

# Quality Policy Statement

Buro Happold aims to provide the best integrated multi-disciplinary strategic consultancy and engineering consultancy service in the built environment, that is on time, to budget and delivers excellent value for money.

We understand that good relationships are the key to communicating the value we can bring based on the principles of care, value and elegance established when the business was founded

In order to achieve these aims, the Directors of Buro Happold are committed to operating a quality management system that assures we

- Achieve Client satisfaction in all aspects of our services by the attention to detail and the application of systematic procedures, and
- Provide a system that is clear, logical and as simple as possible, as a means of achieving management objectives and continually improving our quality processes.

Furthermore, we will ensure that our quality management system complies with, and is independently certified to, ISO 9001 by a reputable certification body.

Senior staff, at all levels in the organisation, are responsible for ensuring that their staff are instructed in, understand and comply with the requirements of the QMS. Responsibility for the maintenance, review and improvement of the QMS is given to the Systems Development Manager who acts as the Management Representative.

  
Gavin Thompson  
Chief Executive Officer  
January 2011



Registration No. LRQ938983 covering the UK, Berlin, Warsaw and New York