



Quality Statement

HDR aims to consistently provide professional services as trusted experts and problem solvers that satisfy statutory, regulatory and contractual requirements. Recognized leaders in our collaborative approach drives design and delivery expertise as part of continually reinforcing a quality culture in every facet of our business.

To achieve our goals, HDR has developed a Quality Management System (QMS) based on the principles and guidelines set forth by the ISO 9001:2015 international standard for quality management.

Our QMS permeates our business culture and provides the foundations upon which our business processes and systems work together to allow the consistent delivery of client services. To foster cross-business consistency and support continual advancement and evolution, HDR has established the Quality Steering Committee, which reviews, revises, and maintains the policies and procedures of our QMS. HDR also provides an anonymous hotline for employees to report concerns or issues and these reports are addressed through formalized internal audit and compliance mechanisms.

HDR embraces and encourages employee ownership of implementing the principles set forth in our QMS and striving towards achieving our quality objectives, which are led and championed by executive management. We encourage our employees to focus on continual improvement opportunities through their daily activities and workflows to achieve our objectives of client satisfaction and sustain long-term company performance.

A handwritten signature in black ink, appearing to read 'John W. Henderson'.

John W. Henderson
Chief Executive Officer

January 01, 2024