

QUALITY POLICY STATEMENT

Britcon is fully committed to providing quality products and service to all customers on all contracts and this policy statement outlines how this will be achieved. In addition to this policy, Britcon implements an integrated management system outlining all key operational and support processes.

The main aim of this policy is for Britcon to meet, and wherever possible exceed, the needs and expectations of customers, staff and other stakeholders. Britcon aim to operate in accordance with the key principals of quality management, including Customer Focus, Leadership, Engagement of People, Process Approach, Improvement, Evidence-Based Decision Making and Relationship Management. To achieve this, the directors and senior management of Britcon make a commitment to:

- Operate and deliver projects in accordance with all relevant statutory and regulatory requirements;
- Oversee the effective implementation of an integrated management system that is certified against the requirements of BS EN ISO 9001:2015 and covers the required processes to mitigate risk across business operations;
- Aim to deliver all projects in line with specification, on time and to budget;
- Collaborate with suppliers and subcontractors to develop mutually beneficial relationships;
- Procure and construct products that meet all customer and statutory requirements, whilst actively seeking improvement upon and value creation in relation to those requirements;
- Consider the needs and expectations of relevant interested parties when planning business operations, and take proactive steps to manage our relationships with those parties;
- Monitor the quality performance of the business to gather appropriate data to enable evidence-based decision making;
- Continually improve our quality performance through effective communication, provision of staff training, adoption of best techniques available and setting of appropriate quality objectives, which will be regularly monitored and reviewed;
- Encourage staff to work collaboratively, both internally and with external parties, in order to develop a learning environment conducive to enabling continual improvement across all activities;
- Ensure employee responsibilities are made clear and communicated along with all procedural requirements to ensure employees have the required knowledge and direction to help Britcon achieve its goals;
- Maintain a customer focus and seek client feedback at every opportunity;
- Encourage all staff to actively seek ways to improve Britcon systems and performance, and ensure all such suggestions are given due consideration;
- Continuously monitor performance against company objectives and in the context of all relevant external influencers with the aim of helping to drive improvement towards creating industry-leading systems and processes;
- Provide all the necessary support, resources and training required to meet management objectives, business opportunities, improve procedures and effectively manage risks;
- Communicate this policy to all our employees and organisations working on our behalf, displayed at our offices, on our intranet, and made available to third parties;
- Review this policy at least annually to ensure its ongoing relevance and effectiveness and alignment to the company's strategic direction.

The directors of Britcon take personal responsibility for the quality performance of the company and sign this policy in acknowledgement of this:



(N. Shepherd – Managing Director)



(M. Searston – Commercial Director)



(L. Noble – Operations Director)