# Quality Policy

Our quality goal is to protect our reputation with clients, industry colleagues, regulators, and the public. We want our people to have a positive view of quality and we want our quality culture to be flexible, effective, and have efficient processes.

## Why is quality important to Trace?

Trace management wants people to do great work and maintain a reputation as an industry-leading firm. By producing quality work, we are also protecting our ability to sustainably conduct business and employ people.

## Quality program violations

We will educate and train our employees, clients, contractors, subcontractors, and subconsultants to minimize the potential for violations. Trace management will take action against those who knowingly violate quality rules, in the form of disciplinary action, dismissal, or legal action. In addition, Trace may face legal action and fines for violations of regulatory requirements.

## Who is responsible?

Trace management will take an active and visible role in our quality culture and program development and are committed to complying with Trace standards. Managers and supervisors are responsible for identifying training needs, communicating quality risks, and investigating situations of poor quality and client service incidents. Senior leadership team members, Regional Directors, Division Managers, and partners will conduct office and worksite tours. Supervisors will conduct quality inspections.

The Trace Project Manager is the person responsible for implementing the Quality aspects of Trace's Health, Safety, Environment, and Quality Management System. The Trace Project Manager will ensure their team plans and documents how specified quality will be met, by preparing and implementing work plans, confirming workers are competent, and standard operating procedures are followed.

Workers will practice quality work, provide feedback to management, follow rules, report continuous improvement ideas, eliminate and control quality risks, and focus on positivity and coaching. Everyone at Trace is a quality leader and has the right and responsibility to refuse to do work, when they are not competent, or that is poor quality.

By fulfilling our quality responsibilities, everyone who works for Trace will share the benefits of a well-respected and successful firm. We will focus our program on training, awareness, and positive encouragement.

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