

1. Policy Statement

Energy Coast West Cumbria Ltd (BEC) is committed to delivering high-quality property management and development services that consistently meet customer, partner and stakeholder requirements. We strive to exceed expectations through effective planning, competent delivery and continuous improvement.

This Quality Policy provides the framework for setting and reviewing quality objectives and supports the operation of BEC's Quality Management System (QMS) in accordance with ISO 9001:2015.

2. Our Vision

To build extraordinary communities that make a positive difference for people, places and partners, creating long-term value and unlocking the potential of our local communities through sustainable and responsible action.

To develop and manage a high-quality, sustainable property portfolio that meets the current and future needs of our customers, communities and the environment in which we operate.

3. Our Mission

BEC will:

- Develop distinctive destinations that stimulate a diverse local economy, promote enterprise and create new employment opportunities
- Deliver improved environmental outcomes by embedding environmental considerations into all activities, aiming to exceed statutory and regulatory obligations wherever possible
- Champion local communities through engagement and collaboration to address environmental and societal challenges and generate long-term social and economic value
- Safeguard and modernise assets to meet customer needs while improving energy efficiency, resilience and environmental performance
- Deliver efficient and sustainable services by investing in our people, processes and supply chain

4. Our Commitment to Quality

BEC is committed to:

- Customer focus, understanding and meeting customer requirements and enhancing customer satisfaction
- Compliance, meeting applicable legal, statutory, regulatory and contractual obligations
- Process consistency, operating a structured, risk-based approach to service delivery
- Competence and engagement, ensuring our people have the skills, knowledge and support required to deliver quality outcomes
- Supplier and partner management, working with competent suppliers and partners aligned with our quality standards
- Continual improvement, regularly reviewing performance to improve the effectiveness of our Quality Management System

5. Leadership and Accountability

Senior leadership is accountable for the effectiveness of BEC's Quality Management System. As Chief Executive Officer, I will:

- Ensure this Quality Policy is appropriate to BEC's purpose, context and strategic direction
- Ensure quality objectives are established, monitored and reviewed
- Promote a culture of quality, consistency and continuous improvement
- Ensure QMS requirements are integrated into business processes
- Ensure adequate resources are available to support quality objectives
- Communicate the importance of effective quality management and compliance with the QMS
- Support managers and employees to contribute to the effectiveness of the system

All employees, contractors and partners are expected to understand their responsibilities and contribute to achieving quality outcomes.

6. Objectives, Measurement and Improvement

BEC will establish measurable quality objectives aligned to its strategic priorities.

Performance against these objectives will be monitored, measured, audited and reviewed to ensure:

- Customer satisfaction is maintained and improved
- Risks and opportunities are addressed appropriately
- Non-conformities are identified and corrective actions implemented
- The Quality Management System remains effective and continues to improve

7. Communication and Availability

This Quality Policy is:

- Communicated and made available to all employees
- Applied across all areas of the organisation
- Available to relevant interested parties where appropriate
- Reviewed periodically to ensure ongoing suitability and alignment with ISO 9001:2015

8. Document Control

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