

# Quality Policy Statement

We are an international, multi-disciplinary, building science organisation with a mission to improve buildings and infrastructure through research and knowledge generation and their application. We use our cutting edge collaborative research to develop a range of digital products, services, standards and qualifications which are adopted around the world to bring about a positive change in the built environment.

Our Management System complies with the requirements of ISO 9001 'Quality Management Systems' and with the requirements of the appropriate international accreditation standards\*.



## Our quality policy is to:

- provide authoritative, independent and highly professional services and products that delight our clients and that fully satisfy their requirements;
- support the achievement of our BRE Group Strategy
- continually improve the effectiveness of both the quality management system and the provision of all our services and products;
- ensure all staff are trained and briefed about and maintaining all the quality documentation so that they can implement the policies and procedures in their work;
- comply with all relevant legislation and be beyond reproach.

## The BRE Group Board is responsible for implementing the Policy.

## This will be achieved by:

- establishing, implementing and maintaining a quality management system certified against ISO 9001 and which also complies with the requirements of the appropriate international accreditation standards\*.
- setting and reviewing measurable quality objectives and ensuring those objectives are met;
- providing the necessary resources and ensuring responsibilities and authorities are determined and communicated throughout the BRE Group;
- reviewing the effectiveness of the quality management system and assessing opportunities for its continual improvement;
- seeking structured feedback from our customers;
- ensuring everything we do is always carried out in accordance with stated methods and customers' requirements.

## Signed on behalf of the BRE Group Board

**Niall Trafford**  
BRE Group Chief Operating Officer  
January 2018