

## Quality Policy

As Directors of Bowman Riley, we recognise that the key to our success in delivering architectural, interior design and building consultancy services is the professional competence and capability of our staff. Our commitment is reflected either in the recognised qualifications that they hold or in the ongoing training for such qualifications that we provide for the less experienced members of our staff.

Additionally, we operate an Integrated Management System (IMS) which has been developed to reflect the best reference practices advocated by the RIBA, BIIID and RICS in their published guidelines. In this way, we are able to ensure that the IMS is continuously used for the benefit of our clients and ourselves because it demonstrates exactly how we work. This provides a ready mechanism for continual improvement of both our systems and our service delivery and ensures the effectiveness of action in conjunction with our commitment to comply with applicable laws and regulations.

Our policy is maintained as documented information available to every member of staff to demonstrate the focus of our management philosophy and the improvement objectives set by the Directors for the growth of the business. The quality policy is made available to interested parties via our website.

Quality objectives are established at relevant functions and levels, including product requirements, measurable and consistent with this policy.

At our periodic Management Meetings, we ensure that this Policy is reviewed for its continuing relevance to our business philosophy and structure.

Bowman Riley have established Core Values, principles based on quality, people, integrity and delivery to support the vision, shape and culture of the company.

Everyone at Bowman Riley (led by Directors) is committed to continual improvement including customer service, supply performance and professional training. They are committed to the reduction of pollution resulting from their direct and indirect activities to compliance with all applicable legislation and to facilitate environmental improvements and reduction of environmental detriment in all our activities.

Bowman Riley is committed to complying with ISO 9001:2015 requirements through the continual improvement of processes and systems and the ongoing setting and review of Quality Objectives and Targets and Management Review meetings.

Signed by Directors: Michael Feather, Dan Heward, Caroline Woolley, Antony Pleasants, Darren Bush, Craig Mewse, Colin Briggs.

Review by 31<sup>st</sup> May 2025