

Quality Policy Statement

Established in 2002, Total Building Control Ltd (Total B C) (Incorporated in 2004) are now a leading Registered Building Control Approver in Wales and the south of England, offering a service-driven approach to the statutory building control function, in competition with Local Authority Building Control and other Registered Building Control Approvers.

It is Total B C's objective to be the market leader in the field in this geographical area, with a reputation for driving compliance with the Building Regulations in a manner that is trustworthy, approachable, reliable, cost-effective, innovative and ambitious for our clients.

Total B C aim to build such a reputation on the foundation of a clear corporate personality of friendly professionalism and a creative, collaborative approach to building control.

It is the policy of Total B C to maintain a quality management system designed to meet the requirements of ISO 9001:2015 in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of Total B C to:

1. Strive to satisfy the requirements of all our customers stakeholders and interested parties whenever possible, meeting and exceeding their expectations
2. Comply with all legal requirements, codes of practice and all other requirements applicable to our activities
3. The reduction of hazards, prevention of injury, ill health and pollution
4. Provide all the resources of equipment, training and guidance to staff and any other requirements to enable these objectives to be met
5. Ensure that all employees are made aware of their individual obligations in respect of this quality policy
6. Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk"

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

At Total B C, client service is front and centre of our operation. We understand "customer" in a broad sense to include a broad range of identifiable third parties and stakeholders. Employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To maintain awareness of the need for continuous improvement, the quality system is regularly reviewed by the Quality Focus Group, appointed by the Board, and in turn annually by the Board, to ensure it remains appropriate and suitable to our business. The Quality Management System is subject to both internal and external audits.

Signed

A handwritten signature in black ink, appearing to read 'H McLean', is written over a faint, light-colored signature line.

H McLean (Operations Director)

Date 05.04.24