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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 quality policy commitment 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.

The Leadership Team (LT) shall implement and maintain this quality policy and ensure that it is communicated, understood and adhered to within BPA and is available to relevant interested parties as appropriate. This shall be achieved through the implementation of the defined management systems by specified roles, management, staff and relevant parties.

The LT shall also ensure that this quality policy:

- Is appropriate to meet the purpose and context of BPA and to support its strategic direction. The LT shall achieve this by implementing a risk framework process.
- Provides a framework for setting quality objectives, by issuing an annual HSSEQ Plan.
- Satisfies applicable requirements, by undertaking an annual management review.
- Is monitored and reviewed regularly to ensure continuing suitability, by reviewing performances, arranging audit programmes and undertaking an annual management review.

BPA shall implement 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 (QMS) procedures and in those standards to which BPA subscribes.

This Policy shall be implemented through BPA's QMS, as detailed in MAN-Q-01. The QMS is externally certified as meeting the requirements of BS EN ISO 9001:2015 (ISO 9001). This shall assure 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  
**July 2019**