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	Quality Policy	

ACS CONSTRUCTION GROUP - QUALITY POLICY

ACS CONSTRUCTION GROUP provides Civil Engineering services to a range of public and private clients. The prime areas of expertise are:

- Civil Engineering
- Earthworks
- Drainage
- Concrete structures
- Roadworks
- External works
- Building works

Understanding the Context of the organisation

ACS will determine both the internal and external issues that are relevant to the organisation and that have both a direct influence on the effectiveness of the environmental management and an impact on global environmental and sustainability issues. In doing so ACS will consider the following issues when developing and implementing its business strategy.

- Cultural and social responsibility
- Legal and regulatory regulations and guidance
- Financial implications
- Use best available technologies where financially practical and feasible

Understanding the needs and expectations of interested parties (Person or organisation that can affect, be affected by, or perceive itself to be affected by a decision or activity)


ACS will carry out regular reviews with regards to all interested parties whether internal or external. In doing so ACS will consider the needs and expectations of interested parties in terms of overarching environmental strategy and performance.

Interested Parties (not a conclusive list)

- Direct customers and or end users
- Suppliers, distributors, retailers and partners
- Owners, shareholders and investors
- Employees
- Society at large, local community, non-governmental organisations
- Regulators

The ACS Quality policy is:

- To develop and maintain a quality management system which satisfies the requirements of ISO9001:2015 and is based on continuous process improvement and the avoidance rather than detection of problems.
- To comply with customer, statutory and **compliance obligations** and continually improve the effectiveness of the quality management system.
- To supply quality products and services by aiming to exceed the requirements of customers.
- To establish strong relationships with both customers and suppliers that will contribute to improving the quality of what is provided and purchased.
- To provide all employees with the training, resources and support needed to supply quality products and services to customers.
- To set meaningful quality objectives through the framework of the Management Review; these will then be converted into individual measurable objectives for all relevant employees and functions; and to ensure that they are tracked and reviewed through the Quality Management System Planning programme.
- To properly communicate the quality policy and quality objectives to all employees.
- To give individual responsibilities and accountability for the quality management system to employees.
- To establish an environment that supports the production and delivery of high quality products and services.
- To actively encourage each employee to realise his or her full potential.

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- To foster the concept of a team approach within the organisation, based on increasing the company's competitiveness by way of improved quality and productivity.

The ACS quality policy is displayed as a symbol of commitment. Each new employee is provided with a copy of the quality policy as part of the induction programme. All employees are issued with a copy of the quality policy whenever there is a change or amendment to it.

The quality policy is reviewed for continuing suitability at the Management Review.



P Grady
Managing Director

Date for review: 12-03-2019