

At BGEN Ltd, we pride ourselves in the quality of our work, products and services provided across the business. We ensure that all employees hold quality as a cultural value and endeavour to get things right first time, creating a sustainable business by satisfying our clients' needs.

This policy is driven by our vision to be recognised as the independent market leader in the provision of world class multi-disciplinary engineering services for our UK and international clients. We wish to develop the capabilities and skills of our people, as they are our greatest asset. With quality at the heart of what we do, we can achieve our company strategy and make the business stronger and more successful.

## Our commitment

BGEN Ltd's leadership team are committed to creating a strong quality culture. They do this by:

- Establishing and maintaining the highest level of quality leadership at all levels within the business
- Ensuring everyone within the group is involved in delivering a best standard quality performance
- Creating a business that has a positive influence on the quality of our products and services supplied to our clients
- Continually reviewing the effectiveness of and improving our ISO 9001:2015 and TickIT Plus certified quality management system
- Setting clear business objectives
- Ensuring all employees are aware that everyone is responsible for quality

**Robin Whitehead**

BGEN Ltd Managing Director

..... July 2021

## To undertake our commitment

At both a group and business unit level, we will:

- Work in partnership with our clients to ensure the delivery of next generation engineering and successful performance of their operations
- Consult with key stakeholders to promote the continuous improvement of our products and services
- Deploy suitably qualified, experienced and competent personnel to projects
- Comply with all applicable legislation, regulatory requirements and industry requirements
- Identify and manage any risks that arise during our work activities
- Set out and monitor clear performance objectives and targets
- Apply suitable levels of governance to the work we carry out
- Use progressive learning in order to improve the service we offer to our clients
- Improve performance, increase collaboration and reduce risk through the use of a company-wide group management system
- Establish a value adding quality management structure within the group