



## Quality Assurance Policy

### Policy Statement

It is the policy of Build 4 Growth Limited to ensure that the highest levels of quality are maintained throughout all stages of the building process. This enables the Company to establish itself as a market leader in the efficient delivery of superb products that exceed the customer's expectations and are at an affordable price.

It is the Company's intention to provide an unparalleled project management service that minimises any disruption caused to the customer by the building process. The Company aims to achieve this by intelligently selecting the most appropriate tradesman for the working environment as well as task, and to ensure that they are efficiently controlled in the delivery of their skills.

The Company ensures the highest possible standards of building work by using the best materials available, whilst meeting the specifications of the client. The Company achieves this through skilfully selecting and managing reputable merchants, who consistently and reliably supply high quality materials at affordable prices.

Signed: *S. Alderson*

Date: 28/01/2025

Managing Director

Review Date: 28/01/2026



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### **Organisation & Responsibility**

Key Quality Assurance and Supply-chain management responsibilities and specific roles within the business are:

#### **Managing Director:**

The Managing Director has the overall responsibility for maintaining the Company's standards of quality assurance and delivering an effective and efficient supply chain management. The Managing Director also has individual responsibility for the following:

- To act as the final point of internal arbitration for any contractor, supplier or customer disputes
- Has ultimate responsibility for agreeing and arranging outside arbitration in the event that disputes cannot be resolved within the Company
- Acts as a point of appeal for all employees and contractors in relation to disciplinary matters
- To provide final authorisation for either the acceptance or removal of contractors/suppliers from the Company's approved list
- Conducts all final interviews for potential employees

#### **Operations Director:**

The Operations Director is responsible for directing all operational activities of the company to ensure that business objectives are met efficiently and effectively. In addition, the Operations Director:

- Directs and controls Project Managers and where required, site staff, to ensure that the project is delivered to the required standard, within agreed costs, and at the right times.
- Directs and controls supply chain operations.
- Ensures staff qualifications and vehicle checks have been kept up to date by Administrators.
- Supports the Managing Director in ensuring the Company maintains its competitive position.

#### **Accounts Manager:**

The Accounts Manager has overall responsibility for managing the Company's finances and ensuring the timely and accurate completion of VAT and Tax returns. In addition, the Accounts Manager:

- Takes ownership of outstanding payments and works to ensure the rapid recovery of such monies
- Regularly reviews and updates supplier performance, using the supplier scoring system and reports the relevant findings at the Management meetings
- Periodically reviews the Company's rate of discount and credit limit with individual suppliers and negotiates further reductions/extensions, where possible
- Forecasts the cash flow of the Company



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### Administrators:

Maintain accurate and auditable records of all the Company's quality control measures, quality audit checks, supplier and contractor ratings, and communicates the findings to the relevant persons. In addition, the Administrators:

- Capture costs relating to projects and incorporate them into the Company's electronic database
- Record non-conformances, create reports and periodically audit with the Managing Director
- Ensure subcontractors are verified and up to date with regards to insurance
- Record staff qualifications, review, schedule and update, using the internal Training Matrix
- Carry out vehicle checks and audit the results

### Health & Safety Manager:

All Health & Safety measures are followed and instigated, as detailed in the Company's Health & Safety Policy. In addition, the Health & Safety Manager:

- Ensures that the information given to the Site Operatives is of a suitable standard, in order to operate in the workplace safely
- Carries out site audits and produce reports, to enable the development of Health & Safety systems and management of safe working practices

### Project Managers/Job Schedulers:

Project Managers and Job Schedulers are responsible for monitoring and maintaining standards of quality and effective and efficient supplier, contractor and employee performance throughout the lifespan of projects, ensuring that:

- All Health & Safety measures are followed and instigated, as detailed in the Company's Health & Safety Policy
- Ensure that the information given to the Site Supervisors is of a suitable standard in order to deliver the work
- All materials delivered to site by suppliers are correct and to the appropriate standard
- Ensure subcontractors are verified and up to date with regards to insurance
- If appropriate, the Company's disciplinary procedure is instigated
- Report non-conformances, should any issues arise
- Periodically review the Company's supplier rates, discounts, quality and service
- Follow CE Marking protocol

### Site Supervisors:

Site Supervisors are responsible for monitoring and maintaining standards of quality and effective and efficient supplier, contractor and employee performance on site ensuring that:

