

## QUALITY POLICY STATEMENT

Britcon (UK) Ltd is fully committed to providing a quality service to all customers on all contracts and this policy statement outlines how this will be achieved. This policy will be made available to all interested parties.

Britcon (UK) Ltd aims to meet, and wherever possible exceed, the needs and expectations of customers, staff and other stakeholders through implementation of an Integrated Management System that is aligned to the requirements of BS EN ISO 9001:2015. This management system outlines all key operational processes for Britcon (UK) Ltd operations and provides a framework for delivering projects on time, to budget and in accordance with all relevant statutory and regulatory requirements.

Britcon (UK) Ltd will work closely with key suppliers to develop mutually beneficial relationships that add value for clients.

Britcon (UK) Ltd staff are encouraged to work collaboratively, both internally and with external parties, in order to develop a learning environment conducive to enabling continuous improvement across all activities.








Employee responsibilities will be made clear and communicated along with all procedural requirements to ensure employees have the required knowledge and direction to help Britcon (UK) Ltd to achieve its goals.

Britcon (UK) Ltd management are committed to providing all of the necessary support, resources and training required to meet management objectives, business opportunities, improve procedures and effectively manage risks and are responsible for ensuring that the Integrated Management System is implemented effectively.

Performance will be continuously monitored 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. Customer feedback will be sought at every opportunity and provide further insight into potential areas for improvement. All staff are encouraged to actively seek ways to improve Britcon (UK) Ltd systems and performance and all such suggestions will be considered for wider implementation.

This policy will be communicated to all our employees and organisations working on our behalf, displayed at our offices, on our intranet, and are made available to third parties.

This policy statement was adopted by resolution of the board of directors in January 2020.

 ----- (B. Hostad – Director)	 ----- (S. Hunt – CEO)	 ----- (K. Cocker – Director)
 ----- (J.R. Whitmore – Director)	 ----- (N. Shepherd – Managing Director)	 ----- (M. Searston – Commercial Director)
 ----- (A. Toyne – Construction Director)		