



LUC's Quality Policy

LUC's Quality Management System (QMS) was originally registered to ISO 9001: 2008 standard in March 2011 (BSI Registration Number FS 566056). It was renewed most recently in November 2013.

LUC's Project Management System (PMS) is central to the QMS. We recognise that continuous review and improvement of the PMS and other related systems, is key to the consistent, timely and quality delivery of projects for our clients.

LUC is committed to the following objectives in line with our LUC Strategy:

- To improve business efficiency through the quality management approach, the application of advanced business information management systems and effective and efficient leadership and governance in order to:
 - consolidate our position as a leading provider of environmental planning, design and management solutions, and
 - differentiate ourselves as a consultancy that is passionate about delivering excellent value for clients and consistently making a positive difference through the work we do
- Placing client satisfaction at the heart of our business. Actively pursuing feedback on our performance, and demonstrating how we act on that feedback
- To present a practical, professional, innovative, business-oriented approach to meet client, statutory and regulatory requirements, using sophisticated business management software to ensure client relationships are managed in an efficient and mutually beneficial manner
- To deliver continuous improvement through enhancements to the project management system across all business units
- To further develop and improve our staff, continuing education and investment and promoting the values that we share and which strengthen LUC
- To monitor the quality management credentials and performance of sub-consultants and sub-contractors engaged by LUC, and thereby continually improve the quality of sub-consulted project work for our clients

Jennette Emery-Wallis

Review Date: 28th February 2017

Signed on behalf of the LUC Board

Date: 28th February 2016



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