

## Quality Policy Statement

It is our policy to take all reasonable actions to satisfy our customers by understanding and meeting their requirements. We achieve this by developing and implementing processes, to develop, design, and construct civil engineering solutions. We seek to continually improve our levels of customer satisfaction and increase employee involvement by application of the Barhale Values.

To achieve this policy we have adopted the following approaches:

### **Our Customers**

- Barhale recognises the importance of our customers. Our “Three Pillars Sustainability Model” incorporating our systems and processes along with our people and supply chain form the foundation for delivering customer satisfaction.
- We deliver customer satisfaction through identifying and defining the processes within the business and understanding their importance. Through process improvement and continual review we seek to keep pace with changing customer needs and changing market requirements.

### **Our People & Values**

- Our “Company Values” were introduced in 1985 defining the way we behave and operate. They provide the focus to delivering a high quality service for all our customers; external and internal.
- All employees will be actively encouraged to engage in Quality through our Right First Time approach
- Information, instruction and training, will be provided to ensure all employees are competent to undertake their duties and deliver a Quality product
- All employees will be made aware of their own responsibilities for Quality control
- All employees are actively encouraged to seek customer feedback and to use it as opportunities for improvement. Our employees are actively involved in business improvement programmes within the Company to help us achieve our objectives.
- We ensure that our employees have received relevant training to enable them to be competent in their areas of work. Responsibilities are defined for all employees. Barhale recognises that its people are its greatest asset.

### **Our Systems & Processes**

- We have developed and implemented an Integrated Management System to include the requirements of BS EN ISO 9001 and have achieved certification to this standard.
- We have defined business objectives, including specific quality objectives, aligned to Vision, Mission and Values statement. We measure progress against our objectives through our “Three Pillar” Sustainability Model.
- We use Inspection and Test plans to ensure our work meets the standards required by our customers and where defects occur they are identified and resolved.
- Our established internal audit, external audit and surveillance programme monitors all activities and processes to deliver compliance. Results of audits and surveillance are fed back and senior management take responsibility to ensure that action is taken where required and best practice is incorporated into our management system.
- We seek to continually improve our business management systems and review our policies and systems so that they remain effective and relevant. The reviews consider performance relating to customer satisfaction and feedback and monitor progress against our business objectives, identifying further improvements, new objectives and targets.

The Directors will report on performance and review this Policy on an annual basis.

A handwritten signature in black ink that reads 'Andy Flowerday'.

Andy Flowerday  
Managing Director  
February 2017