

Quality Policy

Policy Statement:

Watkins Cole Limited undertakes all activities in accordance with our Quality Management System (QMS), which complies with national health and safety guidelines, the Building Safety Act 2022, Building Regulations, and all other relevant legislation and industry codes of practice. The QMS details our organisation's arrangements, provides a structure for setting and monitoring measurable objectives, and drives continuous improvement.

Scope and Communication:

Our QMS includes all procedures, roles, and documentation essential for managing and controlling building work. It is communicated to employees, contractors, and stakeholders, and is available to interested parties. Customer service and satisfaction remain at the core of our operations, supported by systematic training and instructions for all staff and subcontractors.

Commitment to Quality, Safety, and Compliance:

- Deliver quality service to maintain excellent customer relations, with customer satisfaction central to business operations.
- Satisfy requirements of customers, stakeholders, and interested parties by meeting and exceeding expectations.
- Prioritise the reduction of hazards and prevention of injury, ill health, and pollution.
- Comply with all current legal obligations, Building Safety Act requirements, and relevant standards.
- Allocate appropriate resources: equipment, trained and qualified staff, and support systems.
- Make all employees aware of their individual obligations to this quality policy.
- Continually improve management system effectiveness and performance through risk-based processes.

Supervision and Accountability:

- Every work team is assigned a named supervisor, accountable for the delivery, quality, and safety of their activity.
- Roles, responsibilities, and reporting lines are shown in live project organograms and reviewed for every contract and organisational change.
- Supervisors are trained in statutory requirements, quality management, and Building Safety Act duties.

Skills and Competence Management:

- Watkins Cole Limited maintains a competency framework aligned to the Building Safety Act 2022 and British Standard 8670-1.
- All employees and subcontractors are assessed for skills, knowledge, experience, and behaviours, with training records and qualifications reviewed regularly.

- Subcontractors must provide evidence of technical and safety competence before engagement.
- A skills matrix and supervision framework match each activity's level of risk and complexity with required supervision and competence.

Instruction, Information, and Communication:

- Site-specific method statements, formal arrangements, and technical instructions are issued before work begins.
- Key information (regulatory changes, safety alerts, lessons learned) is communicated through meetings, toolbox talks, inductions, and digital platforms.
- Standardised template documents are used for briefings, risk assessments, incident logs, and workforce engagement for consistency and traceability.
- All critical safety decisions and communications are recorded to support the “Golden Thread” principle—ensuring decisions, responsibilities, and evidence remain accessible throughout the project lifecycle.

Review and Continuous Improvement:

- Supervisors maintain records of briefings and instructions to operatives and subcontractors.
- Meeting notes and feedback inform regular updates to procedures and training.
- The quality system is reviewed annually and after significant operational or legislative changes by Directors, ensuring ongoing appropriateness.
- Internal and external audits, incident investigations, and client feedback support refinement of procedures and training.

Extraordinary Operating Framework:

- For work governed by the Building Safety Act, an additional framework for staff and subcontractors may be introduced, describing mandatory communications, increased controls, and traceable safety records.

Supporting Evidence:

- Quality Management Policy, project quality plans, organograms, skills matrices, procedural templates, method statements, communication records, and minutes of meetings with workforce and subcontractors.

This policy is reviewed annually and following significant changes in legislation, client requirements, or strategic direction. It ensures Watkins Cole Limited delivers safe, compliant, and traceable building works, with robust supervision, communication, and continuous improvement at its core.