

Quality Policy

At Arup, delivering work of quality has always been at the centre of who we are and what we do. We shape a better world by solving complex problems that set new expectations for our industry and achieve the best outcome for our clients, the public and our planet. Through the relentless pursuit of excellence and rigour, we will maintain a culture of quality that is continually learning and improving.

Aims

Shape a better world by providing safe, resilient, and regenerative places that enable current and future generations to thrive.

Maintain a culture of quality, based on transparency, trust, diversity, collaboration and mutual respect.

Create elegant solutions that are technically excellent, meeting or where possible, exceeding client expectations.

Deliver outstanding client service, care and satisfaction, where we listen and respond to the needs of our clients.

Adopt a quality mindset, always striving to improve the quality of our solutions and services.

Embrace rigour, ensuring precise and impactful deliverables that align with our client's expectations.



Jerome Frost
CEO, Arup Group Limited
April 2025

We will

Pursue a culture of enquiry, embracing diversity of thought, experiences and expertise as a continual source of improvement.

Promote continuous learning where success and innovation are celebrated, and quality improves through challenge.

Embed quality within our designs, advice, decisions, and project delivery solutions.

Reinforce our commitment through investment in our skills, systems, equipment and capabilities.

Establish effective governance practices on our projects to manage the risks, opportunities, regulatory and contractual obligations.

Adhere with relevant legal requirements, standards, and professional codes.

Implement rigorous checking, oversight and technical assurance that ensures both quality and compliance.

Actively seek performance feedback from our clients, addressing any identified opportunities for improvement.

Empower our members to take responsibility for the quality of their own and their teams' work.

Governance

This Policy is set by Arup Group Board and implemented across all Arup operations through policy, procedures, management systems and learning.

It is reviewed and approved annually, or more frequently if appropriate.

The Quality Director acts for Arup in ensuring that plans are developed and implemented to enable us to reach the aims set out in this policy while fulfilling applicable legal, regulatory, and other requirements.

“Our work should be interesting and rewarding. Only a job done well - as well as we can do it – and as well as it can be done – is that. We must therefore strive for quality in what we do, and never be satisfied with the second-rate.”

Ove Arup, 1970