

## POLICY STATEMENT

### **Bell Group UK Quality Focus**

Bell Group UK Limited and all subsidiaries (including Bell Decorating Group Limited) is committed to providing the highest quality of service to clients and customers, utilising the best and safest practices.

Our Company is a commercial business operating in a competitive market. The pursuit of the highest quality of service to our clients is as essential to the long-term growth and survival of the business as cost control and optimum pricing.

To secure our success, Bell Group UK and our subsidiaries (including Bell Decorating Group) are driven to execute each and every project 'right first time'. To achieve this, we must designate the optimum management time and resources for setting up each project, to ensure that delivery of the works creates the least possible impact and disruption to customers: no delays, effective communication and quality workmanship.

By using our knowledge gained through 30 years of experience in planned and responsive maintenance, we shall bring to any awarded agreement commitment to a collaborative ethos approach, commitment to sharing ideas from other projects which we deem beneficial to the client and customers, commitment to training our staff specific to the client and customer needs of each project and implementing tailored customer care processes to enable delivery of the works in the most efficient and professional manner.

### **Quality Assurance System**

In order to ensure that all work is carried out in a manner that provides the highest quality of service to our clients, the Company has put in to effect a Quality System. This complies with the requirements of ISO 9001:2015 and revolves around:

- *Understanding and reacting to the needs and expectations of interested parties*
- *Leadership and commitment*
- *Planning – Risks and Opportunities*
- *Planning - Quality Objectives*
- *Operational Planning and Control*
- *Performance Evaluation*
- *Continuous Improvement*
- *Management Review*

The Management consistently strives to understand current and future needs of our customers and to exceed their expectations. This is achieved by creating an internal culture in which all staff become completely familiar with and understand all procedures of the quality system relevant to their own work and ultimately become fully involved in achieving the organisation's objectives.

## Bell Group Core Customer Care Aims and Values

### **Aims:**

- *To Provide a Best Value customer care package*
- *Putting our Clients and their customers first, taking into account each individual need to tailor our service*
- *Providing optimum quality of workmanship in all aspects of the services we offer*
- *To continue promoting a real collaborative working approach*
- *Providing a sustainable service – environmental targets, investing in the community and continuous professional development of our own employees.*
- *engaging staff in leaving a legacy within the communities where we work*
- *To improve quality of trades across the whole construction industry*

### **Values:**

- *Career Development - Working closely with our own employees, providing opportunities and training to help them achieve personal goals.*
- *Promote apprenticeships, equality in training and opportunities for young people*
- *Stability - Through our focus on long-term agreements*
- *Good communication with our Clients, Customers and Employees.*
- *Empowerment – Ensuring all members of staff are empowered and motivated and are provided with support by managers and senior staff.*
- *Passion – through involvement of our employees, empowerment, promotion of long-term employment, CPD, training and our Respect for People policies which considers feedback from employees and involves individuals in our development and strategy*
- *Quality Service – committed to ISO 9001 principles, managed by a senior management hierarchy, which are incorporated throughout all our activities*
- *Promoting Equality of Opportunity through our service and community investment.*

### **Complaints**

Our management guarantees that all complaints and feedback received from customers are recorded by our Nominated Quality Team and are actioned appropriately and efficiently in the quickest time possible. Monitoring of complaints by Senior Managers, ensures equality of opportunity throughout all activities.

All complaints are analysed in such a manner that proactive changes can be implemented with a view to reducing customer complaints.

The Quality Manager reports all complaints monthly to our Board of Directors. The Group Directors review and analyse all complaints and non-conformances to our quality system on a monthly basis to assess if appropriate action is being taken. This is with the view to improve our service and customer satisfaction.

## **Preservation of Product**

Bell Group UK and Bell Decorating Group Team Members guarantee that on completion of a contract, the Contracts Supervisor will visit the site with the client or an appointed representative to inspect the works and ensure that they are satisfied with the service that our Company has provided.

At the end of every contract the site shall be left clean and tidy and all equipment removed.

All Final Inspection Report Sheets are reviewed by Management. Relevant statistics are reviewed and analysed with a view to improving customer satisfaction.

Any complaints or comments from our client or their customers will be carefully considered by our Management team, action will be taken as necessary and the feedback will be used for implementing changes for further improvements to our service.

Any Defects reported by the client or customer will be analysed by Management, who will oversee that the necessary operations are carried out for bringing the work up to the level of the clients approval.

Often problems arising are specific to each separate contract but thanks to our control systems in place, we, as a team, shall work to resolve such setbacks in the most efficient and professional manner.