



# Business Management System Tier 0



## PD102 Quality Policy

### ERG Group Quality Policy

The Quality Policy for ERG Group, consisting of ERG (Air Pollution Control) Ltd, ERG APC Maintenance Ltd and ERG (Plastic Fabrication) Ltd, is to professionally execute financially viable, commercially sound contracts (which offer a prudent balance of risk and reward) for the complete delivery of cost engineered products, systems and services to the required technical specification and contractual obligations to our chosen customers. A key way to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015.

ERG Group is committed to:

- Satisfying business requirements by ensuring that customer and applicable statutory and regulatory obligations are determined understood and consistently met.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Top management shall:

- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the QMS are available; including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Promote improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.

This policy is reviewed annually, amended where necessary and circulated to all involved.

Signed:

Date: 04 / 01 / 2017

**James Scott-Bowden**  
ERG Group Managing Director