

Our commitment to quality

We want to take bold and transformative action to leave the environment in a better state. This will require us to work and think differently. We will unlock ideas, innovation and ingenuity in all areas of our business to **continually transform and adapt to respond to the climate emergency**.

To achieve this we will:

Think big, act early and be visible

- **Influence businesses, citizens and communities** to increase their resilience by helping them to adapt to future climate risks.
- **Work even more effectively** with businesses to improve, not just sustain, their environmental performance; and to enhance, not just protect, the environment around us.
- **Make it easy to do business** with by engaging and communicating with people, communities and businesses to provide an efficient, timely and high quality service.

Seek partnership, show leadership

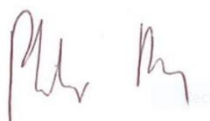
- **Perform as leaders** at all levels by promoting quality, simplifying and improving how we do things, and creating an atmosphere which embraces innovation.
- **Strengthen the partnerships** we currently have and continue to foster new ones to build broader collaborative arrangements that join critical agendas across the economy, health and the environment together.

Take a yes, if approach in all that we do

- **Focus on customer requirements** and strive to exceed customer expectations through continual improvement.
- **Set and promote quality standards** which we maintain by having clear outcome focused processes and procedures that we continually improve to put customers at the heart of everything we do.
- **Set quality objectives** in our action plan and review our progress against them to ensure we continue to provide excellent service.

Operate as one team: support and trust each other to do the right thing

- **Embrace difference and include everyone** by investing in wellbeing and development of employees to provide a skilled, diverse and flexible workforce able to adapt to changes, a culture in which working together across the organisation is the natural way we do things.
- **Grow our skills**, knowledge, capability and confidence in leadership, partnership, and technical topics that we are going to need for the future.
- **Allow freedom within a framework**, empowering people to take action and try innovative ideas to make big and small changes and challenge unsustainable decisions and action.
- **Operate a robust quality management system as one team** to support and trust each other to do the right thing which underpins and enables all of the above.



Philip Duffy – Chief Executive



Alan Lovell – Chair



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