

Quality Policy

It is the policy of Watkins Cole Limited that all our activities are carried out in accordance with our Quality Management System (QMS) in accordance with national health, safety guidelines and relevant legislation including the Building Safety Act 2022.

The Watkins Cole Limited QMS sets out the organisation and arrangements of the company's management systems. It also provides a framework for setting measurable objectives that align with our strategic goals and drive continuous improvement.

The QMS contains all the procedures and associated documentation to manage and control our business. It is communicated to all employees, contractors and relevant stakeholders and is available to interested parties.

The aim of our quality management policy is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- o Customer satisfaction remains inherent to our business
- We strive to satisfy the requirements of all our customers, stakeholders and interested parties wherever possible, meeting and exceeding their expectations
- The reduction of hazards, prevention of injury, ill health and pollution is a priority
- We comply with all legal requirements, codes of practice and all other applicable obligations
- We provide all the necessary resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met
- We ensure that all employees are made aware of their individual obligations in respect of this quality policy
- We maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk"

This policy supports the strategic direction of Watkins Cole Limited by embedding quality, safety and customer satisfaction into all aspects of our operations.

The QMS supports the Building Safety Act and ensures safe, competent delivery across all projects. It also supports compliance with the Construction Design Management Regulations 2015 (CDM 2015). Ensuring that roles, responsibilities and health and safety duties are clearly defined and embedded in throughout the project lifecycle:

- We maintain a competency framework aligned with the Building Safety Act 2022, BS 8670-1 and CDM 2015
- o All employees and subcontractors are assessed for Skills, knowledge, experience and behaviours
- o Training records, qualifications and behavioural standards are monitored and reviewed regularly
- Subcontractors are required to submit competency evidence prior to engagement

This Quality Policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets. Supporting the Golden Thread by ensuring that safety critical decisions remain traceable, accountable and accessible throughout the project lifecycle.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service. Training includes site-specific inductions, toolbox talks and role based technical instruction. Behavioural expectations are reinforced through our employee & consultant handbook and project manager feedback.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by Directors to ensure it remains appropriate and suitable to our business and requirements.

The Quality System is subject to both internal and external annual audits. Lessons learned from audits, incidents and client feedback are used to refine procedures and training.