Our Ref: BAM07/130526/11

13th May 2026

QUALITY POLICY STATEMENT

Our Policy is to secure profitable growth by providing a high level of customer satisfaction through our ISO9001 accredited management systems and we will undertake works strictly in accordance with the provisions of all current and applicable legal and regulatory requirements as well as other requirements to which Brown & Mason Group Limited subscribes.

Our aim is to meet all aspects of our customer requirements in full.

Customer specifications and requirements will be reviewed prior to the issue of a contract and any queries will be clarified prior to carrying out the work.

We will monitor our systems and processes with the aim to continually improve our business performance.

We will monitor customer feedback, both positive and negative, using this information to further improve our systems and procedures.

We will monitor key performance indicators within our business (eg, accidents, incidents, hazard observations, audit observations, non-conformances, etc.) to further improve our systems and procedures.

To facilitate good service, we will ensure that we have suitable resources for the works and will provide a good working environment for our staff, reviewing these requirements continually.

To enable this policy of customer satisfaction and continual improvement, we will set objectives for the company and we will measure our ability to meet these objectives, taking appropriate action where required, to ensure these objectives are achieved.

We commit to reviewing this quality policy regularly and ensuring the continual improvement of our quality management system.



ALEX HADDEN
SHEQ Director

*Policy to be reviewed no later than 13 May 2027

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