

Quality Policy Statement

BSFG Core Value – Quality



- Quality means delivering products and services that meet high standards and serve our customer's needs.
- It involves attention to detail and continuous improvement; a mistake is always an opportunity to learn and develop.
- Quality builds customer satisfaction and loyalty, helping us strive for excellence.
- Consistently maintaining quality enhances a business's reputation and rises industry standards.

Bailey Street Furniture Group Ltd believes in customer focus, delivering the design, manufacture, structural fabrication, supply and installation of canopies, walkways, adult and children's bicycle parking and children's scooter parking (including shelters and cycle hubs), fitness, play, playground equipment and street furniture to the marketplace which meet our customers' requirements giving customer satisfaction.

Bailey Street Furniture Group Ltd provide services fit for their intended purpose, complying with agreed customers' specifications and applicable legal and other requirements. Our company's performance is also dependent upon the relationship with our suppliers and partners, who we will challenge to ensure they meet the requirements of our business through the application of defined quality procedures.

By continuously improving our Quality Management System and by harnessing the creativity and commitment of all our staff, we will more easily achieve our stated business and strategic objectives.

The Quality Objectives are focused on driving improvements, they are communicated throughout the company and assessed as part of the Management Review. The Objectives will be achieved by controlling quality in a systematic and planned manner; making improvements in product quality and process efficiency and continued compliance to ISO 9001 : 2015 a continuous process.

Bailey Street Furniture Group Ltd will strive to:

- Publicise the Quality Policy and Quality Management System to all employees (and any other interested parties), encouraging their participation in the company's continuous improvement programmes.
- Enhance the business by challenging Senior Management on the Strategic Direction of the business through Risk Management.
- Review customer requirements, market demands and maintain awareness of competition; outcomes of the reviews will shape the company's product offer.
- Inform suppliers of the Company's Quality Management System requirements and closely involve them in meeting requirements.
- Train and develop our staff to meet their current and future needs, as well as those of the business.

Signed :

A handwritten signature in black ink, appearing to read "D. Pringle".

Name : David Pringle

Date : 3 February 2025

Position : Managing Director