QUALITY POLICY 2026 – V1

QUALITY POLICY AND IMPLEMENTATION PROCESSES

BPR Carpentry Limited

Issued By:

Name: Brendan O'Regan

Position: Director

Date: 27th May 2026

Signed: B O'Regan

Next date for review: Minimum of 12 months.

BPR Carpentry Limited – 231 Vauxhall Bridge Road – London - SW1V 1AD
Tel: 07733 692884: Email: boregan@bprcarpentry.co.uk

QUALITY POLICY 2026 – V1

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QUALITY POLICY STATEMENT

The company has a policy to provide all goods and services to the highest standards; this includes all elements of installation

It is our policy to do all that is reasonably practicable to:

- Ensure all work is completed to the highest standards
- Ensure all works are completed, recorded and registered with any regulatory body
- To only supply goods from high quality sources that have been approved within our supply chain
- To check all works, goods, and services for high standards before signing off to the client

In particular, it is our policy to:

- Have each job signed off by a supervisor or foreman before hand over to the client.
- To have informal complaints investigated by an appointed supervisor and to have the authority to escalate the complaint to a formal complaint to ensure all of the company expectations have been met.
- To have a formal complaints procedure in place, which is dealt with by the Director to ensure customers receive the high standard of workmanship they expect
- Purchase all goods and materials from reputable sources and check for quality before being supplied
- Check that agreed standards when contracts are exchanged are upheld in all elements of the works.
- That the client signs off on the standard of the work before full handover is made.
- Follow a combination of industry best practise and Approved Code of Practise for installation and use.

To achieve our goal of 100% customer satisfaction we will:

- Complete quality audits for ensuring that our quality management, includes the quality of construction output and general performance, is effective in reducing/preventing incidents of sub-standard delivery.
- Only use skilled, vetted and fully approved operatives whose details have been verified in line with the company approval process
- Ensure we have provided our workforce with quality-related training and information appropriate to the type of work for which the company is likely to bid
- Complete audits for periodically reviewing, correcting and improving quality performance.
- Complete and approve supply chain questionnaires, that include all aspects of our supply chain.
- Complete quality control audits for ensuring that all projects are delivered to program and cost.
- Use a combination of Supervisor Competed Key Performance Indicator records and develop a company Amber and Red warning system
- Use customer feedback records to obtain direct feedback on the work and service that has been delivered.
- Complete quality control audits for ensuring that all goods and services have been supplied to comply with all requirements.
- Complete an approved supply chain management audit that includes all variants of our supply chain

- Complete and evaluate supply chain assessment audits that includes all variants of our supply chain and their performance and record any associated non-compliance issues.
- Ensure that all products and services sourced by ourselves are supplied in line with our company Purchase Policy and our H&S Policy.
- Ensure that all works are compliant with all current regulations.

THE RESPONSIBILITIES OF THE COMPANY DIRECTOR

- The Director is responsible for the overall effectiveness of the Company's Quality Policy and the annual review and amendment of the Policy, or as may be necessary in the light of correct development.
- He will ensure that regular reports are made regarding the Company's environmental performance and of any significant events affecting or arising out of the Company's operations.
- He is also responsible for the assessment of requirements, non-conformance, loss or damage, risks and liabilities relating to the Company's operations and the adequacy of insurance cover.

Further responsibilities:

- To ensure that a quality policy has been prepared and to update and review at regular intervals.
- To meet the standards expected by the client in all aspects, Appearance, Punctuation, Explanations, Protection of goods and decor in addition to the installation that have been determined by the contract
- To ensure that the organisations vision and direction in relation to quality aspects is consistent with current standards
- To agree and endorse the quality policy and corporate objectives of the company operations
- To develop policy commitments, review action plans and quality targets.
- To ensure that the organisation complies with all statutory legal requirements.
- To monitor quality performance, management systems and internal procedures.
- To develop targets for procurement and requirements of stakeholders, contractors and suppliers.
- To ensure regulatory compliance and continual improvement in all quality aspects.
- To identify employee training needs and maintain quality awareness and competent workforce.

THE RESPONSIBILITIES OF THE HEALTH, SAFETY AND ENVIRONMENTAL CONSULTANTS

- To provide professional advice and support to the company on Health and Safety, Safety and Quality aspects and legislation.
- To develop, when requested, environmental procedures, quality programmes and achievable targets.
- To monitor the quality performance, management procedures and systems within the company.
- To review overall performance in all sectors of the company, identify weaknesses and make appropriate recommendations to the Director
- To inform the Director of any relevant changes to relevant legislation and industry guidance.

