



# Quality Policy

Chigwell London Ltd aims to provide defect free goods and services to its customers on time and within budget.

The Organisation operates an internal Quality Management System that has gained to include all aspects specific to general building contracts including cyclical repairs and planned maintenance, refurbishment, fast track fit-out and design and build.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction.

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
2. Communicate throughout the Organisation the importance of meeting customer needs and legal requirements.
3. Establish the Quality Policy and its objectives.
4. Ensure that the management review meeting sets and reviews the quality objectives, and reports on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources.

The structure of the Quality Management System is defined in the Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

The Organisation complies with all English and EU legislation and regulations specifically related to its business activities.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.



## **1 Estimating Work**

- 1.1 Enquiries received by the Company will be given an 'enquiry number', by which they will be referred for the duration of the enquiry period.
  - 1.2 A register of all enquiries received will be maintained with the result of each estimate being recorded. (See Estimating Procedure Form at the end of this document).
  - 1.3 All enquiries will be reviewed by the Director who will be responsible for undertaking the work to ensure that the scope of activities fall within the skill set of the Company. He will also consider current workload and resources for undertaking work and the geographical location of the contract. He will also consider the financial standing of the client and any other relevant commercial factors. Taking all factors into account he will make a decision as to whether the enquiry is to be priced or not.
  - 1.4 If the enquiry is to be returned un-priced, it will be sent back to the Client as soon as possible, with a clear explanation as to why the company are failing to supply an estimate.
  - 1.5 Where estimates are being provided, they will be constructed in the following manner:
    - A) A set of preliminary items will be considered, that are required to undertake the contract works.
    - B) A set of calculated rates to undertake the works element of the contract. These will comprise labour, plant and materials items, and will be backed up with three quotations for materials elements.
    - C) Consideration must be given to the following issues when constructing estimates for work:
      - Contract programme.
      - Health and safety issues affecting the work.
      - COSHH assessments for products being used.
      - Restrictions with site access.
      - Environmental considerations in undertaking the work.
      - Methodology to undertake the work.
- These should be recorded within the estimate file.
- 1.6 If sub contractors services are required for a project the sub contractor must be a current member of the approved sub contract database or they must complete a form and be vetted prior to their employment on a live project. Sub contractors when approved to the database should receive a copy of the Company health and safety policy, environmental policy, quality policy, code of conduct and customer care charter.



- 1.7 If consultant services are required for a project the consultant must be a current member of the approved consultant database or they must complete a form and be vetted prior to their employment on a live project. Company standard form is to be used with respect to the application process. Sub contractors when approved to the database should receive a copy of the Company health and safety policy, environmental policy, quality policy, code of conduct and customer care charter.
- 1.8 If suppliers products are required for a project the supplier must be a current member of the approved supplier database or they must complete a form and be vetted prior to their employment on a live project. Company standard form SC1 is to be used with respect to the application process. Sub contractors when approved to the database should receive a copy of the Company health and safety policy, environmental policy, quality policy, code of conduct and customer care charter.
- 1.9 When the estimate had been constructed 'at cost', a review meeting will take place and during the review the % addition to the base cost will be added to cover company overhead and profit.
- 1.10 In addition a final review of the operational plan for executing the contract will be undertaken prior to submission. This will be signed off by the Director responsible for the Estimate.

## **2 Award of Contracts**

- 2.1 The company will not undertake any work prior to an official order being received from the Client without the specific authorisation of the Managing Director.

## **3 Setting up Contracts**

- 3.1 Upon the award of a Contract the administration department is responsible for creating a mirrored file system for the job which is indexed to the standard Company indexing system. One file will be retained for the Company office and one will be maintained on site.
- 3.2 The Contract will be given a Contract number to which all documentation will be referred to. This broadly covers purchase orders, letters, sub contract agreements, bonds, variations, requests for information, health and safety documentation, environmental documentation, near miss or accident reporting forms. (See accident and environmental report forms at the end of this document).
- 3.3 The only differences between the files will be that the site based information will be exclusive of financial items such as rates for the work, valuation details, rates of pay etc.



