

Quality Policy



The ARG Group (the 'Company') located in Waltham Cross Hertfordshire, England, UK provides under its current scope of business:

'Mechanical, Electrical and Building Services; Asbestos Removal and Remediation; Asbestos Surveys'

With customers mainly in England UK this involves meeting and exceeding the Customers specifications and operational needs through interpreting the customers brief to the Company's methods of Business. The Company has established an Integrated Management System (IMS) which meets the requirements of the business and EN ISO 9001:2015 (Quality Management Systems), EN ISO 14001:2015 (Environmental Management Systems) & BS ISO 45001:2018 (Occupational Health & Safety Management Systems).

The Company also holds UKAS Accreditation to ISO 17020: 2012 for Inspection (ARG Surveys Ltd).

It is the responsibility of every employee to ensure that our products and services meet the quality criteria set by the Company. The company supports a culture that values the highest quality performance with every function having the objective of quality in mind. The Company aims to support these commitments using the Integrated Management System which will be reviewed to assess its effectiveness and opportunities for improvement by ensuring: -

- The service provided conforms to agreed customers' requirements including compliance with legal, statutory, regulatory and other requirements.
- The service and or product provided to our customers with an on time, fault free and reliable service at a competitive cost.
- The Integrated Management System and Policies are subject to on-going review via the formal Management Review Process to ensure it continues to be effective and suitable for the company business needs. All policies are also reviewed after any significant changes.
- Quality objectives and targets are set, reviewed including associated risks (risk register) and progressed via the formal management review process. These objectives are clearly communicated to all employees so that they may participate in their achievement.
- Appropriate resources are available, and training is organised to support the needs of the business.

The Company has a policy of continual improvement of both its Services and its Customer focus ensuring that we understand the customer's needs, both now and for the future and maintaining an IMS which conforms to EN ISO 9001:2015.

- To be attentive to our clients' needs and requirements, then develop those objectives and integrate them into our Integrated Management System and systems of work.
- Continually improving customer satisfaction.
- To enable our people to formulate solutions that surpass our customer's expectations
- promotion of equal opportunities and to nurture innovation
- continually develop the communication between staff and customers, interested parties and ensuring that all employees are suitably trained and resourced.
- all new and existing personnel and persons working on behalf of the Company are made aware of the Quality Policy either during internal communication (e.g. displayed within the company workplace), on-going training or Company Induction.
- this Quality Policy is also made available to the public and other interested parties either electronically or via hard copy issued on request.

Quality Policy



The Quality Policy is supported by systems and processes that are aligned and meets the requirements of EN ISO 9001:2015 and is communicated to all employees, sub-contractors and other personnel working on behalf of the Company.

This policy is a strategic business tool and supports the corporate philosophy to provide a quality, innovative, compliant and sustainable service to the sectors in which the company operates.

The Managing Director has given full authority to the Compliance Manager to carry out the Quality Policy of the Company. All company personnel are required to co-operate with the Compliance Manager in carrying out these responsibilities.

This Quality Policy is approved by the undersigned and is the authoritative document relating to the Quality Management within the Company.

Name: Mr C Blair

Signed: 

Title: Managing Director

Date: 08 April 2022