused, to provide the basis from which TerraConsult's quality commitment is delivered. All the Company's business activities shall be planned and controlled within the framework of the QMS.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing clients, potential clients and independent auditing authorities. We recognise that our operations can have an effect on the local, regional and global environment.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continual improvement of the effectiveness of the system for all. This policy is provided and explained to each employee as part of the staff induction process and recorded accordingly.

It is the Company's policy to:

- provide a suitably experienced project manager supported by a professional and suitably qualified team, to control every project;
- satisfy all project requirements in a cost effective manner;
- continually improve the methods used to deliver our services;
- provide written policies and procedures relating to quality issues to define systems and checks to ensure that all contracts taken on by the Company are delivered within its technical competence and available resources;
- provide procedures to ensure that technical data, interpretation of data, and methods of calculation and design, are competently carried out, adequately checked and reviewed;
- continually seek ways and means to increase our client satisfaction and monitor the results of such;
- ensure employee involvement in the development and improvement of the business;
- maintain a suitable environment for staff;
- select and monitor suppliers who can assist the Company in fulfilling these objectives;
- set objectives and targets to continually improve its quality performance;
- review this policy on at least an annual basis.

J P Martin

John Martin
Managing Director
6th July 2018
IMS-PS003 Issue 11