



Quality Policy

Purpose:

The BSA Group of Companies and its Subsidiaries (BSA) are committed to the delivery of products and services in compliance with quality requirements, both for internal activities and for projects controlled by the Company. BSA's overriding objective is to achieve continual performance improvement and correct first time delivery through the use of defined quality processes which fully integrates into the Company's operations and meets or exceeds the applicable requirements of the relevant quality standards. This Policy supports and is supported by the Code of Conduct and the BSA Integrated Management System.

Approach:

BSA seeks to achieve this purpose through:

- Our Integrated Management System and the documented business processes which together describe a multi-layered view of our Company vision, strategy, commitment, requirements and processes.
- Complying with the requirements of our Integrated Management System and ensuring its maintenance across the organisation.
- The provision of quality products and reliable service and commitment to continual improvement.
- Establishing quality objectives and targets and reporting mechanisms to track and measure progress.
- The elimination or, if not reasonably practical, the minimisation of quality risk.
- Identifying, reporting and investigating quality incidents and non-conformity of products and services and implementing corrective and preventive actions.
- Consultation with and feedback from key stakeholders to ensure best practice in quality management within the workplace.
- Training of employees in the Integrated Management System functionality and the relevant Business Processes.

Application:

This Policy applies to all BSA operations and covers all of our activities and services. The management teams have the accountability to understand the Policy and bring it to life.

The Policy is owned by the Board and enacted through the Managing Director. It will be reviewed biennially and/or updated as required due to changes in the business, its leadership or the environment within which we operate.



Tim Harris
Managing Director & Chief Executive Officer - BSA Limited