

It is Grontmij policy to take all reasonable actions to satisfy our customers by meeting and where possible exceeding their specified requirements. We achieve this by developing and implementing processes which enable us to design, develop and deliver solutions to meet customers' needs. Through improved levels of customer satisfaction and employee involvement in our quality programme we seek to achieve business excellence.

The Company operates an Integrated Management System (IMS) that is certified to BS EN ISO 9001:2008 and actively manage compliance to this standard. The IMS is an intranet based system, which encompasses our business processes, provides a framework to manage projects through the entire lifecycle and ensures a consistency of approach across multiple locations and successful delivery of high quality projects.

The Company recognises that its people are its greatest asset and has achieved 'Investors in People' certification. Grontmij ensures that its employees receive relevant training to enable them to be competent in their areas of work, including their responsibilities for quality. As part of the Performance Development Review (PDR) process, quality related competencies are reviewed and specific objectives set for each employee.

Employees are actively encouraged to seek customer feedback, both internally and externally, which is used to assist with continual improvement. Employees are also involved in quality improvement programmes within the business to help it achieve its quality objectives. The Company's quality objectives are defined and aligned to its business objectives with progress monitored and reported on a regular basis and communicated as appropriate.

The Company conducts internal audits to monitor projects and processes for compliance, to determine whether Grontmij's IMS is effectively implemented and maintained and to ensure best practice is identified and shared across the business. The Company has also defined processes to address non-conformance through implementation of effective corrective and preventive actions. The outcome of audits and surveillance are supplemented by customer satisfaction results, staff feedback and a suite of business performance indicators, enabling Grontmij to benchmark itself both internally and externally with other similar organisations and take necessary actions to continually improve its Management System and processes.

This policy statement is available for Company's employees and external parties via the intranet IMS and Company's website, respectively. It is reviewed on an annual basis or as required to suit changes in the size and nature of the organisation, its activities and relevant changes to legislation requirements.

Signed



John Chubb - Managing Director

Date: 11 January 2011

Next review due January 2012