

NG BAILEY

QUALITY POLICY

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Users should ensure they are viewing the latest by checking with the controlled copy published on NG Bailey's Intranet

The document will be reviewed periodically.

Document Amendment Summary

Issue Date	Version Author	Approved by	Details of Changes
January 2021	M. Dixon	D. Hurcomb	Document review
25 th January 2019	N. Mellor	D. Hurcomb	Update to include Freedom content
14 th April 2018	N. Mellor	D. Hurcomb	2018 Review & Update



NG BAILEY GROUP QUALITY POLICY

Through our values of Passion, Integrity and Excellence, NG Bailey Group is committed to providing the highest levels of performance to its customers.

This supports our strategic direction of sustainable growth and leadership in our chosen markets together with the responsibility to design, build, operate and maintain building, infrastructure and IT Services

In order to consistently achieve the above, we recognise that it is fundamental to have a robust and coordinated Quality Management System which meets the requirements of BS EN ISO9001:2015.

We will seek to continuously improve our quality delivery through:

- **Leadership** - A strong Leadership team that determines and communicates policy, strategy and quality objectives to all employees and empowers them to deliver on these with appropriate support and resources making this a great place to work.
- **Customer Focus** - Engaging with our customers, building trust and relationships, and always meeting or exceeding their expectations.
- **Risk and Opportunity Management** – We will manage risks and opportunities effectively by considering these against our management systems and acting on any identified areas for improvement accordingly.
- **Commitment** - Ensuring the availability of resources to satisfy and exceed the requirements and expectations of all our stakeholders including statutory and regulatory compliance.
- **Process Based Approach** – We will continue to use and develop our processes to reduce business risk and ensure that we meet all relevant requirements and deliver them consistently.
- **Lean Thinking & Review** – Improving effectiveness and efficiency of our processes and quality management framework by setting measurable objectives, analysing feedback and measuring and finding better ways of working.
- **Skills Development** – We will invest in providing training and communications so that those who work on our behalf are aware of their duties and are able to perform them to the required high standard.
- **Collaboration and Partnership** – Wherever possible we will collaborate or partner with our customers, supply chain and internally in order to unlock additional value for everyone.
- **Supply Chain** – Our supply chain has a deep impact on the quality of our product and services so we will evaluate and monitor our supply chain's performance and quality controls, including Counterfeit, Fraudulent and Suspect items ("CFSI"). We will treat our supply chain fairly and support them with sufficient resources and knowledge to enable them to work efficiently and deliver increased value.

This policy is communicated throughout the business, is made available on the company intranet and on request and will be reviewed annually to ensure its continuing suitability.

DAVID HURCOMB
Chief Executive Officer
For and on behalf of the Board of the Company

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