

QUALITY POLICY

The objective of BHR Group is to offer independent and trusted expertise and advice in the field of fluid engineering and provide a best value consultancy, research and development service

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the company will:

- Work collaboratively with our clients to provide them with better integrated engineering solutions and services
- Ensure all published work and client reports are accurate and unbiased
- Continually develop our expertise, intellectual property and knowledge-base in key subject areas for the benefit of our clients
- Monitor and measure the effectiveness of our business processes and objectives through Management Reviews and the Internal Audit Process
- Monitor client satisfaction with our work and set objectives for continual improvement
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence
- Select and work closely with suppliers who enable the company to create and deliver innovative engineering solutions
- Recruit employees who are customer focussed and support them with appropriate training and systems to ensure their competence always meets the company's requirements
- Provide a work environment that promotes the well-being of our employees, and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products/services and business processes
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Ensure that the company complies with all necessary regulatory and legal requirements

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Signed on behalf of the Board of Directors: *David Winter*

Position: Managing Director

Date: 03/10/2018