

QUALITY POLICY



Our Vision is to transform tomorrow.

To achieve this we are committed to:

- Consulting with clients and stakeholders to fully understand their requirements and to meet or exceed their expectations;
- Recognising that Quality is fundamental in achieving excellence;
- Ensuring BGC Contracting's management system meets ISO 9001:2008 requirements and that they are integrated into all business activities;
- Using industry best practices to identify, eliminate and minimise project risks;
- Establishing and achieving measurable Quality objectives and targets;
- Investing in the most appropriate technology solutions;
- Ensuring our systems are flexible and to encourage new ideas, technologies and innovations;
- Ensuring all employees understand and take responsibility for their own work;
- Developing and maintaining a Quality culture within the business, supporting governance and compliance to our systems and processes;
- Undertaking surveillance programmes across all business units, implementing preventive and corrective actions where required;
- Actively seeking feedback from clients and stakeholders and addressing opportunities or areas for improvement and levels of satisfaction; and
- Reviewing and revising our Quality Policy periodically to maintain relevance, effectiveness and appropriateness to our business.

A handwritten signature in black ink that reads "G. Heylen".

Greg Heylen
Chief Executive Officer
June 2016

