

## Quality Policy Statement

As the Group Managing Director of the Briggs Group, it is my ambition to create businesses that are recognised for the quality of service they provide. As such, achieving and sustaining business excellence is a major part of our long-term strategy.

Our ISO 9001 accredited quality management system and our Business Excellence House methodology provides a framework for continuous improvement. In conjunction with these frameworks, it is of imperative importance to me that:

- 🏆 We create a positive, proactive culture within our businesses where colleagues at every level are committed to continuously improving the way that we operate and the quality of the service we provide.
- 🏆 We instil a Stop, Think, Take Action mindset within the psyche of all colleagues that will allow us to identify issues affecting the quality of our service that we will seek to eliminate and opportunities for improvement that we will seek to realise.
- 🏆 We consult with our workforce ensuring we achieve the most practical and effective solutions. Participation at all levels is of integral importance.
- 🏆 We create robust and accurate measures to ensure we continue to meet and exceed our customer's requirements, any internal or external standards we subscribe to and the objectives we set as a business.
- 🏆 We drive innovation in our customer solutions that make it easy to do business with the Briggs Group.
- 🏆 We put our customers at the heart of everything we do through our commitment to quality.
- 🏆 We are committed to continually improving the performance of our Quality Management Systems.

Through our Group Wide SHEQ Strategy, we have created a clear vision of the type of businesses we want to become and the high-level goals we have set as part of this will guide us to our desired destination. Likewise, through our Business Excellence House methodology we have recognised the pillars of Business Excellence. It is the responsibility of each of our senior leaders and the management groups they lead to set improvement objectives each year in line with this strategy and to continuously embed our recognised tools, techniques and philosophies of Business Excellence. These things combined will drive continuous improvement and create focussed, efficient and effective business processes. Through this policy I commit to ensure that the resources and structures necessary to succeed in these ambitions are made available.



**Peter Jones**  
**Group Managing Director**  
Approved & Signed: 30/06/2025  
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