

# Quality Policy

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At Hatch, quality is a core value. We are passionately committed to the pursuit of a better world through positive change, making lasting contributions to our clients' financial, social, and environmental performance.

We deliver positive change by listening to our clients' requirements, then combining our exceptional ideas with exceptional service to provide valuable solutions across our clients businesses. We learn from organizational knowledge and analyze our business performance to sustain a culture of continual improvement.

## Our commitment

- We deliver excellence, as measured by our clients, when we study, plan, design, construct, and commission safe, sustainable, and innovative solutions.
- We build quality into our deliverables by adhering to the specific requirements outlined by our clients, complying with statutory and regulatory legislations, and observing all applicable codes and standards.

- We complete all client deliverables on time and on budget, and in accordance with our agreed-upon parameters, to deliver stated business outcomes for our clients and for Hatch.
- We uphold a culture of caring for our people.
- We maintain organizational knowledge at every stage of the employee lifecycle, including recruitment, training, and mentoring.
- We are internally motivated to apply a risk-based approach to how we plan, review, and continually improve the Hatch Business System and tools. We ensure these are efficient and effective for delivering practical solutions to our clients.

## Responsibility and accountability

The ultimate accountability for leading the implementation of this policy resides with the CEO, together with senior business leaders and Associates. However, our success depends on every project manager actively implementing this policy on their projects, and on every employee applying a disciplined approach to preparing, checking, approving, and delivering quality deliverables for our clients.

John Bianchini  
Chief Executive Officer  
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