



Hill International

QUALITY MANAGEMENT POLICY

Hill International's long-term business success results from our ability to fully meet our clients' requirements and from a continuous improvement of our management system and services.

Hill International has developed, promoted and implemented a formal and documented Quality Management System, integrating Health & Safety and Environmental elements, in line with the current version of ISO 9001 requirements.

It is **Hill International's** policy to:

- *Consistently meet and attempt to exceed where possible, the agreed Client's requirements in the most cost effective manner by providing a high standard of management and technical expertise;*
- *Promote the implementation of the Quality Management System in accordance with each project's and country's needs, by providing training on the Quality Management System to all staff members;*
- *Establish effective communication with all participants in Hill International's business processes;*
- *Work closely with Clients and respond promptly and effectively to their requirements;*
- *Work together with Consultants and Contractors aiming to attain outputs with the highest quality, safety and environmental standards;*
- *Comply with relevant local and international legislation, regulations, legal and Contracts' requirements;*
- *Identify areas and opportunities for improvement and innovation;*
- *Set-up, deploy, measure and report Quality Objectives to measure the effectiveness of the Quality Management System and to act upon results, when and where needed.*

This is accomplished by employing professional, competent and experienced people with drive and determination to work as a team with our Clients, Contractors, Suppliers and Consultants in a non-adversarial manner.

Implementing the requirements of our management system is the responsibility of all our employees and managers, with the active and visible commitment and support of senior management.

RAOUF S. GHALI
President and Chief Operating Officer
Hill International

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