THE RESPONSIBILITIES OF THE SITE SUPERVISORS

General Requirements:

- Responsible for the effectiveness of incorporating the company Quality Policy and procedures and any

agreed standard contract requirements.

- They are to apply the principles of the Policy and contract requirements to the operations under their control and ensure that any defects or faults brought to their notice are suitably corrected.
- They are to co-operate and liaise with the Health Officers and any other Authorities necessary with regards to quality measures.
- They are required to report regularly or as often as necessary to the Director in charge of quality issues on the Company's performance and compliance
- To comply with all internal company procedures, work to achieve compliance with relevant legislation and to strive for continual improvement.
- To meet the standards expected by the client in all aspects, Appearance, Punctuation, Explanations, Protection of goods and décor in addition to the installation that have been determined by the contract
- To promote the company's quality policy and general awareness of the adverse quality impacts.
- To ensure employees are informed and aware of any specific quality aspects of their work activities.
- To ensure Employees undertake work processes in accordance with the company policy and any training received.
- Collect and submit to the Director data and results of quality performance using either of the approved performance indicators.

THE RESPONSIBILITIES OF THE OFFICE EMPLOYEES, SITE EMPLOYEES AND SELF-EMPLOYED CONTRACTORS

General Requirements:

- They are to organise and control their works so that it is carried out in accordance with Legal and Local Authority requirements, the Company's Quality Policy and the Client's requirements
- To comply with all internal company procedures, work to achieve compliance with relevant legislation and Approved Code of Practises and to strive for continual improvement.
- To meet the standards expected by the client in all aspects, Appearance, Punctuation, Explanations, Protection of goods and décor in addition to the installation that have been determined by the contract
- To always promote the company's quality policy and general awareness of the adverse environmental impacts.
- To ensure work processes are undertaken in accordance with the company's quality policy and any training received.
- To inform the company of any areas of quality management that may give rise to concern.
- To use any equipment in a manner that will eliminate or reduce the risk damage, harm to both property and persons.
- To report any contamination, you see, or suspect is present so that action can be taken promptly.
- To recycle and give consideration to quality control when choosing and using materials.

CONTRACTED COMPANIES & SUPPLIERS OF GOODS & SERVICES

General Quality Requirements:

- To carry out their works efficiently and safely and strictly in accordance with Legal requirements, Approved Codes of Practices of the Company's Quality Policy and agreed Contract requirements. Produce procedures for their operations incorporating their own Quality Policy
- To carry out their works efficiently and safely and strictly in accordance with Legal requirements, Approved Codes of Practices of the Company's Quality Policy and agreed Contract requirements.

Produce procedures for their operations incorporating their own Environmental Policy

- Risk Assessments and Method of Work Statements are required to be produced and submitted to our company Management Team detailing appropriate quality controls in their Method of Work Statements
- Provide full COSHH Assessment information on any hazards associated with equipment or materials they use, or any processes they carry out, before starting work for the Company
- To Appoint a Quality Supervisor for the Contract who will ensure that works are carried out in accordance with legal requirements and agreed standards for the contract, which includes any Local Authority requirements. The Quality Supervisor is required to maintain agreed and suitable standard practices when undertaking their works.
- To co-operate with our company management, the Company's Health, Safety & Environmental Advisor and the Client's personnel in the furtherance of their duties
- To ensure that the activities under their control are carried out by suitable and competent operatives who understand the Contract quality requirements
- Site Quality Induction, Our Company requires all employees of Sub-Contractors to receive Induction before they start work
- To reprimand and discipline any of their employees who do not comply with quality arrangements and report the matter to our senior person responsible who will not hesitate to instruct the removal of offenders from the works for any serious breach.
- Reporting Quality Issues: Report any Quality Standard issues to Our Company Management immediately.
- Quality Inspections / Audits: Institute an inspection procedure to ascertain that all activities under their jurisdiction are undertaken in a controlled manner with due regard for statutory obligations and approved Codes of Practices

COMPLAINTS PROCEDURE

The Company is committed to providing the highest level of service and delivery on each contract it undertakes.

We recognise that on occasion we may fall short of this commitment and therefore it is imperative that our clients and other parties who rely on our services are able to raise any complaints and concerns they have in confidence that they will be investigated and responded to in a satisfactory manner.

The Company has therefore resolved to implement and operate this Complaints policy in order to ensure complaints are handled properly and as part of our ongoing quality management process.

