

Collaborative Working Policy Statement



WYG is a professional services firm operating from multiple locations across the UK, Europe, Africa and Asia. We are driven by client service and underpinned by technical excellence. We help our clients create value, protect value and manage risk. We are the partner of choice for organisations operating in complex or challenging environments.

We serve our clients through six business streams:

- International Development
- Infrastructure & Built Environment
- Programme & Project Management
- Surveying & Asset Management
- Environmental
- Planning & Transport

Our UK market clients in the Defence domain are developing strong collaborative business relationships with key partners and are seeking formal approaches to managing business relationships. The WYG vision and ambition is to establish a reputation for creating value, protecting value and managing risk so that we are the partner of choice for our clients in operating complex or high-risk environments. The needs of our clients are right at the centre of our ambition; thus, adopting and establishing effective collaborative business relationships with our clients is totally aligned to the ethos and culture of WYG.

We have a set of key values in which we shall operate that underpin all our activities and relationships:

- **Trust**
- **Commitment**
- **Innovation**
- **Collaboration**
- **Integrity**
- **Respect**

The successful delivery of our programmes depends on the critical link between outcomes and the means of delivery. Ensuring that we have the right relationships with our clients and stakeholders is essential in delivering the right business solutions.

Our Corporate Relationship Management Plan (CRMP) defines our collaborative business relationship management system and sets a framework for setting collaborative objectives and is designed to introduce greater levels of innovation, greater client understanding and deliver value for money. As a consultancy business knowledge and experience are essential, but it is through collaborative working with our clients that cost efficient and value adding solutions will be found. Working together with our clients and stakeholders, from the early stages, will enable us to overcome uncertainties and risks in pursuit of such value.

To support our strategic objectives, our commercial and relationship objectives are detailed below and expanded further in our CRMP:

- Develop a strong reputation as a professional services firm
- Deliver profitable, sustainable growth
- Technical excellence
- Be a destination of choice for talent
- Be the place people want to build their careers
- Place clients at the centre of what we do

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- Partner of choice in complex or high-risk environments
- Enabled by technology, enriched by data
- High ethical standards
- Zero incidents.

It is recognised that there are a range of business approaches and commercial models that are needed to deliver the programmes and objectives of our clients, and these range from traditional contracts to highly developed long-term framework collaborative contracts. ISO 44001 provides us with the framework that can be adopted, in most cases, to develop the processes along with the culture and behaviours required to establish successful collaborative relationships, and to drive continuous improvement.

The best practice detailed within ISO 44001 can be utilised in many of our client programmes. The application starts with the Programme or Project Definition and the Business Case, defining the level and type of collaboration and relationship required, and extends throughout the delivery contract management activity. WYG has a key part to play in advising and working with the clients in each of these stages to establish the right relationships not only with us but also with the other client suppliers. Throughout the project lifecycle it drives a deep understanding and focus to reduce relationship risks and drive collaboration benefits. To help implement this Policy, our CRMP details the procedures and processes to be adopted for our collaborative contracts.

As Corporate Senior Executive Responsible (CSER) for the development and implementation of the collaborative business relationship management process, I am committed, and expect all our staff to be equally committed to satisfy all applicable requirements and the continual improvement of our collaborative business relationship management system, and to the common themes of ISO 44001 and the behaviours it requires.

To support me in this task, I will delegate specific responsibilities for implementing the standard to authorised WYG executives and staff for each of our operational areas and where they will be named within the CRMP and individual Joint Relationship Management Plans, as they are jointly developed defining the joint ways of working.

Initially, our scope of formal collaborative activity under ISO 44001 will be the management system for customer collaborative relationships identified and managed by collaborative programmes within WYG for UK business. This policy shall be made available to all the WYG staff and our stakeholders under this scope.

A handwritten signature in black ink, appearing to read 'Douglas McCormick'.

Douglas McCormick

Chief Executive Officer & Corporate Senior Executive Responsible (ISO 44001:2017)

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