



POLICY STATEMENT

Quality Policy Statement

As Group Managing Director of the Briggs Group, I am committed to ensuring that quality is central to the way we lead, manage and operate our businesses. Our ambition is to be recognised by our customers, colleagues, suppliers and other interested parties for consistently delivering safe, reliable and high-quality products, services and solutions. Achieving and sustaining business excellence is therefore a fundamental part of our long-term strategy and our day-to-day operating discipline.

Our ISO 9001 accredited Quality Management System, supported by our Business Excellence House methodology, provides the framework through which we set objectives, manage risk, measure performance, learn from experience and drive continual improvement. In support of this policy, we are committed to ensuring that:

- Our Quality Management System remains appropriate to the purpose, context and strategic direction of the Briggs Group, and is integrated into the way we manage our business processes.
- We determine, understand and consistently meet customer requirements, together with all applicable statutory, regulatory, contractual and other relevant obligations.
- We maintain a strong customer focus by seeking to enhance customer satisfaction, responding effectively to feedback and making it easy to do business with the Briggs Group.
- We establish measurable quality objectives at appropriate levels of the organisation, monitor performance against those objectives and use accurate data to support effective decision-making.
- We promote risk-based thinking, innovation and the proactive identification of opportunities to improve our processes, systems, products and services.
- We create a positive and proactive culture in which colleagues at every level understand their role in delivering quality and are encouraged to Stop, Think and Take Action to prevent issues, resolve root causes and realise improvement opportunities.
- We consult and engage with our workforce, recognising that participation at all levels is essential to developing practical, effective and sustainable solutions.
- We provide the resources, competence, training, leadership and support necessary to maintain and continually improve the effectiveness of our Quality Management System.
- We ensure this policy is communicated, understood, implemented and reviewed so that it remains relevant to our business, our customers and other interested parties.

Through our Group-wide SHEQ Strategy, we have established a clear vision for the type of businesses we aspire to be. The high-level goals we have set, combined with our Group 'Basics in Place' core fundamentals, will support proactive leadership, compliance, customer satisfaction and our continued journey towards Business Excellence. Our Business Excellence House methodology provides the structure, tools and techniques to embed disciplined improvement across the Group.

Senior leaders are accountable for demonstrating visible leadership, setting annual improvement objectives aligned to this policy and ensuring that recognised tools, techniques and philosophies of Business Excellence are embedded within their areas of responsibility. This will help us to create focused, efficient and effective business processes that consistently deliver the outcomes our customers and stakeholders expect.

Through this policy, I confirm my commitment to the effective leadership of the Quality Management System, to the provision of appropriate resources and to the continual improvement of our performance, processes and customer experience.

Peter Jones
Group Managing Director
Approved & Signed: 30/06/2026
Review Date: 30/06/2027