The Company recognise the importance of not only its quality of products and services but also the impact upon its processes upon other areas of its operations

Informal complaints:

The Company is committed to resolving complaints as quickly and efficiently as possible and this is best done on an informal basis.

Where a person makes a complaint to a member of the Company then that person should, if they are able and authorised to do so, state to the complainant how the issue will be resolved and in what timescale.

If the member of the Company is not able or authorised to deal with the complaint, then they should make a note of the complaint and contact details and provide these to the Company's Director

The Director will then, either personally or by delegation, contact the complainant to inform them how, and in what timescale, the complaint will be responded to.

All material informal complaints must be recorded in the Company Complaints Records. Material complaints are those which indicate a shortfall or failing in the Company skill set, policies or procedures.

Formal complaints:

Where a person contacts the Company and indicates that they wish to make a formal complaint they should be directed to do so in writing to the Director. Such complaints can be made by email or sent by post or hand delivered to

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Position	Director
Address	BPR Carpentry Limited, 231 Vauxhall Bridge Road, London. SW1V 1AD
Phone	07733 692884
Email	boregan@bprcarpentry.co.uk

Any complaint received in writing, even if not stated to be formal, should be treated as a formal complaint unless it is evidently a minor complaint that was not intended to be dealt with formally.

The senior person in the company is responsible for the handling of all formal complaints. The senior person in the company may, depending on its nature, refer the complaint to a third party to investigate and make recommendations.

Once a formal complaint has been received by the Company it shall be responded to in the following way:

1. **Acknowledgement of receipt**
   The Company shall acknowledge, in writing, receipt of all formal complaints within five working days.

   The acknowledgement shall state what steps the company will take to investigate and resolve the complaint and the predicted timescale for doing so.

2. **Investigation**
   The Company will undertake an investigation into the complaint to the extent which it considers reasonable.

   What is reasonable will depend on the nature of the complaint including but not limited to any loss or damage the complainant alleges it has suffered because of the matter complained of and any legal or regulatory requirement which relates to the matter complained.

   The Company shall endeavour to complete the investigation in a timely manner and in accordance with the timescales set out in the acknowledgment of complaint. Where the Company is unable to meet such timescale, it will notify the complainant of this fact as soon as is practicable and provide them with a revised timescale.

3. **Formal response**
   The formal response shall:

   - Summarise the investigation(s) carried out into the complaint

- Summarise the findings of the investigation(s)
- State whether or not the Company has upheld the complaint, in full or in part, and if not the reasons for not upholding the complaint, or any part of it
- State what, if any, action the Company has or will take as a result of upholding any or part of the complaint

Once the Company has completed its investigation it shall provide the complainant with a formal written response to the complaint.

4. Further steps

Normally there will be no further right of appeal against the findings of the Company in relation to any complaint.

However, where the complaint relates to work carried out by the Company which is subject to any regulatory, oversight or similar scheme which provides for the investigation of complaints against the Company then the Formal Response to the complaint shall provide the complainant of details of how to escalate their complaint to the scheme providers

Company Complaints Records:

The Company shall maintain a record of all formal complaints and material informal complaints.

This shall be done in the form of the Company Complaints Records which shall show the following:

1. Who made the complaint?
2. The date the complaint was made
3. What the substance of the complaint was
4. What investigation was taken into the complaint and by who
5. What the outcome of the complaint was
6. What action, if any, was to be taken as a result of the complaint, both in direct response to the complaint and more generally to the Company's policies, procedures and organisation

The Company Complaints Record shall be reviewed on a yearly basis to ensure that all corrective action has been taken and as part of the Company's quality management system

MEASURING PERFORMANCE (AUDIT)

We have set out the audit procedures to be followed on all works carried out by the Company. Iin addition to Environmental Audits, other business-related audits which need to be carried at predetermined and conditional intervals as laid by senior management.

In line with the Company's requirements ensuring that only competent staff carry out the audits within an organisation, the Company has identified the competent people that are able to carry out the audits based upon the type of audit and its purpose. This will be reviewed on an annual basis to make sure that the auditors put forward for the role are capable and deemed competent to do so.

As part of our process for managing Safety and compliance documentation, we utilise online auditing software through our Safety-First Package with HS Direct Ltd. This software allows our competent staff to access onsite our predetermined and conditional audits and complete. .

These audits are then stored in PDF format for review by our company in a bid to improve compliance and safety, they are also available on request for accreditation bodies or any other associated Sponsorship Party.

