



joinery ltd

QUALITY POLICY AND PROCEDURES

We Are Committed to:

- ✓ Complying with the requirements established by Customers, Regulations, Approved Codes of Practice and by other interested parties. This includes: communications, workmanship, products (where applicable*, the equipment and products we use shall be UK Conformity Assessed (UKCA) marked) (or CE marked until 31st December 2024), contractual, programme, costs, dealing with non-conformities or non-compliance (including Health & Safety and Environmental matters), response to queries and customer service matters. *NB: Not all products can have a UKCA (CE) marking as for some there is no harmonised standard to be tested against.
- ✓ The continual improvement of the Company's overall performance and the effectiveness of the Business Management systems.
- ✓ Delivering consistently against design specifications and Customer expectations, through the professional service and workmanship of all of our workforce. Through this we aim to increase the likelihood of repeat business due to having satisfied Customers.

To achieve these commitments, the Company Management will co-ordinate all work activities in liaison with the Client, Principal Designer/Designers, Principal Contractor (where we are not taking on that role ourselves), Manufacturers/Suppliers and other Contractors involved in the works. This includes proactive engagement on quality related matters in the Pre-Construction Phase, during the Construction Phase and as part of handover and post project/implementation review.

All those working for the Company (either directly or indirectly) will be required to adhere to this Policy. In particular, individuals will be expected to take personal responsibility and ownership for the quality of their own work and for suggesting any ideas for improvement to the appropriate member of the Management Team.

This Policy is to be communicated, implemented and maintained at all levels within the Organisation starting at an individual's Company Induction and thereafter whenever it is amended. The scope of our Policy includes the establishment and review of Company objectives.

All Managers have responsibility for the effective operation of the Business Management and procedures in operation in their areas of control and for sharing good practices and learning points across the Business and into reviews of the projects we are involved in.

This Policy will be Implemented and Validated Through the Following:

- all levels of Management and supervision understanding and complying with this Policy;
- ensuring the Policy is communicated to all Staff;
- as well as Employees, all Sub-Contractors and Agents acting on our behalf will be made aware of the Company's arrangements with regard to all relevant Policies and Procedures, including being given a copy of this Policy;
- providing adequate resources to effectively implement this Policy;
- regularly reviewing the Company's performance and setting objectives and targets aimed at improving the Company's quality performance; and

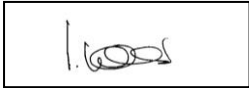
- seeking to continually improve Company and Management systems, procedures and cultures in all areas that may lead to improved quality performance.

Clients, Co-Contractors and their Agents may also be given a copy of this Policy to ensure that we are very clear about how seriously we take our responsibilities towards delivering a successful outcome every time in the work we undertake for them.

The Policy and related procedures will be reviewed annually as a minimum.

Additional Company Guidance will be given to all persons working for this Company which outlines our rules, specifications, safe working procedures and other information relating to working for our Organisation.

The Current Woodcraft Joinery Limited Quality Policy Has Been Adopted and Endorsed by:



Ian Walker (Managing Director)

Dated: 14th September 2026

Date of Next Review: by the End of October 2027

OTHER POLICIES, PROCEDURES AND ADDITIONAL RELATED INFORMATION:

- **Health, Safety and Welfare Policy;**
- **Environmental, Sustainability and Waste Management Policy;**
- **Product Supplier Certifications/Approvals and Inspections;**
- **Work at Height Standards and Procedures;**
- **Drawings, Specifications, Programmes and Contracts;**
- **Third Party Accreditations Achieved (CHAS, Acclaim, Common Assessment Standard (ConstructionLine) and SMAS Worksafe);**
- **Employment Policies and Procedures.**

Arrangements

We will meet our quality management aims and legal responsibilities, by:

