



Commitment to Quality

B. & M. McHugh Ltd is certified to ISO 9001:2015 for Quality Management. This policy supports the ongoing implementation of our certified management system.

Quality is integral to all our working practices. We believe that it is critical to the success of our business. From the smallest processes to the largest contract, quality is our passport to customer satisfaction and to our future business. The key elements of our approach to Quality are based on the following Quality Principles:

Customer focus

We depend on our customers and are committed to supplying them with high-quality products and services that conform to their requirements. Our aim is always to meet or exceed our customers' expectations. We are committed to working collaboratively with our clients and supply chain partners to establish and maintain the highest quality standards across all our projects.

Leadership

The Senior Management Team is committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements. We provide an internal environment in which our people can become fully involved in achieving the organisation's quality objectives.

Engagement of people

We recruit and retain highly motivated, competent people. Our people are our most important resource. We encourage their full involvement in order to develop their abilities for the benefit of the individual and the company.

Process approach

We manage our activities and associated resources as a series of planned processes to deliver the right product, within the correct time scales, costs and with minimum wastage, while seeking to maximise efficiency. We are committed to the continuous improvement of our works and services that we provide and to the effectiveness of our Integrated Management System. We set clear quality objectives and monitor our progress towards their successful achievement.

Evidence-based decision making

We measure our performance in key activities and use the data collected to make informed and effective decisions on how to improve our processes.

Relationship management

An organisation and its clients, suppliers and collaborative business partners are interdependent. We seek to develop mutually beneficial relationships to improve Quality leading to greater reliability, enhanced services and increased efficiency. The aim of our Integrated Management System is to ensure that:

- We deliver a quality service to maintain excellent customer relations.
- Customer satisfaction remains inherent to our business.
- Our customer's requirements have been fully understood and met.
- All work is carried out consistently to a defined standard.
- We have the skills and resources to fulfil our customer requirements.
- Our staff are fully trained and involved in quality improvement.
- We strive to continuously improve our systems and processes.
- We only use services that meet our own quality assurance standards.
- A professional approach to customer interface is maintained at all times and
- Any complaints are dealt with efficiently and within an acceptable time period.

In our endeavour to achieve this objective, we will;

- Create and nurture people of quality by continuous education and training.
- Maintain & improve the standards of our products and services that always meet or exceed their expectations.
- Continually improve the Integrated Management System and achieve the best quality objectives.
- Set measurable targets and timelines for achieving these goals.

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- Endeavour to getting it right first time by constantly finding opportunities to apply our continuous development approach.
- Strengthen our sub-contractor & supply chain, and
- Encourage each person and at all levels of our organisation and our supply chain to commit to our continuous development mind-set.

Continuous Improvement

We are committed to continual improvement of our Quality management system through setting objectives that support our obligation to the protection of our staff. The objectives are appropriate to the nature, scale, and impacts of our activities, products, and services. They are established, communicated, measured, and reviewed at least annually.

Quality is a degree of excellence, which is ever-changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future.

Review and Document Control

This policy is subject to annual review (minimum) by the Head of HSQE & the Managing Director to ensure that the management system is effective, consistently implemented and continually improved. It is made available in all site folders, information boards and one OneNote.

James McHugh
Managing Director
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