

## Vision

- Quality is core to everything we do, every day;
- Deliver on our promises and commitments in a manner which is right first time, every time;
- All Broxap employees and contractors are required, engaged, equipped and empowered to deliver Quality Excellence.

## Principles

- Quality is everyone's responsibility. 100% adherence to this policy and our procedures is expected;
- Our customers requirements are fully understood and met efficiently;
- Our processes and systems are continuously developed to improve quality & efficiency;
- Improvements are carried throughout the business by learning from our mistakes.

## Commitment

We commit to:

- Maintain our compliance with all statutory, legislative, contractual and other requirements;
- Provide an effective business management system that satisfies the requirements of BS EN ISO 9001;
- Set clear quality objectives and monitor progress towards their completion;
- Provide an internal environment in which our employees can become fully involved in achieving our quality objectives;
- Give our employees the right information, training, instruction and supervision to ensure they are competent and able to carry out their work;
- Continuously improve the overall effectiveness of our business management system;
- Provide sufficient resources to implement this policy in full;
- Communicate this policy to all employees;
- Make this policy available to relevant interested parties via our company website;
- Review this policy every year, or when there are significant changes to the business.

**The Board of Directors is fully committed to the implementation of this policy:**



John Lee



Robert Lee



John Boyle



Tom Elliott



Adrian Fullwood



Matthew Miles



Bill Mountford