

# Quality Policy Statement



## Republic of Ireland

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Revision 8

It is the policy of Grontmij to take all reasonable actions to satisfy our customers by meeting and where possible exceeding their specified requirements. We achieve this by developing and implementing processes which enable us to design, develop and construct solutions to meet customers' needs. Through improved levels of customer satisfaction and employee involvement in our quality programme we seek to achieve business excellence.

The Company operates an Integrated Management System (IMS) that is certified to BS EN ISO 9001:2008 and actively seeks to maintain certification to this standard. The IMS is an intranet based system, which encompasses the whole business processes, provides a framework to manage projects through the entire lifecycle, ensuring consistency of approach across multiple locations and successful delivery of high quality projects.

The Company recognises that its people are its greatest asset and has achieved 'Investors in People' accreditation. Grontmij ensures that its employees receive relevant training to enable them to be competent in their areas of work, including their responsibilities for quality. As part of the Performance Development Review (PDR) process, quality related competencies are reviewed and SMART (Specific, Measurable, Achievable, Realistic, Time) objectives set for each employee.

Employees are actively encouraged to seek customer feedback, both from internal and external customers, which is used to assist with continual improvement. Employees are also involved in quality improvement programmes within the Company to help it achieve its quality objectives.

The Company's quality objectives are defined and aligned to its business objectives. Progress is monitored and reported on a regular basis and communicated as appropriate.

The Company conducts internal audits to monitor all activities and processes for compliance, to determine whether Grontmij's IMS is effectively implemented and maintained and to ensure best practice is identified and shared across the business. The Company has also defined processes to address non-conformance through implementation of effective corrective and preventive action. Outcome of audits and surveillance are complemented by customer satisfaction results, staff feedback and a suite of business performance indicators, enabling Grontmij to benchmark itself both internally and externally with other similar organisations within its field of operations and take necessary actions to continually improve its Management System and processes.

In the spirit of continuous improvement, the Company embarked upon a Performance Improvement Programme (PIP), a long term initiative of the review and improvement of its IMS to ensure Grontmij is equipped with the best in class Management System and processes.

This policy statement is available for Company's employees and external parties through IMS intranet and Company's website, respectively. It is reviewed on an annual basis or as required to suit changes in the size and nature of the Company, its activities and relevant changes to legislation requirements.

**Signed:**

A handwritten signature in blue ink, appearing to read 'Lawrence Hughes'.

**Date: 21 January 2010**

**Lawrence Hughes  
(Managing Director)**

**Next review due January 2011**