

## WRC Quality Policy Statement

### *Value, Quality, Velocity*

#### Senior Management Commitment

Quality is an integral part of our WRC business principles which guide our actions to deliver projects and services that are innovative, thought and practice leading and preferred by our clients. They are essential to WRC to be the leading water, gas, resource efficiency and toxicology consulting services business, preferred by clients.

This requires everybody to be engaged, to understand their part in setting and achieving our quality objectives and to feel empowered to take action in order to protect our clients and our brand. It requires us to continually challenge ourselves to improve the quality management system and to actively participate and promote quality amongst all colleagues and partners through standards, education, training, coaching, supervision, and effective communication.



Mark Smith, CEO

#### Quality Policy

WRC is committed to delivering value and quality at pace to our clients. Our objective is to be established leaders that deliver innovative, practical, implementable and sustainable solutions through collaboration and technical excellence.

We practice:

- **Effective client collaboration:** working closely with our clients to understand their needs and objectives and to develop and implement innovative valued solutions;
- **Project delivery excellence:** improving the quality of our project management and delivery to ensure that work is delivered to our clients on time, quality and budget;
- **Client and regulatory driven continuous improvement:** seeking client feedback and understanding regulatory changes to ensure we are meeting or exceeding our client's expectations and promoting a culture of continual improvement;
- **Attracting exceptional people:** to work at WRC and providing a programme of suitable training and professional development for all staff in order to define and deliver on client requirements;
- **Strong supply chain management:** ensuring the suitability and effectiveness of our suppliers and sub-contractors.

#### WRC's Quality Management System

We:

- ensure full alignment to and compliance with ISO 9001:2015 standards and any other prevailing regulatory and statutory requirements;
- have clear quality standards and criteria at project and activity levels against which we accept or fail delivery outputs;
- have a process based management system, with active senior management involvement, focused on the delivery of value, quality and velocity to clients and the interests of myriad stakeholders in our business and proactively manage risks and opportunities associated with our interactions with those clients and interested parties;
- have a LeanAgile continuous improvement management system and cycle of 'Plan – Do – Check – Act' at the level of daily, fortnightly sprints, projects and the overall business to drive improvement.

#### THIS POLICY STATEMENT SUPERSEDES ALL PREVIOUS ISSUES

Last Reviewed: October 2018

Next review: October 2019

