

## HYDRO-LOGIC SERVICES

### QUALITY PRINCIPLES & PRACTICES - LIVING OUR VALUES

#### Committed to Quality

We operate to a BSI-9001 approved Quality System. We don't and won't compromise on the provision of quality services. We care about what we do, why we do it, and who we do it for. We don't and won't cut corners in doing what needs to be done to deliver work that meets the needs of our clients. We promise to do everything we can that is within our control to deliver on time, to budget and to or beyond expectations – every time.

We do this by:<sup>1</sup>

- Assigning quality system duties and responsibilities to key staff, as depicted in the organisation chart.
- Specifying and confirming our clients' needs, and the intended purpose and application of the work to be performed by us, prior to commencement.
- Specifying and confirming time and budget constraints and commensurate quality standards and performance criteria, prior to commencement.
- Appointing an experienced and capable Project Manager to pilot the project to completion, and a senior Project Director to support the Project Manager in delivering the project.
- Appointing a well-qualified team of staff to the project, led by a suitably-experienced Project Manager and keeping that team intact for the duration of the work, to the best of our ability. When any substitution is necessary to this team, we will ensure that the new team is at least as strong as the initial one.
- Appointing a senior member of the Company to act as Project Director, to assist the Project Manager and the Client in the smooth running of the project.
- Defining clear areas of responsibility for all members of the project team, within and beyond the company, and ensuring clear lines of communication between them.
- Requiring all members of the team to "own" their part of the project and the project as a whole, to ensure delivery of the parts and the whole project to scope, time, budget and quality.
- Requiring staff to submit time sheets on a weekly basis to ensure project management data are up to date and to enable effective and regular financial reviews of projects.
- Subjecting technical and written work for review and approval by senior staff to ensure the accuracy and sufficiency of our work.
- Maintaining a written log of: key assumptions, data, data sources, decisions, interpretations and conclusions throughout the lifespan of the project, to act as an on-going and a retrospective audit trail.
- Transposing field data into PC-based systems at the earliest opportunity, and verifying the veracity of final files .
- Keeping our clients informed of progress, variations and options at timely intervals, using project progress reports to record the progression of work and decisions made .
- Recording proposed and agreed changes in scope, timescale and budget in contract variation orders.
- Delivering work to time; or if that is beyond our control, keeping our clients apprised of delays and revised delivery times.
- Delivering work in a format that meets our clients' needs and purposes.
- Seeking to provide added value by flagging observations, and by providing expert comment and opinion to our clients.

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<sup>1</sup> The information presented here summarises the contents of the Company's Quality System Manual, which should be regarded as the definitive source in these matters.

- Seeking to work in partnership with our clients, using contract forms and terms to support beneficial ways of working, under whichever of the options (fixed price, time-based or target-price) suit the circumstances and our client's needs or preferences.
- Passing on the benefits of our developing experience to our clients and our partners.
- Enhancing and extending the capabilities and experience of our staff through: on-the-job experience; self-development; in-house and external training; participation in seminars; workshops and conferences; and professional committees.
- Encouraging staff development by sponsoring their membership of professional bodies such as CIWEM and BHS.
- Enabling staff development by sponsoring their attendance at meetings, training and conferences.
- Implementing an annual appraisal system that rewards outstanding performance and seeks to get the best from each member of staff.
- Working in partnership with complementary specialists in partner companies, to provide integrated leading edge services to our clients and to broaden the experience and awareness of our staff.
- Ensuring that measurement equipment is calibrated and checked routinely in accordance with industry best practice (e.g. ISO, MCERTS, EA procedures) and manufacturers' guidelines.
- Maintaining a BS9001-approved Quality System to control our operating procedures.
- Undertaking thematic and specific-project audits of compliance against our Quality System.
- Developing ourselves and our Quality System to ensure that what we do and how we operate is fit for purpose and fit for the future.

Signed:



Name: Dr Colin Fenn

Position: Director

**This document to be reviewed at all board meetings. Date: January 2017 Version 1.1**