

## Met Office Quality Policy & ISO 9001 Commitment

### Chief Executive Officer Statement

As Chief Executive of the Met Office, I confirm our commitment to sponsorship of the Met Office Quality Management System and continued certification to ISO 9001:2015.

This Quality Policy is owned by the Executive Board and applies across all areas of the Met Office, from scientific research and purposeful data to customer driven operational processes, stakeholder engagement, and corporate enablers.

This policy underpins our vision to *be the most trusted provider of weather and climate intelligence*, and it supports our purpose: *Helping you Make Better Decisions to Stay Safe and Thrive*. In this way, we will continue to deliver trusted, socio-economic benefits to citizens, businesses, and Government.

This policy covers the full scope of our operations and we commit to:

- Maintain and continually improve a process-based Quality Management System (QMS).
- Embed quality objectives into our strategic planning, using our priority areas to realise its delivery. Together with our business as usual operations and the Met Office values at our core, we have three strategic priority areas: purposeful data, customer driven services and agility and innovation.
- Demonstrate continuous improvement across our three domains: National Capability, Products and Services, and Enabling.
- Demonstrate transparency and scientific rigour in all that we do and adherence to internationally recognised best practice, including that defined by the World Meteorological Organisation (WMO) in the field of our weather & climate observations
- Monitor performance using defined objectives and key results, milestones, and KPIs.
- Apply balanced risk-based decision making to anticipate challenges and drive innovation, agility, and value for money

The Executive Board is accountable for the effectiveness of this policy. The board reviews it annually and as needed in response to strategic imperatives, audits, or changes in regulatory requirements.

Executive oversight of our QMS is led by the Chair of the Compliance & Resilience Committee, supported by our ISO and QMS leads.

We are committed to ensuring that every colleague understands their role in delivering against quality standards. Through leadership, training, tools, engagement and collaboration, we continue to uphold these standards ensuring that the Met Office remains the most trusted provider of weather and climate intelligence.



Penny Endersby, Chief Executive, Met Office

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