This system also allows us to create and edit the predetermined and conditional audits at any time to reflect changing circumstances or changes to industry practice.

As part of the company's approach to its Environmental impact of its designated scope of works and operations, a senior member of staff will undertake an environmental audit and associated remedial actions.

Categories covered as part of the audit consist of:

- Access and Availability
- Communication of Policy and Arrangements
- Complaints
- Compliance with Current Regulations
- Expectations
- Project Equipment
- Project Materials
- Project Waste management – where appropriate
- Supply Chain Approval
- Technical Issues
- Time Frame
- Training of staff on Quality Control

Remedial Actions:

In the event of any audit highlighting any remedial action which would need to be undertaken, the assigned auditor will forward this to a correcting officer suitable for the task.

This correcting officer will be assigned by the company based upon the area of expertise required and the severity of the defect.

A date for the remedial actions to be undertaken must be identified and this information provided to the correcting officer.

The assigned competent person who undertook the initial audit will then have the responsibility of following this up and carrying up the follow up audit.

A follow up audit is undertaken to demonstrate and evidence that these remedial actions have indeed been rectified. It is possible that the auditor and the correcting officer may be the same individual based upon the requirement of the task

PROJECT PLANNING

The company is fully committed to complete all work to be delivered on programme and cost that has been agreed.

Where the company undertake a project of a nature or duration that is not completed on a fixed price / day rate, projects will be monitored as part of the company's commitment to ensure that all projects are

delivered on programme and cost with every project that we undertake, each project will have an assigned project manager / responsible person to effectively control and monitor all the elements of the project and its individual requirements.

All projects undertaken by the company will have their own "Project Tracker", this is designed to monitor the delivery of the project to ensure that the works are delivered on time and on budget.

The project tracker will contain the following information:

- Status of the project
- Priority Level
- Confirmed Start & Finish dates
- Planned Duration
- Qualified & General Operatives
- Out-sourced materials & contractors
- Completion Level
- Agreed Cost
- Estimated Hours & Actual Hours Completed.

This will be from the initial planning stage of the works and until the works are fully completed to ensure our own internal targets are met.

The appointed project manager / responsible person will complete a programme and cost summary at regular intervals during the project to confirm that all elements of the project are on target; to meet the programme and cost that has been agreed.

Depending on the length of the project, the frequency checks will be completed as follows:

- Day 3 and final day on a 5-day project
- Every 3 days on a 10-day project
- Every 4 days on a 20-day project
- Every 5 days on a 30-day project
- Every week on every contract that exceeds 30 days in duration

These are just some of the examples that may have a negative effect on a project being delivered to the client's expectations and being delivered on programme and cost consists of:

- Client has not confirmed all works
- Conflicting works from others
- Significant changes to the works
- Materials not fully detailed
- Materials not available
- The imbalance of qualified and support operatives
- Insufficient time to complete the works
- Faulty or equipment failure during the project
- Failure to Identify other potential elements of non-compliance

PURCHASE POLICY & CE MARKING (COMPLIANCE WITH CONSTRUCTION PRODUCTS REGULATIONS)UK CONFORMITY ASSESSED (UKCA) MARKING (Previously CE Marking)

The Construction Products Regulation 2011 (CPR) is a European Union (EU) regulation harmonising performance information on construction products across the EU. It is made most visible by the mandatory CE marking of regulated products

The Health and Safety at Work Act as amended imposes duties upon the company and those providing goods and services to the company.

The company is committed to ensure that materials, goods and general components must be safe, meet all relevant UK and EU supply Directives and be CE marked; it will be manufactured in line with current legal requirements, and manufactures / suppliers' guidance or ACOPS ruling at the time of use only use products with appropriate CE marking are used.

To achieve this, we only use goods and materials that are either manufactured in the UK or EU within all current standards are CE marked for the use under Current Building Regulations of the UK.

The company is committed to the continued support of local UK businesses that can guarantee the continuity of their CE Marking on all the products purchased by the company.

This is intended to ensure that reliable technical information is provided about the performance of construction products in a common technical language and tested using consistent assessment methods.

This consistency should enable designers and specifiers to compare the performance of products more easily.

The CE mark denotes the publication of information on:

- Safety.
- Testing criteria
- Fire resistance.
- Mechanical resistance and stability.
- User instructions, including hygiene and environmental instructions.
- Protection against noise.
- Energy, economy and heat retention.
- Sustainable use of natural resources.
- Handling instructions.
- Storage recommendations.
- Maintenance.
- Warranties.
- Dealerships

Health & Safety legislation affects purchasing decisions including the use of sub-contractors or out-sourced activities.

