

## Service Delivery Policy

Sir Frederick Snow & Partners Ltd and Snow Consulting Ltd are both professional consulting engineering companies staffed and organised to provide multi-disciplinary engineering and construction consultancy services within the UK and overseas. Commitment to clients and to the highest levels of professional service is one of our prime objectives. The establishment of a Quality Management System to BS EN ISO 9001: 2008 is part of that commitment, and each firm is committed to complying with the requirements and continually improving the effectiveness of our Quality Management System, to monitor, maintain and continuously improve the service that we provide to our clients. This policy forms part of our Quality Management System and responsibility for compliance with it lies with the firms' Directors, managers and staff, as set out in our Quality Manual.

It is our corporate philosophy to work openly and collaboratively with our clients and their other consultants, forming integrated teams that add value to our clients' businesses. We seek not only to comply with all contractual, regulatory and statutory requirements, but to exceed our clients' expectations, taking a broad view of our responsibilities and contributing widely to successful outcomes. We listen to our clients' objectives and concerns, and adopt them as our own, using the processes and procedures of our Quality Management System to progressively improve our performance.

We are committed to the provision of Director led teams, and a Director takes personal responsibility for the services that we provide to each client, actively leads our staff and is readily available to the client to discuss any aspect of the relevant commission.

We deliver our services through our staff, and it is our policy to recruit good quality people, treat them fairly and with respect, provide them with training to maintain and develop their skills and careers, well thought out procedures to work by, and a good quality, supportive environment to allow them to give of their best for our clients.

This policy is reviewed at least once a year and updated as necessary to improve our Quality Management System



Paul Drobig  
Managing Director

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