



QUALITY POLICY STATEMENT

We are collaborative in managing quality, working with our colleagues, supply chain and clients.

The Higgins Group PLC Board of Directors are fully committed to delivering high quality developments, on time, within budget and meeting customer expectations. As a business we take our responsibility to managing quality very seriously, we are committed to continual improvement and provide the support to our employees and supply chain to achieve this. We have instilled a quality management approach within our Higgins Culture with our ISO 9001 certified Higgins Group Management System, that provides the processes and procedures for our business operations.

As a company we strive to deliver high quality in the following ways:

1. Fully resourced in house teams dedicated to delivering a high-quality service and product through the project lifecycle including Compliance Department, Site Services Team, Procurement Team and Customer Services Team
2. All projects delivered strictly in line with our robust BS EN ISO 9001:2015 certified Higgins Group Management System which provides us with strict quality processes and procedures through all stages of the project that we adhere to, ensuring we achieve the highest standard of workmanship
3. Deliver a Soft Landings Strategy for every project, collaborating with stakeholders throughout the project lifecycle to optimise operational performance of our developments
4. Investment in digital and cloud-based quality management tools such as: SnagR, Multivista, Causeway, Clixifix, Power BI and Cyberqube
5. We are BIM Level 2 certified; our company policy is to deliver every project as a 'Controlled Revit Coordinated Project' to Level of Detail 3 (LOD3) and predefined systems or products to a Level of Information 4 (LOI4) for fire safety related systems or products such as cavity barriers, trays and fire breaks.
6. Regular scheduled quality reviews throughout the project including quality compliance audits by key Higgins staff namely Compliance Advisors, Quality Managers, Fire Risk Assessor, Director of Compliance and Production Director
7. Open and honest Higgins Culture nurturing communication and encouragement for employees and supply chain to contribute to improvements
8. Suite of Key Performance Indicators across the business capturing and measuring quality
9. Training and investing in our employees and supply chain, ensuring they know and understand their responsibilities and are competent in their roles
10. Robust testing and inspection procedures including opportunities for improvement to be implemented

Mr S J Leakey, Managing Director

is responsible for the Quality programme of Higgins Partnerships PLC.

Signed: 

Print Name: S.J. Leakey

Date: 1st August 2022

This policy is reviewed on an annual basis, or as otherwise necessary, ensuring we are continually improving and updating our Higgins Group Management System.