

QUALITY POLICY

Concept is a site investigation contractor providing site investigations, consultancy and survey services for the construction and related industries. Concept are regularly involved in high profile projects throughout the UK and abroad. Our client base includes some of the largest Engineering Consulting Organisations, Developers, Insurance Companies / Loss Adjusters and Construction Managers in the UK as well as Private Individuals.

Concept operates an Integrated Management System which incorporates quality and environmental systems (ISO9001:2008 & ISO14001:2004) that have been approved by Lloyds Register Quality Assurance (LRQA) for the provision of site investigation, consultancy and survey work for the construction industry. Concept also operates a geotechnical testing laboratory that is accredited by UKAS in accordance with the requirements of ISO17025:2005.

A key objective of the organisation is to seek excellence in every aspect of our work and to ensure that our client's requirements are fully understood and met within budget and programme constraints. Our flexibility allows us to accommodate changes in a positive, proactive and personable manner working together with our clients to facilitate the successful delivery of their project. We continually seek to improve our performance and therefore the service provided to our clients.

Concept's major business objective is the provision of high quality site investigations and/or consultancy services that meet in full the clients needs. A cost effective Quality Management System is the means adopted to ensure that quality and business objectives are met and to provide objective evidence to substantiate that goal. The company is fully committed to the principles of Quality Assurance, Health & Safety and safeguard of the environment and recognises the necessity for the involvement of all employees to achieve this.

A culture of continuous improvement in all services offered to clients and to all internal operations is communicated and promoted throughout the organisation.

The primary objectives of the Quality Management System are:

- a) to provide evidence that services provided comply with project requirements;
- b) to ensure that inspection and verification requirements are determined and satisfied throughout all processes;
- c) to develop and maintain quality consciousness amongst all management and staff employed by the company;
- d) to develop and maintain a culture of continuous improvement in the quality of services offered to clients and to efficiencies in internal operations.

Concept is an equal opportunity company with a culture that provides for training to staff to ensure that everyone has equal opportunity to develop in line with our aims and objectives.