Action/Arrangements	Procedure (<i>What are you going to do:</i>)
Communication	As part of Company Induction, our Quality Policy will be communicated to all new personnel (PAYE and any Labour Only Sub-Contractors). Our Contracts Manager(s) will agree the acceptance criteria for each project with the Client/Principal Contractor as appropriate, liaising with the Designer and Manufacturers where applicable. Internal (and external, where appropriate) standard setting will be discussed against product specifications and Manufacturer's usage/installation instructions with all relevant workers. Quality requirements will be discussed and agreed when any new product is being used and for each contract and trade within.
Training	Training needs analysis to ensure all workers have the necessary skills, knowledge, experience and training for their role, such as trade NVQ. This will be done as part of Company Induction and reviewed as a minimum annually in light of performance, with additional and/or refresher training arranged where necessary. We will keep an up-to-date record of training and qualification on a Training and Qualifications Matrix that covers our Direct Employees and regular Labour Only Sub-Contractors. Quality requirements for each project will be communicated as part of Site Induction, supported by discussions on the Technical Data Sheet, Product Data Sheet, Manufacturer's Instructions and CoSHH Assessment for any product used.
Monitor, Audit and Review	Workplace audits, inspections and checks carried out by competent persons. These can be by internal resources, by external resources such as Manufacturers as part of Warranty arrangements, or a combination thereof. NB: Most of the audits and inspections will also take into account Health & Safety and Environmental Considerations. Review meetings, internal progress reports, programme and cost plan reviews to review/report on progress. Management reviews will be carried out on a monthly basis and/or at the end of each project, depending on the duration, scale and scope of the project. Senior Management will undertake periodic reviews across projects to identify any trends. As part of our handover procedures to the Client/Principal Contractor (as appropriate), we will undertake snagging reviews reporting non-compliance or non-conformities. Procedures for this are in the appended flowchart. We will remedy any faults found.
Contractor Control	In order to work for us, Suppliers will be required to complete a Pre-Qualification Questionnaire. They will either need to demonstrate their own quality arrangements or agree to apply those laid out in this document. Supplier performance will be reviewed regularly by our Site Manager during works and then by the Contracts Manager after each project. A decision on whether to retain them as a Supplier will be taken annually (as a minimum) based on their performance to-date. All of our Site Inspections and Audits cover all of those delivering for work for us, including Sub-Contractors.
Resources	Provide sufficient people with the relevant skills, knowledge, experience and training, with the relevant equipment, materials and time to deliver the specifications of any project to the satisfaction of our Clients.

Customer Focus	As part of our handover procedures to the Client/Principal Contractor (as appropriate), we will: • undertake snagging reviews and remedy any faults found, external progress reports and “project feedback evaluations”; • once we (and Manufacturers/Suppliers where applicable) are satisfied that the specified works have been completed satisfactorily, handover to the Client with relevant Warranties and other Health & Safety File information e.g. ongoing maintenance of the deliverables; • reviewing complaints of any kind, whether they be from Customers, Suppliers or our own team - the procedures to be followed are as described in the appended flowchart; • carry out any remedial works that fall within Warranty promptly and to the Client’s satisfaction.
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Flow-Chart - Dealing with Non-Conformities, Non-Compliance and Complaints Procedure:

PURPOSE: To identify and take corrective action to remedy any instances whereby the usual high standards we require may not have been met.

SCOPE: All work planned, carried out and handed over in connection with the Business functions of our Company. Specifically, it covers:

- Receiving enquiries, tender packs or Pre-Construction information for jobs to be surveyed/carried out.
- Arranging the works, including our own Staff, other Contractors and Suppliers of materials, equipment and services.
- Carrying out work free from defects in a healthy, safe and environmentally friendly manner, meeting required timescales and delivering to specification and cost.
- Ensuring that we show courtesy and care for our Customers throughout, including considering their particular Business needs and the impacts of our works on them, both during the works and once handed over to Business as usual.

The Following are the Actions to be Taken in the Event of Any Potential Deficiencies Being Identified:

All Staff, Contractors and Suppliers to be made aware of the standards of work, behaviour, ethics, customer service and work plans they are required to comply with, both in terms of overall Business image and delivery of specific projects.

Upon Receipt of Enquiry/Successful Order: Define work content, location and cost plan, receive pre-start information, generate project management documents for approval, instruct work to be done within agreed timescales, organise labour, equipment and materials, set up site and commence work.

Our Team to Self-Appraise their own Work at Each Stage: Preventing any sub-standard issues, checking materials and equipment for defects, and 'snagging' their own work, reporting any issues to our own management and the Customer or their Agents. Photographs are to be taken in such circumstances to become part of the reporting mechanism.

Our Management Team to: check that all materials and equipment arriving on site are to specification, carry out spot checks, monitoring any non-compliance or non-conformities, reporting their findings to individuals involved, then to others affected, once happy with works, undertake formal snagging review with the Client prior to handover, for any issues, a plan will determine the remedial actions required, who is responsible, target completion date and final sign off arrangements.

Contracts Manager - Handover to Client with any Warranties and Health and Safety File. Undertake end project review in conjunction with other key Stakeholders.

In the Event of Customer Complaints or Negative Feedback:

- A) Our Staff must log the matter on to our system, and then, within 48 hours of the matter being raised, establish the facts via thorough investigation. This will involve speaking to all who may know details and using any images available to produce a written report.
- B) Once all details are known, relevant parties are to be informed, verbally (if possible) and then confirmed in writing with resultant actions defined. This will include any remedial works, replacement of items and financial matters. NB: *For serious matters our Staff may be disciplined.*
- C) Customers, Staff, Contractors, Suppliers involved are then asked to agree that the matter be concluded, with a note placed on our system accordingly.
- D) All such events shall be listed and then reviewed by Management in order to monitor any trends and to seek improvements.