

Quality Policy

Birse Civils is committed to delivering consistently high standards of service to its customers, to agreed requirements and timescales. When designing, planning, constructing or maintaining built infrastructure, the standards of service for managing quality will be integrated with those for managing health, safety and the environment in a manner that ensures:

- Designs fully consider construction and maintenance aspects
- Work is planned in a systematic, safe and coordinated manner
- Processes, materials and workmanship deliver a quality finished product
- Testing, inspections and examination support a right first time culture, reducing defects and re-work

We will, as a minimum, comply with current applicable legislation, Balfour Beatty Group, Balfour Beatty Regional Civil Engineering policy and we will strive to be industry-leading in our approach. Our policies and procedures will be implemented to ensure compliance with the requirements of ISO 9001: 2000 and will include measures for continual cost effective improvement of our performance. This ensures risks are identified, sound systems of work are adopted and best practice is shared.

We are committed to continual improvement through the adoption of innovative techniques and best practices that exceed customer expectations and achieve better performance outcomes. We will actively involve our employees and ensure, through training, that they are aware of the quality critical aspects of their activities and accept clearly defined responsibilities for the quality of their work.

We will work closely with our customers, partners, designers and sub-contractors to:

- Listen and talk to better understand and hence meet their needs
- Communicate clearly the expected standards of service and specification requirements
- Promote opportunities that improve performance
- Establish clear performance objectives and measure outcomes

We are committed to ensuring that the delivery of these services is not an option, but a business necessity that will be achieved by:

- Getting our work "right first time" by operating an integrated management system with trained, competent and motivated teams
- Creating a work environment in which all our people have the opportunity to fulfil their potential
- Ensuring that the established culture of continual improvement is effective at every level of the organisation
- Setting clear performance objectives and actively involving all of our people in their attainment
- Ensuring that decisions are based upon analysis of data and information
- Working as teams both within our organisation and with our customers, designers, sub-contractors and suppliers
- Responding promptly to any complaints or incidents and sharing any lessons learned
- Subjecting our systems and processes to rigorous internal and external assessments

It is the responsibility of every manager and employee in the business to perform his or her job so as to comply with all business requirements, stop if he or she believes that what they are doing is not in accordance with the requirements and to look out for improvement opportunities.

The effectiveness of our management arrangements in delivering this policy, together with our performance against our stated quality objectives is routinely monitored.

This policy will be brought to the attention of all employees and persons working on behalf of the company. It will also be freely available to the public via the Company Internet site. It is the responsibility of the National HSEQ Manager to ensure the policy is reviewed at least annually and amended as necessary.

Rob Adams

Rob Adams
Managing Director
Birse Civils

