

BCM Construction is a customer-focused infrastructure project delivery organisation operating across the UK. Our philosophy is to maintain and continually improve our record of providing work of the highest quality, in accordance with the clients' requirements, on time and within budget. We endeavour to work as a team in a spirit of co-operation with our clients' and their professional representatives.

Our success is based on the quality and commitment of our experienced and professional management and construction teams. Ongoing development of our operations and upgrading of equipment and facilities ensures that we combine the best in modern building techniques with the best in traditional craft skills. Not only are we committed to producing a quality product, but also in providing our clients with a quality service throughout the construction of our projects. The BCM approach is to listen and openly discuss the individual needs of every contract so our clients receive what they require and more importantly, know exactly what they are getting before any contract is signed.

We operate under a fully established ISO 9001 compliant Integrated Management System (IMS) which provides clear guidelines on how we manage quality throughout the business. Our business embodies the recognised principles of quality and the core philosophies of quality planning, assurance and control. We are committed to:

- Maintaining a clear vision of our business values, strategy and direction, and communicating this to our employees, and those working on our behalf.
- Setting and monitoring objectives and targets to enable us to work towards our goals.
- Ensuring our approach to management is planned and structured to enable us to achieve our performance objectives in the most effective manner.
- Continuing to fully understand the needs and expectations of our customers.
- Maintaining strong relationships with customers, our supply chain and stakeholders, working collaboratively to establish, maintain and continually improve the quality standards of our delivery and the sustainability of our business.
- Evaluating potential business risks, their consequences and impacts to ensure we have robust controls in place to prevent their occurrence.
- Ensuring IMS processes are developed in line with customer, statutory and regulatory requirements.
- Providing our employees with the appropriate information, support and training to develop their skills, knowledge and experience. This will enable a clear understanding of requirements and allow all to be responsible and accountable for their quality of work.
- Providing excellence in service through our operations and project delivery.
- Evaluating any shortfalls in our delivery to ensure quality standards meet expected standards.
- Continually improving our IMS processes, working practices, and our delivery whilst fully meeting the requirements of ISO 9001.

This Policy Statement and associated IMS procedures apply to all activities and work undertaken by BCM. All employees and subcontractors are required to comply with this policy. They will be briefed and made aware of our expectations during the induction process and following any subsequent amendments. It will be accessible to all interested parties via SharePoint, noticeboards, the company website and will be available on request.

The Directors of BCM are committed to this Policy and are responsible for ensuring its arrangements are implemented and upheld. It will be reviewed annually and revised as often as may be deemed appropriate.

Shane O'Halloran
Managing Director
March 2021