

# Quality Policy

## Introduction

This document outlines the scope of the management (quality) system, describes the framework for setting objectives and targets and defines the responsibility and authority for complying with Livingston Building Services Limited (LBS) system requirements and those placed upon the business to ensure compliance with ISO9001:2015, all of which are available online to all employees.

## Commitment to Quality

LBS is committed to continually improving all aspects of our performance. This will be achieved through our commitment to our external stakeholders, to our people and to the development of our organisational culture. The company's document management system, Deltek, will assist in achieving these objectives by identifying and managing organisational risks, monitoring and measuring performance and identifying improvements. In addition, LBS is committed to providing the necessary training and resources to enable our people to perform to the highest standard.

## Scope

The scope of the management system covers all elements of the company's activities and operations. In general, the management system, the processes, procedures and documentation contained within it are to be followed throughout the organisation. However, some processes, procedures and documents are division specific. In these cases, the requirements of each division are displayed and clearly identified as such.

For the purposes of ISO9001:2015, the scope of LBS's certification is defined as follows: 'Provision of mechanical & electrical services'.

## Objectives

Objectives are set annually by the Executive Board. These objectives are target measures for the following year and reflect the business' stakeholders (shareholders, people, customers, supply chain and communities). Health and safety targets are also set and are reported independently.

Reporting on all of these measures is carried out on a monthly basis through production of a dashboard; results are discussed at the monthly Divisional; & Executive Board meetings and cascaded throughout the business.

Monthly dashboard results are posted on Deltek and communicated to all employees.

## Organisation, Roles & Responsibilities

The Executive Board determine the organisation's overall strategy and structure. Divisional Boards are responsible for managing operational & commercial performance, whilst the Executive Board reviews divisional performance.



**Deltek**. PIM

The use of our document management system, Deltek, is closely monitored and reported upon via the LBS dashboards with progress reported on a monthly basis at all divisional board meetings.

Documentation control is achieved through a series of 'templates' which are available in Deltek and cover: - Quality; Environmental & Health & Safety systems & processes.

The Executive Board will provide support, as necessary, and will ensure that an audit programme demonstrating both compliance and our commitment to ISO 9001: 2015 is carried out. All managers in the business are responsible for the implementation, operation and satisfactory performance of the company's management systems.

Line managers are responsible for the identification of training needs.

### **Review & Further Information**

This policy will be reviewed for accuracy, completeness and applicability by the Executive Board on an annual basis. Further information on any aspect of this policy can be obtained from Chris Pendrey (HSQE Director):

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**George Morris**  
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