

Active Building Control

Quality and Environmental Policy

Active Building Control is committed to maintaining the highest standards in all our activities to provide a quality service to at least meet our clients', our regulator's and other interested parties' expectations and other requirements, but in a responsible and considerate manner, to benefit the environment, our stakeholders, our employees and the business as a whole.

Key to Active Building Control's commitment to continual improvement is to understand, and at least meet, both the needs of our clients and the natural environment, thereby achieving customer satisfaction in a sustainable manner. Our aim is to do things right, first time, every time, and to this end we aspire to:

- Continually understand and fulfil the changing requirements and expectations of our clients, our regulators and other interested parties in a profitable, safe and sustainable manner; thereby achieving customer satisfaction and compliance with all regulatory, statutory and environmental requirements as a minimum;
- Understand what constitutes acceptable standards, through the setting, monitoring and reviewing of client focused objectives and targets, and ensure these are communicated to all persons working on our behalf;
- Do everything in our power to prevent pollution, protect the environment and encourage associated third parties to work in a similarly environmentally conscientious manner;
- Maintain dialogue with our clients, regulators, employees and other stakeholders;
- Control, communicate and review all our processes that are crucial to delivering client satisfaction, and achieving compliance with all regulatory, statutory and other requirements, notably through the implementation and maintenance of our Integrated Management System (IMS).
- Provide a working environment to encourage employees at all levels to direct their abilities to the continued success of the organisation, the interests of the natural environment and the satisfaction of clients, as well as their own personal fulfilment.

Active Building Control is committed to achieving continual improvement of both its performance and the effectiveness of its processes, as contained within its IMS, to comply with the requirements of ISO9001 and the Construction Industry Council Code of Conduct, and to work in the spirit of ISO14001. Adhering to these will allow us to understand, control and enhance how we meet the needs of our clients, our regulators and interact with and impact on the environment.

The Directors are responsible for the effective implementation of this policy, and the wider IMS, but with the assistance and commitment of all employees within their specific area of responsibility. Notably, the Office Manager has a shared responsibility for ensuring that this policy and the IMS is implemented and maintained throughout Active Building Control.

Active Building Control will seek to embed this policy into 'business as usual' activities, and will communicate them to all our employees, any persons working on our behalf and other interested parties via our IMS, website and other methods as required. This policy will be reviewed annually to ensure it continues to meet the needs of the business, and reflects new developments, changes in legislation and feedback from customers and all those working on our behalf.

Mike Wood
Director
3rd January 2017

Tom Raftery
Director
3rd January 2017