3.4 A meeting will be held between the relevant managers who are associated with the project in order to co-ordinate the transition between a job that has been estimated and the live project so that all members of the project team are aware of the nature and scope of the work and the way that the contract has been estimated. The hand over meeting will be minuted and will follow the procedure laid out within the estimate form.

3.5 The files will be co-ordinated on a weekly basis by a transfer of paperwork between site and office and vice versa.

Site will return to the office:

- A copy of the site diaries and labour returns
- A copy of completed client's Risk Assessment Form.
- Health and Safety monthly reports.
- Requests for information sheets – CV/Training.
- Instructions issued by the client.
- Delivery tickets.
- Instructions issued to Sub Contractors. (See our 'Confirmation of Verbal Instruction Form' at the end of this document)
- Method Statements generated.
- Risk assessments created.
- And other paperwork issued to site.
- Office will return to the site:
- Health and Safety reports.
- Near miss reports from other sites.
- Instructions issued by the client.
- Method Statements generated.
- Risk assessments created.
- Purchase orders raised for the project.
- Any other paperwork necessary to keep the files mirrors of each other.



3.6 At the end of the project the site based file will be returned to the office and will form the basis of the as built record.

#### **4 Management Responsibility**

4.1 The Company believes that by clear communication of individuals responsibilities on a Contract the quality and predictability of the work that they undertake is greatly improved.

4.2 The responsibility for key members of staff on contracts that are to be undertaken are:

##### **Pre planning and review of the plan**

The project Director is responsible for:

- Production of the works programme prior to the commencement of the project.
- Agreeing the works programme with the client.
- Producing the works method statement.
- Agreeing the works method statement with the client.
- Final sign off of sub contractor selection (if required).
- Final sign off of the Health and Safety plan.
- Briefing the Project and Site management team of the plan to complete the works and their responsibilities in achieving the plan.
- Review the progress of the works on a monthly basis via a formalised meeting with the client. To action improvements and
- changes noted at the meetings.
- Investigating the circumstances of any reportable accident.

##### **Independent Health and Safety Management**

The Health and Safety Manager is responsible for:

- Producing the Health and Safety plan in conjunction with the Project Director and the Planning Supervisor.
- Distribution of the plan to all locations where work will be undertaken.
- Arranging unannounced surveillance visits to the site on a monthly basis.



- Communicate any deficiencies noted during the visit to the Project Manager for action.
- Offering advice on any matter to do with Health and Safety when requested to do so by any member of the team.
- Provide instruction to any changes to legislation affecting the work during the currency of the contract.
- Audit any changes to the Health and Safety file and make recommendations where required.
- Make recommendations as to Training that is required for staff of the Company.

## **On Site**

The Project Director is responsible for:

- Production of the live works programme.
- Producing the works method statement.
- Assisting the Health and Safety Manager in production of the Health and Safety plan.
- Knowing thoroughly the content and interaction of the 3 key documents.
- Providing the necessary level of resource at site level to achieve the programme.
- Overcoming difficulties encountered at site level which the site manager cannot.
- Controlling sub contract activities and liaising with management of the companies as required.
- Reviewing progress, quality and health and safety matters with Site Managers on a weekly basis.
- Ordering materials and supplies to resource the requirement of the site.
- Instigating changes required from Health and Safety audits.

## **Full time site Based Management**

The Site Managers are responsible for:

- Understanding completely the plan devised by the company to complete the works.
- Organising the day to day control of direct labour and materials on site.
- Conducting site inductions.





- Enforcing the restrictions of the Health and Safety plan at site level.
- Liaising with sub contractors on a day to day basis.
- Recording the progress of the work and the level of resources in the site diary.
- Returning paperwork to the office at the end of each working week.
- If works fall outside of the specification inform the clients representative and the Project Director as quickly as possible.
- Review progress, quality and health and safety matters daily and discuss with the Project Director.
- Carry out access/scaffolding inspections weekly.
- Attend Health and Safety audits and communicate with the Project Manager over any necessary corrective actions.
- Managing outage events.
- Maintaining control of materials and adherence to specification.
- Working within the guidance of the Environmental plan.

