



Arque Ltd – Quality Policy

Arque Ltd has a responsibility to our clients, the general public, government bodies and other parties that internal procedures and controls are in place to ensure best practices and high standards throughout all aspects of the business. We aim to continually improve the service we provide to meet our clients' requirements and to produce finished work that we can justifiably be proud of.

The company implements a Quality Management System certified under ISO 9001 throughout the organisation. Our prime objective is to achieve and maintain a high standard of quality, ensure compliance of relevant statutory and regulatory requirements and maximise client satisfaction by learning from their feedback.

We have a clear understanding of roles, authority and responsibility of management, annual reviews of all policy documents, process of purchasing and monitoring of material quality, suppliers and vetting all sub-contractors, document retention, provision of appropriate training and H&S awareness for all employees and implement a public relations and complaints procedure. We are committed to the continual development of the system ensuring it remains effective.

Only by providing an outstanding service will we achieve our aims of being the first choice builder for our clients, long term success and sustained improvements.

All personnel within the company are responsible for the quality of their work. The company provides regular training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to put it right and learn from the experience.

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Managing Director on the system's implementation, status and effectiveness. All other employees of the Company are committed to Quality control.

Signed:

Bernard Keogh, Managing Director

Revision Date: 31st July 2024