This also includes the purchase of new or hired-in equipment, maintenance services and goods; but is not limited to such legislation as The Supply of Machinery (Safety) Regulations as amended; The Provision and Use of Work Equipment Regulations (PUWER) and The Control of Substances Hazardous to Health Regulations.

When purchasing or hiring machinery / equipment management of the company will make sure it has all the relevant information and instructions on how it works, including the appropriate safety features and certifications of compliance.

All services and goods procured by the company will have to meet the minimum Quality, Safety, Modern Slavery, Bribery, Right to Work and Environmental standards prescribed by the Company. These quality standards are developed by the company through an assessment of the service or good on its initial

assessment.

When sourcing materials and services the company take into consideration the Safety impacts of their procurement where practical.

All suppliers of services will be competent and trained.

When sourcing materials the company take into consideration the Safety impacts of their procurement where practical.

In practice this involves the following procurement policies: -

- Is there an industry recognised Safety standard of the good, material or service procured by the company i.e. BS EN standards for PPE)
- Has the company had non-conformance issues with the good, material or service in the past?
- Does the service have a minimum level of insurance linked to it?

All users of the equipment will receive suitable training and instruction before being allowed to use equipment.

The equipment must be safe, meet all relevant UK and EU supply Directives and be CE marked; it will be maintained in line with current legal requirements, and manufactures / suppliers' guidance or ACOPS ruling at the time of use.

The company strives to be the most trusted provider of consistently high-quality goods and services. The Company is not engaged in the manufacture of materials it supplies, but its Policy is one of purchasing high quality material from recognised approved suppliers.

This is driven by a purchasing strategy of developing and maintaining strong supply chain relationships with our key strategic suppliers based on co-operation, integrity and mutual trust.

Supplier credentials are checked and verified at prescribed intervals by suitably qualified and experienced personnel – this is carried out in accordance with the Company's supplier selection, evaluation, and re-evaluation process.

To obtain approved status the supplier will have to provide suitable evidence to meet an approval status based on the company quality, environmental and Safety standards, for the ongoing supply relationship to continue then to retain this status. This retention of approval status required to be maintained by ensuring that all evidence is current and correct.

Also, the company will carry out necessary vetting of suppliers for the proof of right to work within the UK.

PROCUREMENT

The company will promote goods and services that are environmentally friendly as against those that are less so. Such decisions made can be significant both in expenditure and scale.

The effect on suppliers and the environment should be viewed in this light.

A keyway to influence suppliers is through the specification, in addition to environmental factors,

procurement decisions should also always take into account both value for money and fitness for purpose.

The following instances illustrate areas where procurement decisions have been made in favour of environmentally friendly goods and services:

- Purchasing goods, plant and materials, which can be manufactured, used and disposed of in an environmentally responsible way;
- Office cleaning; environmentally friendly cleaning materials have been specified in all cleaning contracts in recent years,
- Specifying and purchasing of plant and items which will, in the first instance, have a long working life and can be recycled when the service life has ended;
- Specifying and purchasing items which can be operated in an energy efficient manner;
- Specifying and purchasing items that are of the best quality, have replacement parts and are not part of the "throw away" culture;
- Selecting suppliers and contractors who are themselves undertaking measures to make environmental improvements;
- Purchasing equipment with due consideration of noise, emissions and vibration produced;
- The negotiation of favourable rates from water, gas and electrical service providers.

SUPPLY CHAIN MANAGEMENT

Overall responsibility for Supply Chain Management lies with the Director.

Purpose and Scope:

The purpose of these procedures is to ensure that all services & goods procured by the company for the purposes of carrying out contracted services meet the minimum standards prescribed by the company.

Due to the nature of the work carried out by the company the primary considerations when procuring goods and materials are quality, standards rather than cost.

These procedures apply to the procurement of all services & goods for the purpose of site work including PPE and safety equipment. It does not apply to goods and materials procured for other purposes such as office equipment and consumables.

These procedures apply to all officers and employees of the company making purchases of goods and materials on behalf of the company.

Levels of procurement authority

Table 1

Position	Restrictions - type	Restrictions – cost
Managing Director	**Not applicable**	**Not applicable**

Any variations to the levels of procurement authority must be authorised by the Director in the company.

