

BRADFORD WATTS

QUALITY POLICY

BWL UNDERLYING VALUES:

SAFETY:

to take continuous action to ensure a safe work environment for customers/clients, employees, sub-contractors, and the public.

QUALITY:

to take continuous action to build upon quality.

ENVIRONMENT:

to develop and maintain a company culture of environmental stewardship.

INTEGRITY:

to follow honest and transparent business principles in all aspects of our business.

COMMITMENT :

to do what we say we are going to do.

ENTREPRENEURSHIP:

to continually seek out opportunities to be challenged, and to grow as a business.

ACCOUNTABILITY:

to be leaders in our industry, taking responsibility and ownership for what we do.

ACKNOWLEDGEMENT:

to take pride in achievement and to celebrate success-es.

STEWARDSHIP:

to recognise BWL as a valuable resource, to manage it wisely, and to take responsibility to preserve it for future generations.

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BWL VISION:

To be a preferred source of quality refurbishment and installation services and products, whilst building a lasting, innovative, and successful organisation.

BWL GOALS:

- To specialise in refurbishment and installation services.
- To provide quality project supervision and workmanship through recruitment, training, and systems support.
- To foster a company culture where our employees have a safe, respectful, inclusive, and rewarding work environment.
- To deliver projects on time and on budget.
- To maximise the utilisation of resources.
- To seek business opportunities that optimise our multi-disciplinary capabilities.

BWL QUALITY COMMITMENTS:**QMS STRUCTURE:**

- To adhere to and maintain the BWL ISO 9001:2015 accredited Quality Management System.
- To maintain procedure manuals, quality management plans, process flowcharts, work methods, operational policies, and all appropriate forms.
- Plan and implement work processes.
- Control product and service activities.
- Establish Annual Company, Departmental and Individual Goals.
- Prepare and distribute Annual Business Plan.

BWL ORGANISATION:

- Develop and maintain an organisational structure.
- Communicate organisational structure internally and externally.
- Define roles and responsibilities and inter-relationships for key positions.

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HEALTH AND SAFETY:

- Ensure that Safety is a primary consideration in all we do.
- To adhere to and maintain the BWL ISO 45001:2018 accredited Quality Management System.
- Develop and maintain a company-wide safety culture.
- Become an industry leader in safety performance.
- Conduct Health and Safety Risk Assessments and prepare supplementary project-specific Health and Safety Plans and Safe Work Procedures as required.

ENVIRONMENTAL MANAGEMENT & SUSTAINABILITY:

- Develop and maintain a company-wide culture of environmental stewardship.
- To adhere to and maintain the BWL ISO 14001:2015 accredited Quality Management System.
- Conduct Environmental Risk Assessments and to prepare project-specific Environmental Control Plans and Sustainable Procurement Plans as required.
- Implement and achieve BWL Sustainability Goals and develop Best Practices for key activities of project management.
- Develop and maintain an appropriate Company Sustainability Program.
- Conduct our construction activities and day-to-day operations and activities in as sustainable a fashion as is reasonably practicable.

CUSTOMER FOCUS:

- Use a strategic approach in selecting projects that will meet the Annual Business Plan goals.
- Develop and maintain an Estimating Management System.
- Be selective in choosing our customers and type of projects.
- Ensure that BWL has the ability to meet our customers' requirements.
- Select suppliers and subcontractors based on their ability to meet our customers' requirements.
- Review project tenders to ensure that our customers' requirements are adequately defined and clearly documented.
- Ensure our customers' requirements are communicated to all relevant employees before initiating the project.
- Deliver projects according to our customers' contract specifications.
- Provide innovative solutions on complex and demanding projects.
- Maintain a mutually beneficial relationship with selected customers.
- Understand our customers' current and future needs.
- Undertake a customer satisfaction survey at the completion of each project.

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HUMAN RESOURCES:

- Develop and maintain a Human Resource Management System.
- Provide a work environment that fosters growth and retention of all employees.
- Become an employer of choice within our industry.
- Hire best available employees based on qualifications and experience.
- Maintain adequate staffing levels.
- Provide training to employees in accordance with the Quality Management System.
- Evaluate effectiveness of training through internal audits, customer feedback and performance evaluations.
- Ensure employees are aware of how their work activities contribute to the achievement of expected quality.
- Establish a process for individual staff to develop personal annual goals.
- Conduct individual staff performance reviews.

FINANCIAL MANAGEMENT:

- Monthly financial reporting.
- Manage all projects based on established budgets.
- Consider cash flow implications in all transactions.
- Maintain profitability on an annual basis.

ASSET MANAGEMENT:

- Take a long term approach to asset acquisition and management.
- Own and operate an equipment fleet to satisfy company goals.
- Operate and service equipment where appropriate to maximise lifespan.
- Prioritise the utilisation of internal equipment.
- Provide and maintain adequate equipment to meet the project/staffing needs.
- Establish a system for tracking, maintaining, storing, and delivering 'small tools', and inventory.

PROJECT MANAGEMENT:

- Develop and maintain a system to manage construction projects consistently and effectively.
- Manage projects to meet financial and company goals.
- Complete construction projects on schedule and on budget.
- Prepare project-specific Quality Control Plans.
- Complete documentation required to verify that customer and Quality Management System requirements are being met.

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- Provide projects with adequate resources.
- Evaluate suppliers' and sub-contractors' ability to meet project and Quality Management System requirements.
- Ensure that materials are approved, received, preserved, and installed as required.
- Ensure nonconforming products and materials are identified, documented, secured, and clearly identified to prevent unintentional use.
- Establish a process to manage changes to the project.

PROCUREMENT:

- Make procurement decisions based on the Quality Management System and BWL Sustainable Procurement Plans.
- Develop and maintain a Procurement Control program.
- Encourage, establish, and maintain a mutually beneficial relationship with selected suppliers and subcontractors.

DOCUMENTS AND RECORDS:

- Develop and maintain a control system for the Quality Policy Document, Procedures Manual, Work Methods, Operational Policies, Forms, Reference Standards, Specifications, and Contract Documents.
- Ensure that Records and other Audit Evidence are maintained in an organized manner, stored in a suitable environment, and disposed of in accordance with documented procedures.
- Ensure that all confidential documents and records are maintained according to The Data Protection Act 2018, and UK General Data Protection Regulations.

PROCESS VERIFICATION:

- Ensure that the defined contract requirements have been identified and adequately addressed during the work and that they have been fully reviewed prior to project completion.
- Establish decision points in all process flowcharts to verify that requirements are being met.
- Manage process verification through the use of controlled documents.
- Calibrate all measuring, inspection, and testing equipment employed to verify the accuracy of the results.

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SYSTEM VERIFICATION:

- BWL CQI and IRCA Certified Internal auditor to conduct appropriate internal audits of the Quality Management System to ensure continued conformance to ISO: 9001:2015 requirements.
- Conduct Management Review Meetings to evaluate the results of internal audits and ensure continued effectiveness of the Quality Management System.

CONTINUAL IMPROVEMENT:

- Continually seek ways to improve processes.
- Review results identified through internal audits, statistical analysis, personal observations, and customer interviews.
- Identify any areas of concern.
- Initiate corrective actions.
- Develop preventive actions to improve quality.

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