- All employees, contractors and supplier representatives act in accordance with the Company's Code of Conduct, when on site



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- All materials delivered to site by suppliers are correct and to the appropriate standard
- Contractor/employee attendance and punctuality is accurately logged
- If appropriate, the Company's disciplinary procedure is instigated
- Contractor/employee workmanship is to the Company's standard and therefore has the authority to sign-off such work
- All Health & Safety measures are followed and instigated, as detailed in the Company's Health & Safety Policy
- Deliveries are controlled and monitored and that contractors and employees sign for all relevant materials
- Site Supervisors act as on-site arbitrators and must attempt to resolve any problems at the source, if this is not possible, then they will refer the matter directly to the Managing Director

### **Operatives & Contractors:**

Operatives and Contractors have a responsibility to abide by the Company's Code of Conduct and Equality, Diversity & Inclusion Policy and ensure that any staff employed by them also act in this manner. In addition, all Contractors have a duty to:

- Ensure that they are punctual and reliable and have informed the relevant Site Supervisor if they have encountered any problems, as soon as possible
- Ensure that they accurately account for all materials given to them by the Company
- Promptly inform the Site Supervisor of any additional materials or extra time required in order to complete the work, as soon as possible
- Ensure that they take due care around other contractors and the Company's work when on site
- Abide by the Company's Health & Safety Policy and procedures
- Ensure that all supply and fit materials are as per the design specifications
- Abide by and monitor customer specific arrangements i.e., closing doors behind you
- Ensure that their work is to the highest practicable standard and take due care of other contractors/employees work whilst on site. Operatives/Contractors must report any faults with materials or equipment, directly to the Site Supervisor as soon as it is identified.

### **Code of Conduct**

It is the Company's policy to ensure that all staff, whether they are directly employed or sub-contracted, must comply with the highest possible standards of behaviour whilst working on any site. Inability by either a group/individual to abide by the Company's Code of Conduct will result in disciplinary action being taken, which could ultimately result in the loss of employment and/or contract.

### **Swearing:**

Swearing is unnecessary, it can easily cause offence and is highly unprofessional, therefore it should always be kept to a minimum. Operatives and contractors must ensure that they control their language regardless of the type of site that they are working on.



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### **Appearance:**

When working on behalf of Build 4 Growth Ltd, all operators and contractors must wear B4G uniform and the personal protective equipment issued to them by the Company. Where practicable, the uniform and personal protective equipment should be clean and serviceable and any faults should be reported to the Site Supervisor, as soon as possible.

### **Personal Hygiene:**

Due to the nature of construction work, operatives and contractors often have to work in very close proximity to one another and therefore personal hygiene standards need to be high. Operatives and contractors should make full use of the facilities provided on site and ensure that they have adequately washed before eating, and after using the toilet.

### **Littering:**

Littering is both unprofessional and creates unnecessary potential hazards, this reflects poorly on the individual concerned and the Company as a whole and will therefore not be tolerated.

### **Working With Other Trades:**

When working with other tradesman, both operatives and contractors must do their utmost to be polite and courteous to one another, should there be an irresolvable problem/issue with another tradesman, they should refer the matter to the Site Supervisor. Any form of violence between tradesmen will not be tolerated and the Company will insist upon Police intervention in such matters.

### **Dealing With Customers:**

Operatives and contractors must always be polite and courteous to customers and avoid any potentially rude behaviour or confrontational situations, at all costs. Should either a member of staff or contractor have a grievance with a customer then they are to report it to the Site Supervisor. Remember, it is the customer who ultimately pays our wages and should therefore be treated with the utmost respect.

### **Complying With Site Regulations:**

Whilst on site, operatives and contractors are to ensure that they have been made aware of the site rules and regulations and follow the appropriate procedures correctly. Contractors who are employers in their own right, will be directly responsible and accountable to the Company for the actions of their employees.

### **Risk Assessments & Safe Methods of Working:**

All contractors are to ensure that they produce and submit accurate risk assessments, unless otherwise arranged with the Company, these assessments are to be followed when working on site. Both operatives and contractors are to follow the Company's risk assessments as these will contain an overview of the whole site, not just the specific risks associated with a contractor's individual work. All individuals are personally responsible for their conduct whilst on site and must ensure that this does not contravene with the Company's safe methods of working, or unnecessarily endanger others.

