

PURPOSE:

Bridge Civil Engineering Ltd recognises the importance of delivering works that are developed, designed, and completed to the right quality in a timely way to satisfy our customers' requirements. In line with our Company values this document describes how BCEL will deliver a "right first time" service that meets contractual, regulatory, and statutory requirements.

SCOPE:

This policy applies to all our works, and to the behaviours of all employees and the products and services we procure from our supply chain.

COMMITMENT:

To demonstrate our commitment to Quality, Bridge Civil Engineering are audited as part of our Integrated Management System and are certified to *ISO 9001:2015 Quality Management* including the *National Highways Sector Scheme 16* for quality in highways works.

To ensure quality of delivery we will:

- Adhere to the BCEL Management Systems Manual and Procedures Manual requirements.
- Review and develop the pre-construction project information, the design, and specifications, to produce a Construction Phase Plan and Contract Programme.
- Produce and follow method statements, product data sheets, technical specifications, drawings and works programmes.
- Ensure that sufficient staff that have the right level of technical skills, knowledge, experience, and time to deliver the works are available on each project.
- Provide training and Continued Professional Development as appropriate to ensure understanding and familiarity with products, materials and working methods.
- Inspect, test, monitor, and critique our own work as projects progress, correcting any issues or defects as quickly as possible.
- Ensure the Client is aware of any impending issues, conflicts, or non-conformance in an open and inclusive way.
- Provide early input into the project scoping and design to ensure "buildability" and least cost solutions to the Client.
- Procure sufficient, suitable materials of the right quality delivered in a timely way.
- Ensure there is sufficient time allowed for the satisfactory completion of the project.
- Maintain a 'Just Culture', where all can speak out without fear of reprisal but where repeated, wilful error is not accepted.
- Encourage our supply chain to implement their own quality policies and standards that are equal to, or better, than our own.

REVIEW AND COMMUNICATION:

We will review this policy annually or in the event changes to legislation, organisational changes or failures in the system are highlighted.

We will communicate this policy throughout the Company and make it available to interested parties on request.

APPROVAL

Signed by the Managing Director, Dave Ellis

A handwritten signature in black ink, appearing to read "D. Ellis". The signature is written in a cursive style with a large, sweeping initial "D".

Dated:20/10/2023

To be reviewed annually or in the event changes to legislation, organisational changes or failures to the system being highlighted.