

Excellence in delivery

ATKINS

Atkins is committed to providing excellent standards of service to our customers. We aspire to lead industry best practice in all of our operations.

We ensure this is achieved through application of a business management system framework, enabling our businesses to develop management systems which comply with defined requirements and which are appropriate to their needs. Our businesses are accountable for reinforcing this policy and are committed to ensuring that defined requirements and the aspirations of our corporate policy are achieved.

We pursue this commitment by:

- Setting quality objectives and targets as part of our overall business strategy
- Providing adequate resources, training and the appointment of competent professionals
- The implementation of procedures and other business controls as necessary to ensure client requirements are achieved
- Ensuring the suitability and effectiveness of our suppliers and partners in delivering the requirements of this policy
- Reviewing planned arrangements and our performance against stated objectives and publishing the results in our Corporate Responsibility report
- Continually improving the effectiveness of the management system and in turn, the quality of services we provide to our clients.

Management systems are maintained to meet and exceed the requirements of International Standard ISO 9001:2000 (Quality Management Systems), working towards ISO 9001:2008, and other sector-specific equivalents, as appropriate.

We look to our employees' support and professionalism in making this policy truly effective on behalf of Atkins.



Keith Clarke

Chief Executive
October 2009