



Quality Policy

1. Introduction

- 1.1 This policy applies to Briggs & Forrester (UK) Limited on its own behalf and on the behalf of all its subsidiary companies within the Briggs & Forrester Group Ltd ('the Group'): Briggs & Forrester Engineering Services Ltd, Briggs & Forrester Living Ltd, Briggs & Forrester Special Projects Ltd, Briggs & Forrester Building Services Maintenance Ltd and Briggs & Forrester (Holdings) Ltd.
- 1.2 The Group specialises in the design, installation, project management, testing and commissioning of building engineering services and maintenance services.
- 1.3 The Group operates UK wide on varying sizes of projects including public and private sectors, schools, hospitals, government agencies, local authorities, industrial, commercial, and residential properties.

2. Commitments

- 2.1 The Group is committed to:
 - Recognising the needs of its customers and working alongside them to meet their own business objectives.
 - Providing innovative and cost-effective solutions within a constantly changing environment.
 - Providing customer service and quality at all stages of project delivery.
 - Creating, maintaining, and enhancing customer relationships.
 - Maintaining and continually improving its quality management system, procedures, and business activities.
 - Meeting all applicable regulatory, legal and customer requirements.

3. Plans to achieve commitments

- 3.1 To ensure the achievement of the above commitments the Group will:
 - Ensure every member of its team understands the importance of their role in quality delivery.
 - Encourage personnel to be proactive and personally responsible for achieving high quality standards.
 - Enhance relationships by working in a partnership approach with customers and supply chain partners.
 - Foster a spirit of co-operation in which every effort is made to exceed expectations – completing projects on time, within budget and with the minimum of disruption.
 - Maintain management systems to BS EN ISO 9001:2015 requirements (Ref IMS01 IMS Manual, Quality Procedures (QPs) and other supporting B&F Procedures shown in IMS100 Group Master Document Index).
 - Set, publicise, monitor and regularly review quality objectives and targets (Ref *IMS02*).



- Continually review the quality policy, procedures, and other management system documents.
- Continually monitor and review the performance of our supply chain partners.
- Maintain and communicate registers of legal legislation and other requirements.

4. Communication of this policy

- 4.1 A full copy of this policy is accessible to all interested parties via the Group website.
- 4.2 All new direct employees are required to read and understand the requirements of this policy.
- 4.3 Copies of the Group's Quality Management System documents are freely accessible internally and available externally upon request.
- 4.4 Toolbox Talks are carried out on sites, covering a variety of quality topics.

5. Review and updating of this policy

- 5.1 This policy will be reviewed annually and updated and amended as necessary to reflect any changes to the Group, its management systems, or relevant legislation.
- 5.2 The Group's Senior Management Team continually monitor this policy's procedures to ensure compliance and continual improvement. All reports, reviews and results of monitoring processes will be recorded, and records retained.

A handwritten signature in black ink, appearing to read 'Paul Burton', with a long horizontal line extending to the left.

Paul Burton
Group Chairman and Chief Executive