

Quality Management Policy Statement

JG Bricklaying Ltd.

1. Our Policy Statement

JG Bricklaying Ltd. is committed to delivering high-quality construction services that consistently meet or exceed customer expectations. We aim to ensure excellence in all project outcomes while complying with contractual, statutory, and regulatory requirements. Our commitment to continuous improvement underpins the effectiveness of our Quality Management System (QMS) and ensures outstanding performance across the business.

Our management is fully committed to:

- **Developing and Improving Quality Standards**
We will continually assess and refine our quality benchmarks to remain at the forefront of the construction industry.
 - **Continually Enhancing Quality Procedures**
Through process improvement and employee engagement, we will enhance our procedures to ensure consistent, high-quality results.
 - **Enhancing Customer Satisfaction**
We place customer satisfaction at the centre of our operations, striving to fully understand and meet client expectations through reliable delivery.
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2. Management Commitment

Senior management at JG Bricklaying Ltd. ensures the effectiveness of the QMS through:

- **Understanding and Fulfilling Customer Requirements**
Actively engaging with clients to identify and meet their needs.
 - **Investigating Non-Conformances and Complaints**
Thorough investigation of issues with prompt corrective action to eliminate recurrence.
 - **Communicating Quality Objectives Clearly**
Regular communication of company objectives and customer-focused goals to all employees.
 - **Allocating Adequate Resources**
Ensuring that sufficient training, equipment, and funding are available to meet quality targets.
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3. Ensuring Effective Quality Management and Reducing Sub-Standard Delivery

JG Bricklaying Ltd. is committed to reducing and preventing incidents of sub-standard performance through:

- **Robust Quality Control Measures**
Implementing inspections, audits, and quality checks tailored to each project.

- **Proactive Quality Assurance**
Integrating detailed planning, risk assessment, and early corrective actions into every project phase.
 - **Monitoring and Continuous Improvement**
Regularly tracking performance via inspections and audits, and implementing improvements where needed.
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4. Quality-Related Training and Workforce Information

To uphold high quality standards, we will:

- **Provide Comprehensive Quality Training**
All construction personnel receive induction and ongoing training tailored to quality-related practices.
 - **Deliver Targeted Training for Key Roles**
Site managers, supervisors, and quality controllers receive enhanced training to maintain site standards.
 - **Ensure Access to Quality Information**
Employees have access to industry best practices and the company's quality procedures at all times.
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5. Periodic Review and Improvement of Quality Performance

Continuous improvement is driven by:

- **Regular Audits and Inspections**
Monitoring ongoing and completed work for compliance with our standards.
 - **Timely Review and Correction**
Prompt corrective action for any performance issue or customer feedback, including process updates and retraining.
 - **Encouraging a Culture of Continuous Improvement**
Lessons learned and stakeholder feedback inform regular updates to our QMS.
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6. Ensuring Quality with Suppliers and Subcontractors

To maintain end-to-end quality, we will:

- **Set Quality Expectations Upfront**
Quality management standards will be clearly defined in supplier/subcontractor selection processes.
 - **Require Quality Assurance Documentation**
All suppliers must provide evidence of compliance with relevant quality standards.
 - **Include Quality in Contracts**
Quality obligations will be embedded in contracts, with suppliers required to report regularly on performance.
 - **Conduct Ongoing Performance Reviews**
Site inspections and feedback will inform supplier evaluations and issue resolution.
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7. Documentation and Reporting

We will maintain the following records as part of our QMS:

- **Quality Management Documentation (Friday Packs)**
Outlining procedures, objectives, and responsibilities.
 - **Training and Competency Records**
Ensuring all employees meet training and role requirements.
 - **Inspection and Audit Reports (Friday Packs)**
Documenting all inspections, audits, and follow-up actions.
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8. Conclusion

JG Bricklaying Ltd. is committed to achieving and maintaining the highest quality standards throughout all operations. Through continuous improvement and strong collaboration with employees, suppliers, and subcontractors, we aim to:

- Deliver outstanding construction services
- Minimise instances of sub-standard delivery
- Maximise customer satisfaction

By upholding the principles outlined in this policy, we ensure consistent, high-quality results that support our reputation and long-term success.

Signature



Name

Daniel Brain

Position

Contracts Director

Date

15th March 2025