

<b>Authorised for issue:</b>	<b>Author:</b> Christine Potts <b>Author Position:</b> Standards & Procedures Coordinator	<b>Approver:</b> Matthew Hayward <b>Approver Position:</b> Managing Director
<b>Purpose:</b>	To establish and maintain an embedded 'Quality Culture' where services are delivered to the specification within agreed costs and timescales and as a business we look to continually improve in our operational practices.	
<b>Audience:</b>	Babcock Emergency Services & Training employees, particularly those in supporting or in operational roles within: Babcock Training Ltd Babcock Skills Development & Training Ltd Babcock Assessments Ltd	
<b>Scope:</b>	All employees of: <ul style="list-style-type: none"> <li>○ Babcock Training Ltd</li> <li>○ Babcock Skills Development &amp; Training Ltd</li> <li>○ Babcock Assessments Ltd</li> </ul> to be aware of their personal accountability to deliver quality, fit for purpose services to their internal and external customers whilst seeking to continuously improve their processes and performance.	
<b>Version:</b>	20	<b>Issue date:</b> 01/01/20
<b>Last modified:</b>	01/01/19	<b>Review due:</b> 01/01/21
<b>Reference number:</b>	QM1AppC	
<b>Cross-referenced policies:</b>	All company policies.	
<b>Further information:</b>	This policy forms part of the ISO 9001:2015 Quality Management System Manual (QM1).	

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## Policy Statement

Babcock Emergency Services & Training believes that robust quality arrangements are essential to ensure that we meet and where possible exceed our customer expectations. Quality excellence is an integral part of our business and is essential to our commercial success and is supported by a set of guiding principles that clearly underpin the behaviours we expect from all our people.

Our Quality Policy is to deliver services that meet or exceed customer expectations through continual improvement and operational excellence. This policy applies to all operations and locations, including customer locations. The quality objectives below are to be applied and expanded on within the individual operational sectors through the management of key performance indicators.

Our key quality objective is to establish and maintain an embedded 'Quality Culture' where services are delivered to the specification within agreed costs and timescales and as a business we look to continually improve our operational practices.

In practice, this means:

- All employees are aware of their personal accountability to deliver quality, fit for purpose services to their internal and external customers whilst seeking to continuously improve their processes and performance

We will achieve this by:

- Working in partnership with employees, contractors, customers, suppliers, regulators, and other stakeholders to achieve excellent operational performance with the aim of achieving superior customer and stakeholder satisfaction
- Improving the quality of our service by listening to the customer to fully understand their needs and expectations
- Ensuring our activities and services are compliant with all applicable and current legislation and are optimised for business performance
- Actively and respectfully managing our internal and external supply chains
- Developing a positive employee attitude to achieve excellent performance and satisfy internal and external customers
- Maintaining and implementing systems for continual improvement, sharing good practice and learning from experience, internally and with our customers and our supply chain
- Maintaining a simple and effective business management system which meets the requirements of ISO 9001:2015 which is optimised for business performance

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# Emergency Services & Training

## Quality Policy



FS 666277

- Communicating the business management system throughout the business and to our stakeholders, and providing training to ensure that all employees understand and embrace the requirements of the system
- Ensuring that all activities are adequately resourced and carried out by trained and competent people
- Implementing robust systems for audit, inspection, peer evaluation and management review and actively using these outcomes for implementing improvements which are embedded through the business planning process
- Using appropriate national and international standards, certification, awards schemes, excellence and improvement tools to help us achieve business objectives and meet customer expectation
- Setting objectives and targets for quality that are embedded into the business performance, measures are monitored and controlled through the business planning process
- Periodically reviewing this policy to ensure it reflects the needs of the business

The Managing Director has overall responsibility for ensuring the implementation and compliance of quality and operating procedures throughout the Company.

Our Quality Management System, Quality Policy, Quality Management Manual and Quality Procedures are communicated to all members of staff at induction and as part of staff continuous development. Quality documentation is accessible at all times via the company intranet.

The above policy and quality objectives relate to the business entities and locations within Emergency Services & Training: Babcock Training Ltd, Babcock Skills Development & Training Ltd, and Babcock Assessments Ltd that have achieved and maintain the ISO 9001:2015 Standard, Certificate FS 666277.

Signed:

A handwritten signature in black ink that reads "Matthew Hayward".

Matthew Hayward  
Managing Director  
Emergency Services & Training  
Babcock International Group

Date: 1st January 2020