SHE/POL/004 Rev. 08	QUALITY POLICY STATEMENT	

Mission

Bridgford Interiors are dedicated to achieving the highest possible levels of client satisfaction in everything we undertake and our aim is to effectively and efficiently provide quality products and services which satisfy the specified requirements of our customers and which comply with all applicable regulations.

Statement

To achieve quality performance on our construction projects a Quality Management System (QMS) has been established based upon the principles of ISO9001:2026. This promotes a culture of quality assurance in all company systems and procedures, under the direction of the senior management team and with the support of all employees, supply chain partners and other interested parties.

The Company recognises that quality is an integral part of its business performance and is committed to achieving effective and continual improvements through appropriate initiatives, controls and provisions of resources and training of employees to comply with our legal obligations, as a minimum. Bridgford Interiors shall consult with employees via a quality committee made up of representatives from the workforce. This policy shall be communicated to all employees, suppliers, contractors and other interested parties.

The aim is to agree customer requirements using accurate and efficient tendering processes and to minimise the occurrence of all defects in our activities, products and services. Proactive engagement with clients is a key innovative feature to improve understanding at the client interface at all stages.

Management objectives and targets are established and reviewed on a regular basis to supplement the Quality Policy. These are based on a commitment to seven principles of business excellence:

- Customer focus - Ensure that all employees remain dedicated to looking after our clients' best interests
- Stakeholder value - Set clear Quality objectives and targets that are regularly reviewed to enable continual system improvements.
- New technologies, techniques and innovation - Develop the skills, knowledge and capability of all existing and new employees so that we can successfully meet the changing needs and expectations of our clients
- Process management - Monitor the effectiveness of our Quality Management System and set high standards on all projects undertaken by the company.
- Workforce motivation and awareness- Ensure everyone is aware of and motivated to achieve the quality objectives set.
- Supply chain engagement - Communicate essential objectives and targets to all employees, supply chain partners and interested parties to ensure that our quality ethos permeates the entire company.
- Preventative management and continual improvement - Continually review and develop our Quality Management System working procedures to support company objectives.

Supporting this policy, the company has also developed a Quality Manual, which defines the levels of individual responsibility and arrangements throughout the Company. The ultimate responsibility for fulfilling the defined responsibilities and arrangements rests with the Managing Director.

The company shall complete internal audits and an annual management review of the management system. This review shall determine the effectiveness of the system and define actions that shall be taken from the findings.

The Company recognises the requirement for all employees and subcontractors to be fully committed to the application of the provisions of this Policy. Full support will be given continuously to all personnel so that a positive attitude to quality matters will be maintained.

This Quality Policy, together with our Management System, will be periodically reviewed to ensure they remain both suitable and sufficient for the businesses functions.



Alan Palmer
Managing Director
Reviewed: **April 2026**
Next Review: **April 2027**