



## Management Approach: Integrated Management System

Stantec's certified Integrated Management System (IMS) delivers a disciplined and accountable framework that defines Company procedures, monitors risks and hazards, reduces inefficiencies, maximizes Company resources, and enables the implementation of our Sustainability Program.

### Certified Management Systems

We have certified management systems in Canada, the United States, the United Kingdom, Australia, New Zealand, Italy, the Netherlands, the Middle East, India, and Chile.

While reviewing the IMS each quarter, executive leaders consider project management, leading and lagging health and safety indicators, progress against environmental goals, client feedback, and claims statistics. A quarterly IMS report is shared with the board-level Audit and Risk Committee.

### Business Continuity

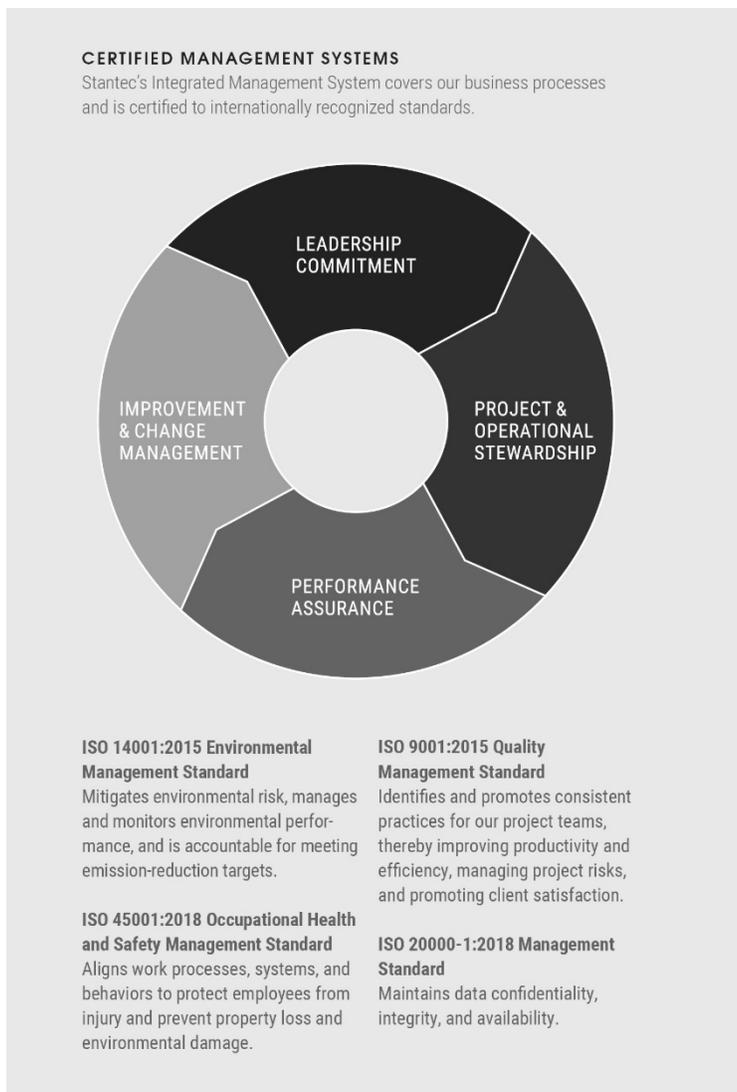
Certain events can prevent us from delivering services to our clients. Our primary risks are the loss of IT systems, impact of a pandemic on our employee resources, and loss of access to offices due to an emergency or natural disaster. Stantec has business continuity management practices that address each risk. These practices, a core part of our Quality Management System, are subject to both internal and external audits.

Our IMS incorporates planning for business continuity to decrease the impacts of events such as extreme weather resulting from climate change, which could prevent us from delivering services to our clients. For example, if employees are impacted by hurricanes, forest fires, or earthquakes, teams quickly activate disaster recovery programs and keep the business functioning during these challenges.

### Pandemic Preparedness

Stantec has long recognized the possibility of a pandemic presents a significant challenge to the operation of any organization, as well as a serious risk to its employees' health. Since 2011, we've had a Pandemic Preparedness Plan to guide decision-making in the event of an outbreak.

The Pandemic Committee, responsible for the plan, consists of qualified Stantec personnel who have the background and expertise to advise on issues surrounding pandemic preparedness and business continuity planning. During an outbreak, the committee oversees the implementation of the pandemic plan and offers advice where needed.





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### **Audits and Improvements**

Stantec has formal processes to encourage suggestions for improvement, address nonconformance, and identify opportunities for improvement and corrective action:

- We conduct internal practice audits annually that cover all regions and business lines (for compliance with ISO 14001, 45001, 9001, and IMS requirements)
- Our operations are audited by an external third party
- We solicit client feedback and conduct surveys to assess performance and identify and prioritize improvement areas
- We identify, review, approve, communicate, and document the impacts of changes to our practices and initiate change management procedures
- We review the consequences of unintended changes and act to mitigate any adverse effects

### **See Also**

Management Approaches

- [Cybersecurity and Privacy](#)
- [Emissions Management](#)
- [Environmental Management](#)
- [Health, Safety, and Security](#)
- [Project Management Ecosystem](#)
- [Resource Conservation](#)
- [Risk Management](#)