

QUALITY POLICY (BS EN ISO 9001:2015)

The **Building Engineering Services Association (BESA)** is a trade organisation for building engineering services contractors – representing the interests of firms active in the design, installation, commissioning, maintenance, control and management of engineering systems and services in buildings.

The BESA Group aspires to operate a Quality Management System (QMS) across all Group functions, with certain subsidiaries and departments already conforming to BS EN ISO 9001:2015 Certification.

Included within the scope of this certification are:

WELPLAN	Tailored benefit solutions for employees
MEMBERSHIP	Administration and subscription provision for the Association
SFG20	Library of maintenance standards for Building Engineering Services
BESCA	Certification Schemes to assess, certify and register the competence of contractors and individuals
REFCOM	F-Gas Certification Scheme
SKILLCARD	Personnel registration scheme for people working in the mechanical sector of the building engineering services industry
IT	Internal infrastructure and software development processes

Top management is committed to:

- Ensuring the QMS is appropriate to the purpose and context of the Association and supports its strategic direction
- Providing services and products that delight our customers and satisfy applicable statutory and regulatory requirements. To do this successfully, correct and appropriate systems and processes that ensure a 'right first time' response to meet these needs underpin the overall approach.
- Providing training and development opportunities to ensure employees are able to perform their roles to the required standard
- The continual improvement of the QMS

Top management shall:

- Take accountability for the effectiveness of the QMS
- Ensure that the quality policy and objectives are compatible with the context and strategic direction of the Association
- Ensure the integration of the QMS requirements into the business processes
- Promote the use of the process approach and risk-based thinking
- Ensure the resources needed for the QMS are available
- Communicate the importance of effective quality management and of conforming to the QMS requirements
- Ensure the QMS achieves its intended results
- Engage, direct and support persons to contribute to the effectiveness of the QMS
- Promote improvement
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility

This Quality Policy carries the authority of the undersigned



BESA Group Chief Executive
June 2020