



# QF\_01 Rev 04

## Quality Policy

**Originator: Tara Murray**

Retail Living Space Commercial

# Quality Policy

RG Group are externally audited by BSI Assurance UK Ltd and have been certified as meeting the requirements of BS EN ISO 9001:2015 for Quality Management Systems.

We believe that Quality is critical to the success of our business, and base our approach on the following quality principles:

**Customer Focus.** RG Group is dedicated to delivering construction projects to the highest of standards to our Clients across the country.

**Leadership.** Senior Management are committed to maintaining compliance with all legal, statutory, regulatory and contractual and ISO 9001:2015 requirements and providing an environment suitable for staff to contribute to achieving RG Group's quality objectives.

**Engagement of People.** Our staff (agency or permanent) are seen as our most important resource, we aim to recruit & retain motivated and competent people and encourage their full involvement in the Quality Management System, in order to develop their abilities for the individual as well as the company.

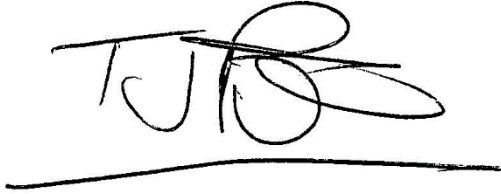
**Process Approach.** Activities/Resources are managed as planned processes, producing the correct product, with minimum wastage & maximum efficiency at the correct time. These processes are then structured into our documented QMS system.

**Improvement.** RG are committed to ensuring continual improvement through the on-going review of our quality objectives and processes.

**Relationship Management.** Our clients, suppliers, collaborative business partners and RG Group are interdependent. We seek to develop mutually beneficial relationships, to improve quality, reliability & increased efficiency.

**Evidence based decision making.** We will measure our performance through client key performance indicators, collect and analyse the data and use it to improve our processes.

This policy is periodically reviewed to ensure its continuing suitability, has been communicated to all RG staff and shall be made available to interested parties. It is endorsed by the Company's Directors and Management Team who take responsibility for the delivery of its aspirations.

A handwritten signature in black ink, appearing to read 'TJP', with a horizontal line drawn underneath it.

Trevor Puttick

Managing Director