

## Introduction

It is the policy and a principal business objective of Bell Group UK to provide the highest quality of service to clients. Being a large commercial contractor, operating in a competitive market, the pursuit of optimum quality of service is as essential to the growth and long-term survival of the business as cost control. To achieve this we;

- *are driven to execute each and every project 'right first time', focusing on a zero defects regime*
- *designate the optimum management time and resources for planning and setting up each contract;*
- *invest in breeding, nurturing and training our own core of skilled operatives from apprenticeships to management through training and internal promotion*
- *promote opportunities for personal development and employee wellbeing*
- *ensure a true collaborative working ethos is ingrained at every level of the business*
- *Share our knowledge and expertise with all interested parties, gained through 30 years of maintenance repairs and painting contracts in occupied public and residential dwellings,*
- *utilise resources of our Supply Chain Partners*
- *develop the most efficient formula for methodology and delivery of the works, taking in to consideration all affecting factors to provide a best value service;*
- *Ensure maximum collaboration with all interested parties, considering their needs and expectations.*
- *Invest in optimum quality of preparation and workmanship, therefore increasing the lifecycle and sustainability of our product, which ensures our work improves the lives of our clients and customers.*
- *Deploy expert supervisory staff and cherry pick the most suitable qualified skilled operatives to each and every project, ensuring all parties are trained in the requirements of all interested parties*
- *Create an effective communication flow, which ensures the least possible impact, disruption and delays.*

In order to ensure that all work is carried out in a manner which provides the highest quality of service to clients, the Company has put into effect a Quality Management System. This complies with the requirements of ISO 9001:2015. The Quality Manual defines this system and the work procedures entailed.

Bell Group Management consistently strives to understand current and future needs of our customers and to exceed customer expectation. This is achieved by creating an internal environment in which all staff are required to become completely familiar and understand all procedures of the quality system relevant to their own work and ultimately become fully involved in achieving the organisations objectives. We believe that the responsibility in delivering a first class service lies with all members of our team; starting with our operatives and involving the site foreman, contract management, administration and surveying staff.

The management has established a structure that encourages and promotes continual improvement of the QMS through the use of quality objectives, audit results, analysis of data, corrective and preventative actions and management review. This policy statement has immediate effect.

**For and on behalf of Bell Group UK –**  
CEO, Craig Bell  
Reviewed: 1<sup>st</sup> April 2021  
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