



Quality Policy - QMS

Morrison Hershfield, through its Business Units, is committed to achieving and sustaining high levels of client satisfaction, retention and referrals. To this end, we seek to attract and retain the most highly qualified and capable people to deliver top notch engineering consulting services and projects that meet all client requirements in a manner that delights our existing clients and attracts new ones to our company. We will always:

- Act in the best interest of our clients, committing to work in the spirit of partnership and cooperation leading to client satisfaction;
- Deploy quality management principles and practices to achieve high levels of client satisfaction and operational efficiencies;
- Meet our committed project requirements and abide by applicable standards and codes;
- Communicate openly and honestly to ensure stakeholders requirements are understood and any concerns are addressed and resolved;
- Aim to establish relationships with organizations that share similar core values and principles;
- Ensure that employees know and understand their roles and responsibilities;
- Maintain a safe and healthy work environment;
- Maintain effective human resources practices to ensure that we treat each other with honesty, fairness and respect;
- Support the development of our people's skills and competencies and promote effective teamwork;
- Seek out technical advancement and encourage and support Morrison Hershfield representation on relevant industry committees;
- Exercise strong business acumen focused on quality as a strategic aspect for the achievement of profitability targets and providing ongoing support to the successful deployments of current and future business strategies;
- Maintain prudent financial controls and operational risk management practices as integral components of an effective quality management framework.

To ensure that this commitment is backed up by positive actions, we maintain a Quality Management System in accordance with ISO 9001 international standards. We review and improve the effectiveness of this system on a continual basis.

Catherine Karakatsanis

Catherine Karakatsanis, P.Eng., Chief Operating Officer