If an individual wishes to procure services & goods that falls outside of their authority, then permission to make the purchase must be obtained from someone who has the required level of authority.

Environmental Standards:

When sourcing materials the company take into consideration the environmental and sustainability impacts of their procurement where practical. In practice, where applicable to do so, this could involve the following procurement policies:

- The Company will consider the environmental impact of all products and suppliers which it uses. The Company will periodically consider whether there is a viable alternative which is more environmentally friendly
- Where possible, only FSC certified timber is either supplied with packaging or utilised as part of the company's work
- That where materials are available from suppliers with responsible sourcing scheme certification (i.e. BES 6001 standard) are selected
- Counterfeit, Fraudulent and Suspect Items (CFSI) Policy, Counterfeit and fraudulent material is material whose origin, age, composition, configuration, certification status or other characteristic (including whether the material has been used previously) has been falsely represented

Quality Standards:

When sourcing materials and services the company take into consideration the Safety impacts of their procurement where practical. In practice this involves the following procurement policies: -

- Has there been any minimum standard of good or material requested by the client?
- Is there an industry recognised quality standard of the good or service procured by the company?
- Has the company had non-conformance issues with the good, material or service in the past?
- Is there a quality guarantee provided with the good, material or service?
- How are the services / good checked to ensure they are of the highest standard before and during its procurement?
- Does the supplier operate a quality management system and is it certified to a recognised standard (i.e. ISO 9001)

Safety Standards:

When sourcing materials the company take into consideration the Safety impacts of their procurement where practical. In practice this involves the following procurement policies: -

- Is there an industry recognised Safety standard of the good, material or service procured by the company i.e. BS EN standards for PPE)
- Has the company had non-conformance issues with the good, material or service in the past?
- Does the service have a minimum level of insurance linked to it?

Approved Suppliers Identification:

When materials have been identified the company will then identify a suitable supplier. In doing so the company will take into consideration that all services & goods must be procured from an approved list of suppliers, listed on the **Supplier Database** with the Company's **Audit Application** package.

Should the desired supplier not hold approved status within the **Audit Application** package then they need to go through Supplier Approval.

Supplier Approval:

To obtain approved status the supplier will have to provide suitable evidence to meet an approval status based on the company quality, environmental and Safety standards, for the ongoing supply relationship to continue then to retain this status. This retention of approval status required to be maintained by ensuring that all evidence is current and correct.

Also, the company will carry out necessary vetting of suppliers for the proof of right to work within the UK.

Once the standards are set, questions will be formulated as a **Supplier of Goods or Services** within the company's **Audit Application** package.

To add a new supplier to the in-house **Audit Application** package, the following steps will be undertaken:

- Click the "Audit Application" to launch the package
- If you wish to use one of the predefined audits simply click on the one you wish to use
- Select "Take Audit" button towards the top right of the page
- Enter suitable response to the question based on the standard required i.e. What level of public liability insurance do you hold?
- Finally change any question options (such as ability to upload evidence) as required

The information & evidence required for approval of suppliers can be submitted from the company.

This information & evidence can be provided directly to the company who will enter the information & evidence into the **Audit Application** supplier profile via the **Selected Questionnaire** and then selecting the **Audit**

Upon completion of the required PQQ and associated evidence, the supplier profile will populate with a status bar detailing the completion percentage of the **Audit** required.

Upon 100% completion of this status bar, the Supplier Audit will be completed and then moved to completed and the automatic reminder facility set. Upon agreement the supplier has met the standards laid out as part of identification of standards (stage 1) then the company will mark the supplier as being approved.

This approval procedure will also then allow all staff procuring services & goods to use the supplier database within the **Audit Application** to identify agreed suppliers.

Once a supplied hold approved status then the process of procuring goods from this client will not require stage 2 or stage 3 of this supply chain management procedures.

Procure services & goods:

Once the supplier of the service or goods hold the relevant approval process for the required service or

goods then the company will procure the Services and goods and follow the company's procurement process.

Delivery of goods and services:

Delivery of services & goods must be taken in accordance with this procedure:

- Where possible the delivery should be taken by either the Director or an Appointed Person.
- The person taking the delivery shall check the goods against the corresponding purchase order to ensure:
  - That the correct brand, model, specification and quantity of each item has been delivered; and
  - That they all conform to the required standards of quality and condition.
- If there any products which do not correspond with the purchase or are of not of a confirming quality and condition, then where possible they should be returned to the supplier by the delivery driver / courier and the non-conformance procedure initiated.
- If the receiving person is unsure whether or not the goods conform, they should ask the Director or an Appointed Person to check the products for conformity in accordance with the Non-conforming service / goods procedure.
- Shall the goods be received on site, the Appointed Person will be provided with a copy of the corresponding copy of the purchase order of the goods which he will be receiving.

