

Quality Management Policy

At TRC we strive for excellence in the services we provide and in the solutions we produce for our clients. We are committed to meeting or exceeding our client expectations and delivering superior solutions. Key tenets of our Quality Management Policy include the following:

- We understand our clients’ goals and embrace them as our own.
- We actively seek and respond to our clients’ feedback regarding the quality of our services
- Our leadership champions and participates in quality activities and reviews.
- Quality performance goals and objectives are periodically reviewed for effectiveness.
- A tiered quality organization is dedicated to the attainment of quality objectives across all levels of TRC’s organization.
- A culture of performance excellence is fostered through the development of staff competencies, empowerment, and personal accountability for quality workmanship.
- Every employee is responsible for compliance with quality requirements in each work activity.
- Project teams are equipped with sufficient skill sets, training, resources, and job tools, as appropriate for each project.
- Risks to quality of services are assessed and managed as appropriate for each project.
- Self-assessments, peer reviews, independent internal audits, and external audits are conducted in accordance with the complexity and risk of each activity.
- Contractors, suppliers, and partners are accountable for compliance with TRC’s quality requirements, policy, and procedures.
- Quality performance is regularly monitored and corrective actions are managed to prevent adverse operational impacts and recurrence.
- Employees at all levels in the organization participate in a program of continual improvement.

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