

Quality Policy Statement

We are committed to the delivery of quality throughout all the activities we undertake in the planning, development and delivery of our products and services.

We recognise that in order to provide and maintain a consistent high quality of work, an efficient Quality Management System is necessary. This is to ensure proper communication, work control and records are generated for our activities. We deliver this commitment by:

- Implementation of Management System processes where these are applicable and relate to our objectives and business plans.
- Undertaking these activities in accordance with Management System processes that are appropriate to the activities being undertaken and reflect recognised industry best practice.
- Providing and equipping all staff with the necessary resources, equipment, information, instruction and training to fulfil the requirements of this policy, commensurate with their role.
- Dealing with customer, stakeholder and other interested party concerns efficiently and effectively and acting upon these concerns to the best of our ability and to their satisfaction.
- The total co-operation and commitment of everyone at all levels in, or connected with the organisation in delivering improved performance.
- Setting, monitoring, reviewing and communicating challenging and measurable objectives and targets.
- Maximising efficiency by reducing unnecessary activity where it is economically and operationally feasible.
- Working in partnership with our customers, suppliers, local businesses, neighbours and other stakeholders to ensure that we provide products and services that are reliable, repeatable, compliant with specification and consistent with their expectations.

We aim to support these commitments by the use of a Management System which will be reviewed to assess its continuing effectiveness and opportunities for improvement. We are committed to continually improving the suitability of our management system and have set relevant quality objectives against which we monitor our performance.

This policy statement is implemented through the ongoing development and implementation of the Management System which complies with the requirements of ISO 9001:2015 and National Highway Sector Schemes 7, 8, 9A 12D, 13 and 16.

This policy statement has been endorsed by top management who give their full support to its implementation. It is communicated to all relevant staff, is made available to the public through the Scottish Borders Council and SBc Contracts websites and is reviewed annually.



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