



### **LUC's Quality Policy**

LUC's Quality Management System (QMS) was originally registered in March 2011 (BSI Registration Number FS 566056). It was transitioned in December 2017 to the revised ISO 9001:2015 standard and was re-certified in December 2019.

The way that LUC manages its projects is central to the QMS. We recognise that continuous review and improvement of the QMS is key to the consistent, timely and high-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, embracing new technology and technological approaches and consistently making a positive difference through the work we do.
- To place 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. This includes the use of sophisticated business management software to ensure client relationships are managed in an efficient and mutually beneficial manner and to ensure that pricing and resourcing are set smartly in order to keep win rates high.
- To deliver continuous improvement through enhancements to the quality 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.

Andrew Clarke

Signed on behalf of the LUC Board

Next Review Date:

Date: 29th January 2020

27th January 2021