Non-conforming service / goods procedure:

Where a non-conforming product has been identified at the point of delivery or later the following procedure must be followed to ensure the company's quality, safety and environmental standards are met:

1. If the product has not been returned to the supplier with the initial driver, the product must be moved to a safe place. If this is at the company premises this shall be in a suitable location within the Office. If this is on site this should be a location where the non-conforming product cannot be confused with conforming products.
2. A non-conformance form should be clearly visible and securely attached to the product.
3. The non-conformance will be uploaded to the **Suppliers Profile** in the **Audit Application – Personal File.**
4. Should the non-conformance require supplier to be unapproved then the approval status will be removed.
5. Should the approval status be removed from the supplier, and become unapproved, then alternative goods will be procured from another approved supplier.

Where a non-conforming service is identified at the start of or during works the following procedure must be followed:

1. The service and agreement between the two parties will cease
2. A non-conformance form shall be completed and sent to the Director
3. The Director will decide upon. whether the non-conformance complaint is justified
4. Should the discontinuation of service be non-justifiable then service will resume
5. Should the discontinuation of service be based on a justifiable non-conformance complaint and no mediation / improvement of service can be agreed then an alternative supplier will be sourced.
6. Finally the non-conformance will be uploaded to the **Suppliers Profile** in the **Contractor custom files – Personal File** and the supplier's approval status removed until necessary rectification actions of non-conformance form and post contract review are undertaken.

Post Contract Review:

In particular the company may wish to establish post contract issues regarding the following which would

affect future contracts between the company and the supplier by carrying out a supply chain audit. Such Supplier audit process is detailed within the company audit procedure

- The quality of the goods / service provided
- The effectiveness of communications between the two suppliers
- Whether any aspect of the goods / service had an impact upon Health & Safety
- Where there any claims or disputes which would affect future contracts
- Whether there is any further monitoring actions to be undertaken
- Where there any issues regarding timescales and deadlines with the supplier

Upon the completion of the post contract audit, the completed copy will uploaded to the **supplier's profile** as part of the **Audit Application** package in the **contractor custom files – Personal files**.

This will also share the information directly with the supplier should they wish to receive the feedback provided for the company.

Policy review and consultation:

This policy will be reviewed every 12 months or in consequence of a material change to the Company's Director and when updates are issued, will be shared with BPR Carpentry's workers through a toolbox talk.

QUALITY POLICY - DOCUMENTATION REVIEW To ensure that we comply with the requirements agreed by our clients, suppliers and our Quality Policy Statement and Documentation will be reviewed periodically and at least annually.			
DATE OF REVIEW	**REVIEWED BY**	**BRIEF DESCRIPTION OF CHANGES**	**NEXT REVIEW DATE**
27/05/26	Brendan O'Regan	Tidied up layout and updated company logo and address.	26/05/27

COMPANY SUPPORTING DOCUMENTS

1. Complaint Record
2. Complaint Response Action Plan
3. KPI Control
4. Quality Response Record for Clients

Company Complaint Record

Complainant		Date made	
Type of complaint			
Summary of the complaint			
Acknowledgment of complaint sent on			
Summary of investigation			
Outcome of complaint			
Outcome sent to complainant on			
Corrective Action 1			
Action completed on		Signed	
Corrective Action 2			
Action completed on		Signed	
Corrective Action 3			
Action completed on		Signed	
Corrective Action 4			
Action completed on		Signed	

Audit Action Plan
Improvement Plan Following a None-Compliance Issue

Audit Improvement Plan (Action after a non-compliance issue)		Date of Action Plan	
Completed by			
Summary of the issue to be remedied			
Objective of Action Plan			
Corrective Action 1			
Action completed on		Signed	
Corrective Action 2			
Action completed on		Signed	
Corrective Action 3			
Action completed on		Signed	
Corrective Action 4			

BPR Carpentry Limited – 231 Vauxhall Bridge Road – London - SW1V 1AD
Tel: 07733 692884: Email: boregan@bprcarpentry.co.uk

Customer Satisfaction Questionnaire for Routine and Responsive Maintenance

Part A: About the service you received from your Landlord/Housing Association/Council

1. How satisfied were you with the service provided by the contractor's staff who dealt with you before the work started?

