

QUALITY POLICY

Authorised by Richard Russell and Thomas Lowe, Directors

Date: 12 August 2024

Review Period: Annually

Contents

| | |
|---|---|
| Introduction | 3 |
| Scope | 3 |
| General | 3 |
| Exclusions | 3 |
| Company Profile | 3 |
| Commitment to Quality | 4 |
| Policy Statement | 4 |
| Organisational structure – See Health and Safety Policy | 5 |
| Roles and Responsibilities | 5 |
| Directors | 5 |
| Managers | 6 |
| All employees | 6 |
| QMS Procedures | 6 |
| General Requirements | 6 |
| A Aspects, Implications, Legal, Objectives | 7 |
| Industry, Health, Safety and Environment Requirements: | 7 |
| B Continual Improvements, Training and Awareness | 7 |
| C Document record control | 7 |
| D Control of Non-Conformance, Corrective Actions, Accidents, Incidents and Audit | 7 |
| Complaints Handling Process | 8 |

Introduction

It is the intent of Western Blueprint Limited (WBL) to establish a quality management system that works towards the requirements of ISO 9001:2008 and, in the future, is integrated to meet the requirements of any other integrated standards such as ISO 14001:2004 and OHSAS 18001:2007 / ISO 45001. The system will be implemented in relation to the activities described in Section 7.

This manual provides an overview of the in-house quality management system; its purpose is as follows:

- To explain the scope of the QMS.
- To outline the Company policies and procedures, and human resources available for implementation.
- To describe the Company organization, the structure of the QMS and the interaction of the processes involved in the QMS.
- To act as a signposting document in order to provide all employees with a clear understanding of the management system and the importance of adhering to the policies and procedures of the Company and employee code of conduct.

Scope

General

The scope of the Quality Management System covers all the processes associated with the general service and activities of WBL, working towards the international standard requirements for a quality management system where an organisation demonstrates its ability to consistently provide services that meets customer and applicable statutory and regulatory requirements, and aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

Exclusions

None

Company Profile

WBL provide clients with specialist design, supply, install and build services, with associated technical and equipment information - whether independently for a client or in partnership with their contract caterer, consultant or project team.

The Company quality objectives include:

- Safeguarding of the safety, health, quality and environment of our employees, clients, suppliers and third-party stakeholders.
- Working to exceed customer expectations and loyalty.
- Ensuring employee wellbeing.
- Meeting customers' needs.

- Allowing for opportunities for problems to be rectified, e.g. complaints.

Based in the South West of the UK but covering all of the UK, we are able to service the requirements of clients across the country. The main office is well maintained and allows for adequate planning, design and project management for all activities.

The success of the Company has been achieved through good reputation and through the philosophy of providing the best possible service to customers. Working towards BSI EN ISO 9001 standard, the Company operates a Quality Management System (QMS) works to strict Codes of Practice to meet customer and regulatory requirements.

The goal of WBL is to achieve controlled growth whilst continuing to assess and improve all areas of the Company in an attempt to provide a quality service to its customers. The key to achieving these goals is the maintenance of relationships with existing clients and establishing relationships with new clients.

Commitment to Quality

The Company can meet all of its customers' requirements and the main quality objective is to provide a service that gives total customer satisfaction and exceeds customer expectations. In addition, the Company intends to continually improve its processes and QMS.

This will be achieved through the implementation of the Company Quality Policy, adherence to the quality procedures that control its operational processes and through continual improvement. Senior Management is responsible for review and management of the Company quality management systems.

Policy Statement

WBL provide clients with specialist design, supply, install and build services, with associated technical and equipment information - whether independently for a client or in partnership with their contract caterer, consultant or project team.

The Company quality objectives include:

- Safeguarding of the safety, health, quality and environment of our employees, clients, suppliers and third-party stakeholders.
- Working to exceed customer expectations and loyalty.
- Ensuring employee wellbeing.
- Meeting customers' needs.
- Allowing for opportunities for problems to be rectified, e.g. complaints.

The commitment is communicated through the major objectives of:

- Achievement of upholding the safety, health, quality and environment of employees, clients, suppliers and third-party stakeholders.
- The Company works to exceed customer expectations and loyalty.

- Assures safe systems of work in all activities and delivery on time and to a high standard.

These objectives are essential to the Company business growth and will be achieved through continual monitoring and evaluation of the effectiveness of its processes together with effective communication with employees, clients, suppliers and third-party stakeholders.

Employees have an obligation to ensure that services are provided to the customers' satisfaction and are suitable for the purpose for which they are intended.

The Directors of the business are committed to the effective implementation and communication of the QMS and to the involvement of all staff in the continual maintenance of high standards of services provided.

The Directors will ensure that clear quality objectives are set, achieved and regularly reviewed through internal audit and annual management reviews to ensure that they remain appropriate and support the business aims and objectives.

The Directors and Senior Management Team will ensure that all the necessary preventive action is taken to ensure that the services provided are delivered in such a manner that they are right first time and customers are assured of commitments to Safety, Health, Environment and Quality.

The policy will be implemented through documented procedures and working towards EN ISO 9001.

It is considered a condition of employment that the terms set out within this Quality Policy are understood, implemented and maintained by all personnel irrespective of their role within the Company.

