



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

Stantec’s centralized IMS consists of global ISO certifications for Quality Management (ISO 9001), Occupational Health and Safety Management (ISO 45001), and Environmental Management (ISO 14001). Additional certifications are held for IT Service Management (ISO 20000) and IT Security Management (ISO 27001).

Stantec is one of the first companies in our market to achieve these ISO certifications across all our offices around the world¹—a huge accomplishment, since these standards represent the globally accepted standard for managing risk and delivering quality projects in a healthy, safe, and sustainable way.

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 floods, 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 presenting a significant challenge to the operation of any organization, as well as a serious risk to our employees’ health. Since 2011, we’ve had a Pandemic Preparedness Plan to guide decision-making in the event of an outbreak.

In the case of a pandemic, a Pandemic Committee is formed consisting 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. The Pandemic Committee and our other preparations were instrumental in Stantec’s success in maintaining our operations during the COVID-19 pandemic.

CERTIFIED MANAGEMENT SYSTEMS

Stantec’s Integrated Management System covers our business processes and is certified to internationally recognized standards.



ISO 14001:2015 Environmental Management System

Mitigates environmental risk, manages and monitors environmental performance, and is accountable for meeting emission-reduction targets.

ISO 45001:2018 Occupational Health and Safety Management System

Aligns work processes, systems, and behaviors to protect employees from injury and prevent property loss and environmental damage.

ISO 27001:2013 Information Security Management Standard

The information security controls for the protection and security of Client, Employee and financial Data.

ISO 9001:2015 Quality Management System

Identifies and promotes consistent practices for our project teams, thereby improving productivity and efficiency, managing project risks, and promoting client satisfaction.

ISO 20000-1:2018 IT Service Management Standard

Maintains data confidentiality, integrity, and availability.

¹ Typically, ISO certifications are certified at an office-by-office level.



Accountability

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

Quality management targets are set as key performance indicator in Stantec's executive sustainability pay link.

See all [Stantec Management Approaches](#)