Totally dissatisfied ← Neither satisfied nor dissatisfied → Totally satisfied

1	2	3	4	5	6	7	8	9	10

Part B: About the work

2. Was an appointment made for this work to be carried out?

Yes ☐ Go to question 3 **No** ☐ Go to question 4

3. If yes, did the contractor arrive when you were told they would?

Yes ☐ No ☐

4. Was the contractor polite and courteous?

Yes ☐ **No** ☐

5. Were the works completed on time?

Yes ☐ **No** ☐

6. Did the contractor tidy up after the work to your satisfaction?

Yes ☐ **No** ☐

7. How satisfied were you with the finished work?

Totally dissatisfied ← Neither satisfied nor dissatisfied → Totally satisfied

1	2	3	4	5	6	7	8	9	10

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Part C: About the work overall

9. How satisfied were you with the overall service provided by the contractor both before and during the work?

Totally dissatisfied ← | Neither satisfied nor dissatisfied | Totally satisfied →

1	2	3	4	5	6	7	8	9	10

10. Do you have any other comments about the work that was carried out and the service you received? (We are especially interested in suggestions of how we can improve our service to you)

IMPORTANT NOTE: Users of this questionnaire should ensure that it is accessible to all their Customers including people who do not have a good understanding of English, people with disabilities and people with special needs. Completed questionnaires should reflect the diversity of the neighbourhood in which the Service Provider operates and reflect individual needs.

Customer Satisfaction Questionnaire for Major Works (Page 1 of 2)

To help us improve our service to you, we would be grateful if you could fill in this short questionnaire.

Part A: About the Major Works

1. How satisfied were you with the service provided by the contractor who dealt with you before the work started?

Totally dissatisfied ← Neither satisfied nor dissatisfied → Totally satisfied

1	2	3	4	5	6	7	8	9	10

Part B: About the Major Works

2. Was the programme of Works discussed and arranged with you?

Yes ☐ Go to question 3 **No** ☐ Go to question 4

3. If yes, did the contractor comply with the programme and arrangements?

Yes ☐ No ☐

4. Was the contractor polite and courteous?

Yes ☐ **No** ☐

5. Were the works completed on time?

Yes ☐ **No** ☐

6. Did the contractor tidy up after the work to your satisfaction?

Yes ☐ **No** ☐

7. How satisfied were you with the finished work?

Totally dissatisfied ← Neither satisfied nor dissatisfied → Totally satisfied

1	2	3	4	5	6	7	8	9	10

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Part C: About the work overall

9. How satisfied were you with the overall service provided by the contractor both before and during the work?

Totally dissatisfied ← Neither satisfied nor dissatisfied → Totally satisfied

1	2	3	4	5	6	7	8	9	10

10. Do you have any other comments about the work that was carried out and the service you received? (We are especially interested in suggestions of how we can improve our service to you)

IMPORTANT NOTE: Users of this questionnaire should ensure that it is accessible to all their Customers including people who do not have a good understanding of English, people with disabilities and people with special needs. Completed questionnaires should reflect the diversity of the neighbourhood in which the Service Provider operates and reflect individual needs.

Operative KPI Control

JOB NO.

Property Address:	
Representative:	Description of Works
Property Type:	
Appointment:	

Operative Arrival Time:
Operative Departure Time:
Work Checked:

Pre work Findings:

Item No	Description of the work undertaken	Location	Location	Location
1				
2				
3				
4				
5				
6				
7				

Comments from client

Item No	Customer Satisfaction – **N will generate an AMBER WARNING**	Y or N	Warning Issued	Initials
1	Has the operative the correct training for the work being completed?	Y/N		
2	Was the operative identifiable & show identification before entry?	Y/N		
3	Did the operative explain all the work beforehand?	Y/N		
4	Did the operative prevent disturbance to other areas?	Y/N		
5	Did the operative have the all the correct equipment for the works?	Y/N		
6	Was the operative polite & courteous at all times?	Y/N		
7	Did the operative prevent access by unauthorised persons during the works?	Y/N		
8	Was all generated waste material removed?	Y/N		

Should any operative a Negative Incident Report on any one job without a recorded reason, they will be issued with an **AMBER WARNING**, suspended from working on controlled projects until further training has been obtained and they

have demonstrated their compliance with the required standards to continue on controlled projects.

3 AMBER WARNINGS in 3 Months will result in a **RED Removal Notice**.

A RED Removal Notice can result in their contract being terminated