

QUALITY POLICY STATEMENT

Burgoynes is a renowned Partnership of forensic scientists and engineers specialising in the investigation of fires, explosions, engineering failures and other incidents. The organisation provides expert witness services to the legal, insurance and commercial sectors.

As a responsible business organisation, Burgoynes recognises its obligations to consider quality, environmental and health and safety issues in its dealings with its customers, employees and the general public.

The Partners commit to and take responsibility for:

- Establishing and maintaining the quality management system and its processes, monitoring and measuring the effectiveness of its outputs that help the organisation to meet and, where possible, exceed client requirements as measured by Code of Service.
- Maintaining compliance with relevant statutory regulations, legislation, approved codes of practice, our Code of Business Conduct and Ethics and other commitments to which Burgoynes may from time to time subscribe and maintaining accreditation to the BS EN ISO 9001:2015 Standard.
- Setting measurable goals and objectives for quality which are communicated to all interested parties.
- Creating an environment that promotes continuous improvement within all our services and the quality management system.
- Investing in training and support for all Personnel to deliver our services to the highest standard by evaluating performance through the appraisal system process and client reviews.
- Assessing thoroughly the risks arising during our work and introducing measures to eliminate or control those risks for the protection of our Personnel, our clients and the general public as far as is reasonably practicable.

- Ensuring that our policies and business practices are communicated to all Personnel, or to others working on our behalf, using appropriate training and briefings.

This Policy Statement is reviewed at least annually or more frequently if appropriate and is available on the Burgoynes Intranet to all Personnel and available on request to interested parties.

Daniel Jackson – Head of QMS