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## **Quality Policy Statement**

BMR are committed to the provision of construction services to a consistent high quality with the aim of exceeding our clients' expectations. We operate our business with a strong emphasis on quality management and control and perceive quality management as an ongoing process throughout our contracts. We have a policy and systems in place based upon the principles of ISO 9001:2015 to monitor, measure and continually improve the level of service we provide.

We encourage open, two-way communication and involvement with our clients, end-users and supply partners, and are proactive in adding value through cost, time and sustainable solutions and alternatives. Our services are delivered by a highly experienced, trained and professional team all with extensive experience and specialist knowledge in the latest and best construction techniques.

We undertake to:

- Deliver a first-class service and product on all contracts through strict quality assurance procedures at all stages of the project life cycle
- Create a SHEQ Plan for each contract, outlining the operational parameters and service level expectations by all.
- Understand Induct and train all staff on quality procedures, expectations and customer care.
- Identify, monitor and review the expectations of interested parties and their relevant requirements.
- Maintain comprehensive quality records
- Promote a 'Zero Defects' approach on every project
- Create and maintain safe working environments and procedures
- Provide a dedicated and focused team of qualified, trained and experienced industry professionals
- Maintain ongoing training and the professional development of our staff
- Procure and employ only best quality and new components and fittings compliant with UK/EU standards
- Carry out regular audits and checks of our works
- Work collaboratively with our supply chain to provide best quality products and service at all times
- Continually review and improve our performance with our clients and against Key Performance Indicators



- Focus upon process management, utilising customer feedback for the continuous improvement of our services
- Provide excellent customer care to all interested parties, including post-completion aftercare
- Operate a Complaints Procedure to swiftly acknowledge and rectify any arising issues
- Stay abreast of industry developments and best practice and adapt our services, training and working methods to ensure we are continually delivering the best service possible

Signature

A handwritten signature in black ink, appearing to read 'T. McDowell', is written over a light grey grid background.

**Thomas McDowell**  
**Managing Director**

**8<sup>th</sup> July 2019**