## **Financial Management**

The Quantity Surveyor is responsible for:

- Placement of Sub Contract Orders.
- Agreeing valuation dates with the client.
- Calculating and agreeing the cost of any variations.
- Completing a forecast of the Final account each month and informing the client of any likely change to the tender sum.
- Arranging fair payment to sub contractors in line with the work that they have completed.
- Internal responsibilities on forecasting job profitability to the company.
- Managing the cash flow of the contract.



## **5 Control of Materials**

- 5.1 All materials that are delivered to the site must be supplied by Companies that form a part of the approved supplier list.
- 5.2 All materials that are delivered to the site must be compliant with the specification of work and be in good order when delivered.
- 5.3 Ordering of materials is to be a planned event and site supervisors are to consider the requirement for materials, site supplies and PPE at the end of each working week for a period of four weeks in the future.
- 5.4 Bulk orders should be placed where possible and at least 2 weeks in front of the required date on site. Full post code reference to delivery location is required.
- 5.5 When materials are delivered to site they are to be checked against a copy of the original order and also the delivery ticket supplied from the manufacturer.
- 5.6 If the delivery does not match the order the office is to be notified of the deference's immediately and will pursue the issue with the supplier.
- 5.7 If materials delivered to the site are accepted and consequently found to be defective they will be marked with reject materials stickers and put in a quarantined area until they are removed from the site. The office will be notified of this as soon as is practicably possible.
- 5.8 If materials are considered hazardous to health a current COSHH form for that product must be present in the site files and the operatives responsible for using that product must have been briefed by the site supervisor in any necessary protective clothing or procedures required for its use.
- 5.9 On completion of the contract works all materials that remain in the site storage containers is to be removed to the company offices for re stock or disposal in an appropriate manor.

## **6 Control of Plant (Owned and Hired)**

- 6.1 The company has purchased a number of items of plant that are used on a daily basis on its sites. It is important that owned plant is regularly serviced in order to remain safe and efficient.
- 6.2 The company has put into place a database of all plant that it owns and recorded within it are the next service dates or test dates require for that item. The administration section of the Company will arrange for the relevant work to be undertaken to maintain the plant in the best possible condition and serviceability. However it is still important that site personnel check that plant items are 'in date' prior to use.
- 6.3 All service details and time before overhaul are displayed on the item of plant by means of its test and service sticker.





- 6.4 It is the responsibility of any member of the company using an item of plant to check that it is in good condition with no obvious defect and is in date with regard to service and statutory checks.
- 6.5 From time to time the company hires plant from third party suppliers. Providers of such plant have been approved by the company and form a part of its vendor rated data base of suppliers.
- 6.6 It is a requirement of the purchase order agreement that the hire company provide evidence of service and test for each item supplied and that the Site Supervisor checks these details prior to allowing use of the equipment.
- 6.7 The Site Supervisor is to prohibit the use of any item of plant (owned or hired) that in his opinion is not of a standard to allow its use or has not had the required services of checks. He is to clearly mark it with a reject plant sticker so that no operative inadvertently uses it. He is to inform the office immediately who will arrange the relevant corrective action in terms of engineer to fix it or collection from site.

## **7 Changes to the specification of works**

- 7.1 In the event that the specification for the works is varied during the currency of the contract it is essential that all members of the construction team are made aware of the changes and are working to the most current requirements.
- 7.2 In the event that the Company is requested to change the specification of works it is the responsibility of the contracts manager to issue the client a Confirmation of verbal instruction form to the client requesting written confirmation of the item to be changed. No work is to be undertaken to the revised specification until written confirmation is received.
- 7.3 When written confirmation is received to revisions to drawings they will be placed in the contract files and superseded document will be clearly marked as superseded and will reference the document that should not be referred to.
- 7.4 Copies of these documents will be forwarded to site as soon as they are received and the site file will be amended accordingly.
- 7.5 The site supervisor is responsible for document control of the site file revisions and informing the other contracts staff of the change.

