

Quality Policy Statement
I-07-06

Date
08.03.2018

FLUID DESIGN LTD/TA FLUID QUALITY POLICY STATEMENT

This is a Controlled Company Document protected by our ISO 9001 Quality Management System. Updates and changes may only be made through an agreed change note and with approval of Fluid's Directors.

Fluid Design Ltd / Trading as Fluid is dedicated to the pursuit of excellence on the research, design and delivery of leading edge projects. Our response performance to project objectives and challenges is considered paramount, to the continuance of company reputation, growth potential as well as the future success of the urban environment. The directors have endorsed this quality policy and they fully support its implementation and continual improvement.

The Directors and the Quality Management Representative are responsible for ensuring that the policy is communicated, understood, implemented and maintained at all levels within the company. Fluid is committed to the production of successful, sustainable and exceptional places through research based, socially driven built environment projects. It is our policy to generate and implement appropriate, robust and innovative processes to ensure we meet and exceed client, end user, policy and regulatory requirements as well as place and design objectives established through research. This will be achieved through setting clear objectives that guide how we achieve best practice at every stage of a project delivery.

These objectives (listed below) will be documented, allocated targets and timescales and will be periodically monitored and reviewed. The results will be communicated throughout the Company and to our clients, suppliers and contractors as well as end users and trade associations as appropriate.

Fluid's quality objectives are:

- That client and user requirements and expectations are fully understood, standards established, and service delivery continually monitored against these
- Best practice and deep place-based research and understanding are promoted and used to inspire and challenge our clients and end users to look beyond their requirements to support wider social and environmental benefits and successful places for all.
- To adhere to and exceed guidance laid down by the RIBA, HCLG, The Mayor of London, the Environment Agency and Cabi/Design Council as well as Local Authorities in the execution of our work in architecture, urbanism and participatory design.
- Our projects meet regulatory standards including the Building Regulations, CDM and Health & Safety Policy.
- The right organisation, facilities and qualified and experienced people are in place to deliver quality products and services to fulfil client and project requirements effectively and efficiently.

FLUID
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- A practice culture and environment is created where this policy and company values are made explicit, explored and tested through office exchanges and project team meetings and director mentoring.
 - All employees are provided with the necessary resources, equipment, software, information instruction and training to fulfil these requirements commensurate with their role.
 - Consideration of the environment through the implementation of our Environmental Management System which complies with the requirements of BS EN ISO 14001:2015.
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Director's signature



Director's signature