### **Limit of Professional Qualifications:**

Operatives and contractors are not permitted, under any circumstance, to operate outside of their professional qualifications or appropriate level of training/experience and must provide documented proof of competency for use of specific tools and equipment. Anyone found in violation of this policy will be removed from site and be subject to disciplinary action without exception.



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### Contractor Disputes

It is the policy of the Company to ensure that any disputes between the Company and its contractors are resolved as quickly as is possible and to the satisfaction of all parties involved, and that all contractors are aware of the process for handling such disputes.

The Company's management team will be proactive in employing methods of resolving disputes with contractors and will ensure that any Company issues are brought to the attention of contractors, as soon as possible. In order to assist in this process and to build solid working relationships, the Company expects contractors to monitor and respond to the following points:

- Contractors are obliged to promptly notify the Company if they encounter any trouble, or have an issue with the actions of the Company, so that the matter can be resolved before it develops into a serious problem
- Contractors should initially speak directly to the Accounts Manager, who will attempt to resolve the matter, if necessary, they will involve the Managing Director
- Disputes involving third parties will take longer to resolve and could involve a face-to-face meeting with a Manager and the Managing Director, acting as chairperson
- The Company can in certain circumstances, under the control of the Accounts Manager, withhold payments for contractor services. In order to prevent this situation, contractors are to ensure that they avoid:
  - Poor standards of workmanship
  - Delays in alterations to workmanship, to have the end-product signed off by Company Management
  - Poor or inefficient use of materials
  - Delays caused as a result of contractor working speed, attendance or punctuality
  - Large or unnecessary alterations to the materials needed to complete a task
  - Failure to abide by the agreed schedule
  - Failure or significant delay in responding to warranty issues

### Contractor Materials

It is the policy of the Company to ensure that materials required by contractors are regulated and controlled, to ensure quality, minimise wastage and that material orders can be placed and arranged with sufficient time, so as not to hinder the operations of the Company. In addition, materials should be stored in order to preserve their quality and to avoid any risks to safety.

- Wherever possible, material requests should be made a minimum of 24 hours before they are required on site
- All external deliveries must be received and checked for quantity, quality and accuracy, under the control of the Site Supervisor



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- Materials provided by the Company must be signed for by contractors, who then accept responsibility for them and are liable to pay for replacement materials as a result of loss or damage
- General materials should be stored safely within the site and under the correct conditions e.g., avoiding damp or excessive heat, and do not present a hazard to other workers
- Materials subject to COSHH regulations are to be stored in the correct conditions, as stipulated in such regulations and signed in and out before and after each use. Any faults, leaks or spills with such materials are to be reported to the Site Supervisor and cleaned immediately, using the designated equipment and correct PPE
- Any excess materials should be salvaged and returned to their suppliers, wherever possible

### Contractor Scoring System

The Company operates a system to monitor and assess the contractor's performances across a broad range of areas, in order to allow the Company to select the best and most appropriate contractor for a particular job. This system is based solely on performance and is in keeping with the Company's Equality, Diversity & Inclusion Policy. Contractors are assessed upon the following points:

- Punctuality and attendance
- Manner and attitude towards both customers and other contractors/operatives
- Performance of staff
- Ability to work safely, follow risk assessments and safety measures
- Quality of workmanship and ability to keep to schedule
- Attitude and ability to deal with faults
- Ability and effectiveness in delivering aftercare
- Efficiency and accuracy of documentation and completion of paperwork
- Availability to respond to offers of work

The ultimate aim of using this system is to identify the key strengths and weaknesses of individual contractors and assist them in their development, as well as identifying contractor suitability to work in areas such as residential, rather than commercial.

### Contractor List

It is the policy of the Company to maintain accurate information relating to the contractors employed by the Company to conduct work on its behalf, which can be used in conjunction with the contractor scoring system and will be held in accordance with The EU General Data Protection Regulation (GDPR).

The contractor information list will contain the following points:

- Overview details of insurance cover and extent



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- Employment status and relevant level of employment insurance
- Medical details outstanding
- Whether they have made prior arrangements for the production of risk assessments

### **Data Protection**

It is the policy of the Company to hold all personal information, whether in digital or paper form, in accordance with the stipulations under The EU General Data Protection Regulation (GDPR), to ensure that individuals' rights to privacy are protected. See the Build 4 Growth Limited Data Protection Policy for full details.

