QUALITY STATEMENT

The Policy of BCL is to determine, agree and conform to our customer needs & expectations and recognises the benefits to be gained by following the philosophy behind Quality Management Systems, such as that defined in ISO 9001:2015. Obtaining and maintaining certification is the long-term aim of our Company and therefore will continue in its endeavor to follow the principles laid down by the Standard.

BCL recognises that to be competitive and maintain good economic performance in the 3rd Sector, we must employ management systems that continually improve the quality of our products and services and increase the satisfaction of our customers, employees, suppliers and the neighborhoods that we operate in. We will not only look to meet but exceed their expectations. BCL are committed to meeting all applicable customer, statutory, and regulatory requirements, and to continually improving the effectiveness of our Quality Management System. This policy provides the framework for establishing, reviewing, and achieving quality objectives that support our strategic direction. We ensure that measurable objectives are set at relevant functions and levels, monitored for performance, and reviewed regularly to drive consistent quality, customer satisfaction, and operational excellence

BCL are committed to identifying, understanding, and complying with all applicable statutory and regulatory requirements relevant to our products, services, and operations. We maintain processes to systematically determine these requirements, assess their impact on our activities, and ensure they are effectively communicated, implemented, and reviewed. Through this commitment, we safeguard product conformity, customer trust, and the integrity of our Quality Management System.

The key objectives of BCL work within the boundaries of our ever-evolving Quality Management System:

- We recognise the importance of health and safety within our organization so we have a robust policy and procedure which not only satisfies legal requirements but also protects our employees, agents, clients and suppliers. We work extremely closely with our Health and Safety Consultant who updates the policy whenever legislation arises but also ensures that we are ALL aware of the changes. We have a strict process in place should any health and safety incidents arise so that necessary changes are made immediately.
- BCL Maintains a policy of continual improvement. Working practices, the Company's effectiveness, customer satisfaction etc. are regularly monitored, the aim being to improve task management, methods of working and the service it provides its customers by using our order / work management system.
- Materials / services delivered to site / client site are checked to see that they are not damaged / that they comply with the original order and specification / remit.
- BCL recognises the benefits from a committed and highly skilled, well-trained workforce. BCL only employs competent workers and actively encourages staff to attend training courses to improve or broaden their skills set.
- Where BCL need to utilise subcontractors / associates they will, the majority of the time, use subcontractors / associates with whom they have worked with previously and whose work has been of the exacting high standards expected of our regular workforce. On the occasions when we engage with new contractors / associates, they are carefully selected, numerous references gained, their work closely monitored to ensure that the quality of work not only meets the standard required by the customer but also BCL. Wherever practicable, we will always assign an established or new subcontractor alongside a regular employee / manager.

We have a process in place that allows our employees, members and stakeholders to:

1. Suggest ways of helping the company run more effectively and efficiently.
2. Suggest ways of improving the quality of products we use / deliver.
3. Suggest ways of improving the service that we use / deliver.
4. Suggest ways of being more environmentally friendly but maintaining quality.
5. Report defective goods or services or issues around quality that may have an impact on the company, the client, the community or the environment.
6. Utilise new technology to reduce delivery times, offer more services, reduce waste and improve the overall quality and effectiveness of the organisation.

P. Tute
Managing Director

SIGNED: -

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