



## Quality Policy

### Introduction

The BKP Group is committed to satisfying the requirements and the expectations of our customers and to the continual improvement of our systems, processes and services. Our continued profitability is a measure of the extent to which we are able to satisfy our customers.

Our organisational goals are centred on delivering world class services which continually satisfy all applicable legal and regulatory requirements and the expectations of our customers in all respects of quality, cost, performance, safety and reliability.

The goals are achieved by our total commitment to effective Quality Management at all levels within BKP satisfying the requirements of ISO 9001:2015.

### Aims of the Company

BKP's Management Team shall:

- Promote BKP's vision and values.
- Promote effective leadership, teamwork and co-operation within the business by providing clear direction and objectives.
- Achieve customer satisfaction through continual improvement.
- Promote mutually beneficial partnerships with customers and suppliers to achieve common goals.
- Ensure all BKP personnel comply with the requirements of the Quality Management Systems.
- Ensure BKP meets all relevant legal and regulatory requirements.
- Ensure the availability of adequate resources to fulfil business objectives.
- To ensure continual improvement, measurable objectives are set in accordance with the objectives process and aligned to the requirements of this Quality Policy.

This policy and the objectives are reviewed for continuing suitability on a regular basis and communicated throughout the organisation.

A handwritten signature in black ink, appearing to read 'Lindsey Dryden'.

Lindsey Dryden  
General Manager

01/04/2021

Review Date: 31/03/2022