Document Title
ISO 9001 Quality Management Policy

The purpose of this Quality Policy (the "Policy") is to endorse the business quality management system to be both aligned to and effective in driving the business strategy, in accordance with interested parties. This Policy is a controlled document, identifier QMS-005.

The objective of the Quality Management System (QMS) is to engender a quality ethos to ensure the design and delivery of designated products and services, through the implementation of defined processes, procedures and controls, which support this Policy. The Policy is therefore critical to both our, and our clients, business success.

This company ISO certification is independently certified by (the UKAS accredited) certification body SGS as being compliant with ISO 9001:2015 (Quality Management Systems Requirements) and retention of this certification provides ongoing assurance of the strategic commitment by management to continual improvement of the business and the QMS.

It is the goal of the business to ensure that:

- Business quality requirements are determined and met or exceeded.
- ISO 9001 certification and ISO 27001 certifications are maintained with an accredited certification body.
- Regulatory, contractual and legal requirements are complied with
- All employees are engaged with the QMS.

The business Quality Objectives are directly aligned to this Policy.

Senior Leadership Team (SLT) members are responsible for the implementation of this Policy and the QMS within their business area. It is the responsibility of every employee to adhere to this Policy and infringement may result in disciplinary action or criminal prosecution.

The Chief Executive has approved and supports this policy and has overall responsibility for its implementation.

This policy document is publicly available.

Approved By: R. Davies, CEO,
September, 2023.

1.	See controlled document IMS-001 - Interested Parties. (This is a shared document with our ISO 27001 certification).
2.	See controlled document QMS-222 - Quality Management System Scope.
3.	See controlled document IMS-011 - Quality Management System & Information Security Manual.
4.	See ISO 9001:2015 – Quality Management Systems Requirements.
5.	See controlled document IMS-003 - Legal Register. (This is a shared document with our ISO 27001 certification).
6.	See controlled document IMS-008 - Quality & Information Security Objectives.

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Document Revision

Reference	Version	Modified Date	Author(s)	Comments
QMS-005	4	September 2023	Richard Sherlock	Annual Review

Document Management

Responsibility	Owner
Operations Director	Head of Operational Risk & Compliance

ISO Applicable?

9001:2015	27001:2013	Clause Identifiers
Yes	No	CL.5.2

Confidentiality

BCN Group Ltd	Client	Proprietary	Public
Yes	No	No	Yes

Used in IO
No