

Quality Policy

Purpose

Quality management is a fundamental and mandatory element in managing each and every **Arcadis (formally IBI Group)** project. Effective quality management enables Arcadis to:

- Consistently provide services and products that meet or exceed client requirements and expectations, in line with applicable statutory and regulatory requirements;
- Satisfy and expand Arcadis' global client base through the reliable performance of Arcadis' project teams;
- Maintain Arcadis' standing, credibility and reputation with third parties including professional associations, public agencies, financial institutions, investors and the general public;
- Address risks and opportunities associated with our business and objectives;
- Grow and diversify our core businesses; and
- Demonstrate conformity to the ISO 9001 standard.

Policy

Arcadis (formally IBI Group) is committed to continuous improvement in the effectiveness of its Quality Management System and its application to the firm's portfolio of projects.

Guidelines

This commitment is achieved by:

1. Maintaining an environment of professional and technical integrity and pride;
2. Developing effective working relationships with clients and related third parties;
3. Encouraging personal and professional growth within the firm; and
4. Demonstrating continuous improvement in the firm's business processes.



Goals and Objectives

The following goals and objectives are used to measure the firm's progress:

GOALS	OBJECTIVES
Growth	Grow our fee-based professional services business
Financial	Provide a stable, sustainable financial base
Operations	Maximize efficiency and effectiveness
Talent	Nurture and develop our internal pool of talent
Agility	Increase flexibility, adaptability, and resilience

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