

Quality Matters



VISION

At Lohia Worldspace we always seek to be better and do better, delivering work that balances value and quality. We aim to produce finished work that is evidence-based and challenges the status quo, while meeting our client's requirements. Only by delivering high quality work, focusing on genuine interactions will we achieve our aim to influence and build the safe, sustainable, inspiring future cities & regions we deserve.

OUR COMMITMENT

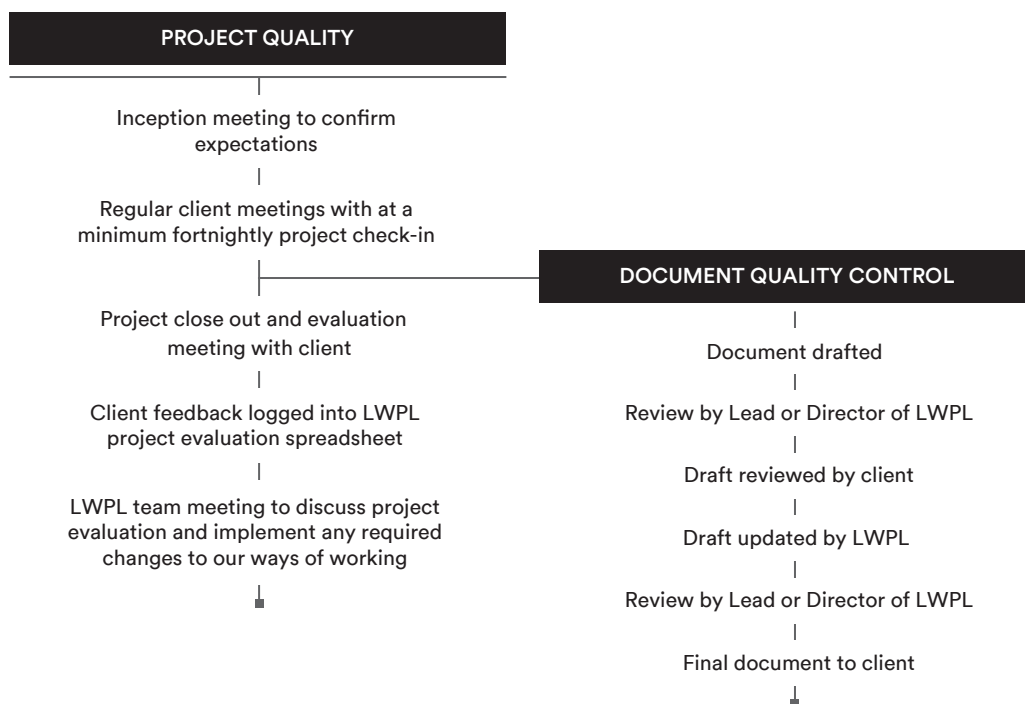
Lohia Worldspace endeavours to produce work and offer services that we can be proud of, with a recognition that we can always improve. At Lohia Worldspace we are committed to ensuring if a quality issue arises that it is dealt with in a timely manner and to the satisfaction of our clients and stakeholders.

We are committed to continually improving our processes by:

- _ Implementing a co-evaluation protocol for our projects to continually update and develop our systems and processes to ensure that they remain effective in maintaining quality
- _ Embedding quality in our all Policies: Indigenous Recognition Matters, A Fair Workplace Matters, Sustainability Matters and Wellbeing Matters. These policies are reviewed annually to ensure that they remain relevant and to ensure that we stay true to our word
- _ Using our unique Collective Studio structure to break down boundaries, foster learning and collaboration
- _ Understand and embed the Lohia Worldspace Style Guide in all deliverables
- _ Seeking feedback from Our People on our processes during formal review processes and more informally during regular meetings

OBJECTIVES

Our People take responsibility for the quality of their work. We provide training and have established systems and processes to assist Our People to achieve the standards required:



OPERATIONS

- _ The Head of Operations is responsible for ensuring the objectives of this policy are met
- _ This policy will be reviewed annually

Approved by Pyush Lohia

September 2020

Review date

February 2022