

## Quality Policy

We care deeply about our work and seek to produce better outcomes for our clients, the public and our planet. Through our collaborative spirit, independent thinking, and holistic approach we produce work of quality that improves the built environment and sets new expectations for our industry.

### Aims

Provide advice and design solutions that are efficient, effective, and innovative; that generate outcomes that exceed expectations, improve society, and support sustainable development.

Provide a high level of service to our clients; one that they will want to repeat.

Create elegant, coordinated, robust and accurate deliverables; containing the right information that is readily accessible.

### We will

Recruit talented people from diverse backgrounds who share our aims; and provide the right conditions and opportunities for them to flourish.

Give our people the freedom to be creative and to learn.

Build long-term trusted, empathetic relationships with our clients and collaborators.

Pursue a culture of enquiry, strengthen internal collaboration, and share our knowledge.

Invest in advancing our design, digital and professional skills, and our strategic thinking.

Seek to work with clients, partners, agents, advisors, and suppliers whose commitments and values are consistent with our own.

Continually improve quality through our management system certificated to ISO 9001.

### Governance

This policy is set by the Group Board and implemented across all Arup operations through rules, procedures, training and guidance.

It is reviewed and approved annually, or more frequently if appropriate.

The Quality Director acts for Arup in ensuring that plans are developed and implemented to enable us to reach the aims set out in this policy while fulfilling applicable legal, regulatory, and other requirements.

**“Our work should be interesting and rewarding. Only a job done well - as well as we can do it – and as well as it can be done – is that. We must therefore strive for quality in what we do, and never be satisfied with the second-rate.”**

Ove Arup, 1970



Jerome Frost  
Chair, Arup Group Limited  
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