### **Deliveries and Collections**

It is the policy of the Company to monitor and maintain the standards of quality throughout the building process by effectively controlling the initial contact with suppliers and to proactively prevent negative supplier management.

Appointed drivers for the Company have a responsibility to ensure that they comply with the following:

- Thoroughly understand the route to the supplier(s) and to the destination(s) of the material drop off
- The vehicle that they are using must be fully serviced and roadworthy
- Ensure that every care is taken whilst driving and that they are courteous to other road users
- Take the most efficient route to their destination, while complying with the relevant speed limits
- Select the correct required materials, that have been ordered
- Inspect all materials that are being collected, for damage, wear and serviceability, and ensure that they are safely and securely transported to their destination
- Check that all delivery notes are correct before signing
- Keep the delivery notes with the correct job reference number and ensure that they are handed into the Company office, on a weekly basis.

Appointed Site Supervisors have a responsibility to ensure that the following occurs:

- Failure or serious lack of punctuality for deliveries must be reported to the Project Manager/Job Scheduler, as soon as possible
- Sufficient room is made on site to receive a delivery
- A sufficient number of operatives are available to process the delivery
- Ensure that the correct materials have been delivered





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- Each item delivered is thoroughly checked for damage, wear and serviceability and if found to be unsatisfactory, returned to the delivery driver and the delivery note altered accordingly. **NB** ensure that the delivery driver signs any amendments made
- Ensure that all delivery notes are correct and kept with the correct job reference number and passed to the Company office, on a weekly basis.

### Disciplinary Procedures

The Company firmly believes that the fairest way to resolve any problems relating to conduct or performance is to have a well-structured disciplinary procedure. The procedure is designed to help and encourage all employees to achieve and maintain the Company's standards of conduct, attendance and performance and should be looked upon as a corrective process. See the Company's Employee Handbook for full details.

### Entering Site (Commercial & Residential)

It is the Company's policy to have a set format for all workers entering sites, to ensure minimal disturbance to occupants and site-specific details are to be relayed to all personnel. Individual site details will be set out within the job RAMS and Construction Phase Plan, the main points covered are:

- Receiving customer requirements before arriving on site
- Reporting to an appointed person in charge of the site and control of persons entering the site
- Receiving site briefs including emergency actions procedures, warning alarms and safety equipment
- Confirming details of tools and equipment, worker competency, site orientation and task descriptions
- Familiarisation with and dissemination of risk assessment details

### Guarantees

Build 4 Growth Ltd. provides an efficient and professional service to all customers and guarantees all work conducted by the Company, or on its behalf, for a period of twelve months, or as the Contract states, at no cost to the customer. The Company will act fairly and reasonably to ensure customer satisfaction; however, this is subject to the conditions and customer requirements outlined below.

- All parts, materials, fixtures and fittings are guaranteed against mechanical failure, naturally occurring defects, installation related problems and ineffective workmanship
- All fixtures and fittings, including electrical, mechanical and fabric fittings are guaranteed for twelve months from the date of installation, not the date of the job completion, unless the product supplier has other stipulations
- All work conducted by the Company or on its behalf will have been inspected and approved as meeting the Company's quality standards, by a member of management



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- Residential customers will inspect the quality of the work with a member of management at the end of the job and be given equipment demonstrations, manuals, guides and maintenance instructions where appropriate, they will sign Company documentation to that effect
- The Company will not accept liability or honour its guarantee if there is evidence of tampering and/or alteration by the occupants (with the exception of normal maintenance as specified in the manufacturer's instructions) and/or a third party (including other contractors)
- Damage caused by wear and tear through excessive use will not be covered under the conditions of the guarantee
- Neither accidental nor malicious damage will be covered by the Company under the conditions of the guarantee
- Damage to work completed by the Company caused as a result of acts of terrorism, war, God (including severe weather inflicted damage), the actions of government agencies or local government bodies, criminal activity or subsequent investigations, will not be covered by the guarantee
- Customers are to inform the Company immediately if they discover any faults, so that an assessment can be arranged. This will be responded to based upon the severity of the problem and the risk to either safety and/or increased damage
- If customers fail to report faults immediately, the Company cannot be held liable for any damage that may have been incurred as a result of the original fault not being treated

### **Material Storage**

It is the Company's policy to ensure that all materials are stored in a safe and appropriate manner, in order to minimise any wear or damage to the material and to prevent the materials posing a hazard to health.

