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## Quality Policy Statement

BPA provides the downstream energy industry and other clients with a highly skilled service in a strategically important and technically demanding environment.

BPA's policy is to provide this service consistently to meet client requirements and to aim to enhance client satisfaction through continual improvement in the effective management of its integrated business processes.

BPA implements this policy throughout all its activities by:

- Ensuring that adequate resources are made available to meet this policy and that all staff are trained and competent to perform their assigned roles and responsibilities and to positively engage with customers, and by
- Requiring the awareness of and the strict adherence of all staff to the principles and practices of effective business management as stated in the company's Quality Management System procedures and in those standards to which we subscribe.

This Quality Management System is externally certified as meeting the requirements of BS EN ISO 9001:2008 (ISO 9001). It is subject to annual management review and both internal and external audit. This assures clients that BPA's business services are provided under the control of the Quality Management System to a consistent standard.

P M Davis  
Director and General Manager, BPA,  
For and on behalf of the BPA Board  
**June 2014**