Organisational Structure

See Health and Safety Policy

Roles and Responsibilities

Directors

- Defining roles, allocating responsibilities and accountabilities as well as delegating authorities to facilitate effective management of the QMS.
- Defining the Company's long term financial and commercial goals.
- Ensuring that the Company operates in accordance with statutory requirements.
- Establishing Quality, Safety, Health and Environmental objectives.
- Ensuring that the Quality, Safety, Health & Environment Policies and objectives are communicated to staff.
- Ensuring the availability of adequate resources, including time, in order to establish, maintain and continually improve the Management Systems.

- Initiating and coordinating training plans for all personnel.
- Establishing relationships with stakeholders such as customers and industry.
- Providing support and expertise to line management in incident investigation and reporting (including dangerous occurrences and occupational diseases).
- Authorising Risk Assessments and Method Statements.
- Responsibility for risk control.

Managers

- Ensuring that supplier RAMS are up to date and relevant for works.
- Completing prevention inspections on a regular basis and ensuring that records are maintained of the same.
- Organising the day-to-day operations and activities both on and off site.
- Raising and dealing with Corrective Action Requests for all staff under their supervision
- Communicating and ensuring safe working practices are being adhered to by all personnel under their responsibility.
- Assisting with incident investigation and reporting (including dangerous occurrences and occupational diseases).
- Ensuring that regular programmes of maintenance, servicing and inspection of plant and equipment are undertaken.
- Ensuring that compliance is maintained.
- Facilitating all forms of Risk Assessment, e.g. general, manual handling, COSHH, fire prevention and acting as a final authority where a specialist response is required in relation to Risk Assessments performed by others on site.
- Producing and authorising Risk Assessments and Method Statements.

All Employees

All employees are responsible for the implementation of the policy and procedures applicable to the processes and activities they perform. Employees are motivated and empowered to identify and report any known or potential problems and recommend related solutions through internal audits and/or the corrective action process. Detailed responsibilities and authorities for QMS implementation and improvement are contained in lower level documents referenced throughout this manual.

QMS Procedures

General Requirements

The Company has established, implemented and maintained a QMS and is committed to continually improving its effectiveness in accordance with the working towards the requirements of BSI EN ISO 9001.

The Company has determined the criteria and methods needed to ensure that both the operation and monitoring of business operations and processes are effective, and is committed to ensuring that the resources and information necessary to support the operation and monitoring of these processes are made available.

A - Aspects, Implications, Legal, Objectives

Industry, Health, Safety and Environment Requirements:

The Company has established and maintains a procedure to identify, and have access to, legal and other requirements applicable to our operations. The Register of Industry, Environmental, Health and Safety Legislation is maintained in order to identify areas where compliance is a legal requirement and regular checks are carried out to ensure that the Company are meeting these requirements.

All our activities are regularly reviewed in order to determine and analyse the impacts and risks to our customers, our employees, other affected persons and the environment.

Significant impacts and risk are determined through the use of various Risk Assessments, before appropriate control measures are identified and implemented in order to eliminate or reduce the level of risk from the activity. The results of these assessments are documented and all affected people are made aware of both the risks and the control measures that are in place to deal with them.

B – Continual Improvements, Training and Awareness

WBL ensures that training needs are identified and relevant training plans are created. All employees are made aware of their role and responsibilities and will be provided with training appropriate to the activities performed. Competent personnel are assigned to specific tasks and selected on the basis of their education, training and experience. Training needs and requirements are continually monitored and evaluated to ensure that levels of competence remain appropriate for the tasks assigned.

C – Document Record Control

All documentation and records used as part of the QMS are subject to control and are administered and maintained in accordance with document and record control good practice. Each document is reviewed, updated and older documents made obsolete by senior management only. Obsolete documents are archived to ensure traceability.

D - Control of Non-Conformance, Corrective Actions, Accidents, Incidents and Audit

Actions to correct an immediate problem, including customer complaints and actions to prevent recurrence, are put in place when a non-conformance has been identified. Review of other processes, in order to prevent similar occurrences, is part of this process. This process, including those responsible and having the authority for handling and investigating non-conformance, is detailed. Corrective Actions are to be raised for all accidents and near misses, non-conformances identified as part of an audit or daily check, customer complaints or general staff observations.

WBL will endeavour to ensure the appropriate design of all eating environments to a recognised and professional standard that meets the needs of the customer. Designers are vastly experienced and fully qualified and will endeavour to be as familiar with the project as possible. This avoids any unplanned design concerns.

WBL are not direct suppliers of products but do source products from a reputable supply chain specialising in catering equipment. If products supplied are identified to be nonconformant or defective, the supplier of the product is responsible for prompt replacement under warranty and agreed procurement principles.

Complaints Handling Process

In the event of any form of complaint or non-conforming product or service, these can be addressed by the following procedure:

- We will send acknowledgement of any complaint as soon as is practicable, enclosing a copy of this procedure.
- We will then investigate the complaint including reviewing the matter and speak to the members of staff involved and where necessary, the design team, project managers and suppliers of equipment and contractors of installation.
- We will then identify appropriate action to address the complaint, including inviting opportunity to feedback directly with the customer to discuss and hopefully resolve the complaint.
- Upon completion of the review, WBL shall confirm action to be taken and any solutions agreed.
- At this stage, if the customer is still not satisfied, further reviews shall take place up to and including an independent review such as review by Executive Management and where needed, a local mediation provider to review the decision.
- We will then confirm to the client the agreed course of action.