## **8 Changes to the specification of works**

- 8.1 The Site Supervisor is responsible for completing the relevant entries in the Health and Safety registers on site. He/She is also responsible for completing any site based documents required as a statutory requirement.
- 8.2 The site supervisor is also responsible for completing the company Quality Management System documentation on a daily basis. This includes the Daily Diary, Daily Risk Assessment, Confirmation of Verbal Instruction sheets and Near Miss Reporting Forms for Health and Safety and Environment.



## **9 Notices**

9.1 A notice board will be maintained in the site offices that will display a number of required pieces of information.

They will be:

- Copies of the company Insurances.
- A copy of the Health and Safety policy.
- The full postal address of the site in the event of emergencies.
- Health and Safety notices.
- The name of the competent first aider on the site.
- Any other information that the Directors of the Company feel should be provided via the notice board.
- A plan detailing procedures to be adopted in the event of fire, bomb threat or emergency.

9.2 At the point of entry to the site and at any other location that is required by law health and safety signage will be maintained in order to inform the workforce of the requirements for PPE on the construction site and any specific requirements for that area of work over and above those normally expected for the companies' activities.

## **10 Progress Review**

10.1 On a day to day basis the site supervisor is responsible for the deployment of operatives and ongoing phasing of work to the plan set out by the company in the contract programme of works.

10.1 Contracts management staff will visit each live project on a weekly basis and will review the progress of the works. The areas assessed will be:-

- Progress
- Programme
- Specification
- Quality
- Safety
- Environment
- Financial
- Sub contract review



10.2 Each project will have a minimum of a monthly progress review meeting with the client to an agreed agenda. As a minimum the following topics must be included:

- Progress
- Programme
- Specification
- Quality
- Safety
- Environment
- Financial
- Sub contractor review

10.3 Minutes of the meeting will be kept with copies of these distributed to all parties within a period of 14 calendar days. Action points will be completed to the timescales agreed in the minutes.

## **11 Completion of the Works**

11.1 The Company works in the belief that getting it right first time is the only reasonable way of undertaking contracts and work towards zero defects.

11.2 Prior to the handover of completed works to the client for inspection the site supervisor will himself inspect the work to ensure that it has been carried out to an appropriate standard and complies in its entirety to the technical specification.

11.3 If he finds fault with any aspect of the work, he will get the defects rectified prior to asking for a client inspection. This will take the form of detailed snagging lists identifying which party is responsible for the rectification (for example directly employed staff, sub contractors, material suppliers).

11.4 All formal handovers will be recorded with any comments made or lists to be attended to recorded. These will form part of the as built file.

11.5 At the point of handover the client will be provided with any information that he reasonably requires with respect to the work.

## **12 Completion of the Works**

12.1 The Company recognises that timely resolution of complaints is an important factor in good company management and is an essential tool for self improvement. By analysis types of complaint patterns can be found and remedies put into place in order to overcome operational deficiencies.

12.2 All complaints reported to the Company will be recorded on the Company complaint form.

12.3 These will be forwarded to the Managing Director on the day that they are reported for him to make an assessment of the complaint and what action is to be undertaken. Within the assessment he will indicate a time period to rectify the immediate problem and a close out date by which the incident will be concluded.



- 12.4 In most cases this will be 2 days for rectification and 14 days to complete correspondence with the complaining party.
- 12.5 The decision made by the Managing Director will be communicated with the complaining party on the day of his decision.
- 12.6 The Managing Director will nominate a member of staff to deal with the rectification and close out. They will inform the Managing Director of the progress of the incident and what remedy has been reached. This is recorded on the complaint form.
- 12.7 These forms will be copied to all operational management of the company on conclusion of the incident in order to keep them informed of the nature of complaints and the agreed actions that have been taken.
- 12.8 The Company will maintain a register of complaints made, rectification actions required and close out achieved. On a bi-annual basis these will be reviewed and necessary action plans formulated to include actions to be taken to avoid re occurring complaints. Where necessary improvements to the quality management system will be made and documented.

**Dean Floyd, Managing Director**

Review Date: **2<sup>nd</sup> January 2022**