SOCOTEC Building Control Limited
Quality Policy Statement

SOCOTEC Building Control Limited provides Building Regulations approval for a wide range of construction projects, working with architects, contractors, developers, and homeowners. We recognise that quality is critical to our success and must add value to all stakeholders. We are committed to understanding the needs and requirements of our customers, the relevant standards and the business, and ensuring compliance to drive better performance.

To achieve these objectives, we have established, implemented, and maintain an Integrated Management System (IMS) to meet the requirements of ISO 9001:2015 and ISO 14001:2015.

All staff are responsible for the quality of their work. The company provides training and support through established systems to assist all team members to achieve the required standards.

SOCOTEC Building Control Management will:

- Ensure all services are delivered to our customers by highly skilled and experienced staff who are committed to providing an exceptional service;
- Work with suppliers and customers to establish and maintain the highest quality standards;
- Remain committed to the highest level of impartiality and confidentiality in all our activities and dealings with customers and other interested parties;
- Maintain our high standards by recruiting the best people available and developing their skills through training and coaching to enable them to achieve their best potential;
- Provide adequate resources for the achievement of the policy objectives;
- Promote the use of the process approach and risk-based thinking;
- Continually review the effectiveness of our service to our customers through our independently approved IMS that meets the requirements of ISO 9001:2015 and by setting and monitoring quality objectives and key performance indicators (KPIs);
- Communicate this Quality Policy to everyone in the Company through our management systems and company intranet. All persons are expected to contribute to the effectiveness of the IMS. This engagement is supported by top management; and
- Continue to be committed to the principle of continuous improvement throughout all areas of our business.

We aim to produce work and offer a service of which we can be proud, however, we recognise that there may be a situation where a customer has reason to complain. We are committed to investigating any issues raised with us in a fair, timely and transparent manner. Complaints will be investigated thoroughly, and all justified complaints will have appropriate corrective actions taken in line with our procedures.

The policy, organisation and procedures necessary to achieve the required standards are described in our flowcharts and procedures, which operate in conjunction with our internal bespoke database. Existing projects managed on alternative systems will continue under applicable procedures.

The Head of Compliance is responsible for monitoring the quality system and reports regularly to the Board on the system's implementation, status, and effectiveness.

The objective of this Company is to provide a service to the satisfaction of the dutyholder(s) and The Building Safety Regulator in accordance with the contract as agreed with the client. We are committed to providing a service that meets the requirements of the Building Safety Regulator's Operational Standard Rules (OSRs), and the Registered Building Control Approver's Code of Conduct.

We are satisfied that climate change has no material impact on our management system.

We regularly review and update our system, processes, and procedures in line with legislation changes and best practice guidance. We will continually review this policy to ensure it reflects the needs of our business.



Kevin Savage
Managing Director
April 2026

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Disclaimer

This policy has been developed for SOCOTEC Building Control Limited and applies across all schemes, services, and operations under its control. This policy also remains applicable to the standalone legal entities of QAI Services Limited and Shore Engineering Limited, where relevant, and recognises their continued existence as distinct legal entities.

In instances where policies reference SOCOTEC Building Control Limited they should be interpreted as extending to QAI Services Limited and Shore Engineering Limited in respect of their individual business operations. Any variations due to regulatory, operational, or contractual differences between SOCOTEC Building Control Limited, QAI Services Limited and Shore Engineering Limited will be addressed on a case-by-case basis.

This policy collectively ensures all governance, compliance, and quality management standards are consistently upheld within SOCOTEC Building Control Limited and, where relevant, within QAI Services Limited and Shore Engineering Limited.