



Quality Policy

“BSL strives for consistent and high levels of quality across its operations”

The CEO and Senior Leadership Team shall:

- Establish processes to ensure that business objectives drive operational excellence with the inclusion of quality related objectives aimed at continuous improvement, schedule adherence and cost.
- Implement appropriate decision-making mechanisms to ensure there is a focus on effective delivery against BSL’s internal and external stakeholders’ expectations.
- Use appropriate risk-based proactive planning to ensure the right resource is factored in and allocated.
- Promote a culture of personal accountability for quality, whilst setting the right standard by personally leading by example.
- Build, establish, and maintain customer relationships by regularly reviewing and acting upon the feedback received.
- Ensure resource is made available to focus on improvement and proactive prevention activities, covering service delivery, process, and new business capture.
- Regularly review the quality policy and objectives at senior management meetings, which will include review of quality performance indicators, customer feedback, process optimisation and supplier performance.
- Maintain ISO 9001:2015 certification, which defines standards for the delivery of quality goods and services.

A handwritten signature in green ink that reads 'D. Wilson'.

David Wilson

Chief Executive Officer

Date: 29/08/2024.