- All materials that are subject to COSHH classification are to be stored in accordance with such regulations, access to these materials is to be strictly controlled
- All COSHH substances and materials are to be stored in lockable and clearly labelled boxes when on site
- All materials are to be stored in a manner that ensures they will not pose a threat to health e.g. falling over
- Materials are to be stored in a manner that does not unnecessarily degrade the quality of the material e.g. unnecessary exposure to damp, or hot conditions
- All materials that are stored in the Company's off-site storage areas will be stored so as not to pose a threat to health and will be clearly marked and visible



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### Ordering

It is the responsibility of the management to ensure that every reasonable measure has been taken to place orders for labour, materials and tools far enough in advance of a job's start date, so as to allow adequate time to make alterations and amendments should they be required.

When placing orders, the following elements must be addressed:

- The most suitable supplier/contractor is to be identified for the proposed job
- Wherever possible, normal orders of supplies should be placed with suppliers five working days before the start date of the job
- Wherever possible, special orders should be placed with suppliers a minimum of ten working days before they are required
- When tendering contractors for work, ensure that all relevant documentation is supplied and completed at least five working days before the proposed start date

### Quotations

It is the policy of the Company that all quotes are compiled as accurately and as quickly as possible, ensuring that all possible eventualities are included to safeguard the Company whilst maintaining market competitiveness.

- All quotations will require a physical onsite inspection, unless sufficient information has been provided by the client, generic figures will be avoided at all times
- Personnel issuing quotes on behalf of the Company will avoid giving verbal estimates to customers until a full quote can be calculated
- The specific nature and individual requirements of each job will dictate the cost so that similar jobs may have variable costs
- All quotes once issued, are valid for a period of thirty days
- All quotes unless explicitly stated by the customer will be held on record for a period of seven years, if the quote has not been sanctioned

### Supplier Disputes

It is the policy of the Company to ensure that all disputes between the Company and its suppliers are resolved as quickly as possible and to the satisfaction of all parties concerned, and that all suppliers are aware of the process for handling such disputes.

The Company's management team will be proactive in employing methods of resolving disputes with suppliers and will ensure that Company issues are brought directly to the attention of contractors, as soon as possible. In order to assist in this process and to build solid working relationships, the Company expects suppliers to monitor and respond to the following points:



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- Suppliers are obliged to notify the Company promptly if they are encountering trouble, or have issue with the actions of the Company, so that the matter can be resolved before it develops into a serious problem
- Suppliers should initially speak directly to the Project Manager/Job Scheduler who will attempt to resolve the matter
- Disputes involving third parties will take longer to resolve and could result in a face-to-face meeting with either/both the Accounts Manager or Managing Director as chairperson
- Raise a non-conformance to log any issues that occur

The Company in certain circumstances and under the control of the Accounts Manager can withhold payments for supplier services. In order to prevent this situation, contractors are to ensure that they avoid the following:

- Poor quality products
- Delays in making alterations to billing errors or replacing poor or sub-standard materials
- Delays caused as a result of suppliers lack of attendance/punctuality for deliveries
- Failure to give reasonable notice of a lack of availability in supplying a material or product
- Failure to abide by an agreed delivery and/or order schedule
- Failure or significant delay in responding to warranty issues

In extreme circumstances, where a supplier feels that they have been unfairly treated by the Company, they have the right to appeal the decision made with the Managing Director (MD). If after consulting with the MD, a supplier is still not satisfied with the Company's position, then the MD will refer the matter to the Federation of Master Builders who will act as arbitrators (subject to the supplier agreeing to pay the arbitrators fee, should they rule against them).

### **Supplier Scoring System**

The Company operates a system to monitor and assess suppliers' performances across a broad range of areas, in order to allow the Company to select the best and most appropriate supplier for a particular job. This system is based solely on performance and is in keeping with the Company's Equality, Diversity & Inclusion Policy.

Suppliers are assessed upon the following points:

- Availability and accessibility of materials/products
- Manner and attitude in supplying materials/products
- Reliability and accuracy of deliveries and delivery contents
- Ability to provide health and safety data sheets, when requested
- Quality of workmanship and ability to keep to schedule
- Attitude and ability to deal with faults



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- Level of discount offered to Company
- Speed and accuracy of billing

The ultimate aim of using the supplier performance system is to identify the key strengths and weaknesses of individual suppliers and to assist them in developing themselves as well as identifying reliable suppliers for specialist areas of construction.