

1. Policy Statement

GMR Henderson Builders Ltd. is committed to delivering construction, civil engineering and quarrying works to the highest standards of quality, workmanship and customer satisfaction. The company aims to achieve a “Right First Time” approach through effective planning, competent supervision, clear communication, inspection and continual improvement across all areas of its operations.

GMR Henderson Builders Ltd. recognises that maintaining high quality standards is essential to:

- Meeting client expectations and contractual requirements
- Maintaining compliance with legal and industry standards
- Protecting the company’s reputation
- Delivering safe, efficient and defect-free works
- Supporting continual business improvement

The company is committed to implementing and maintaining effective quality management processes aligned with the principles of ISO 9001.

2. Scope

This policy applies to:

- All employees
- Agency workers
- Contractors and subcontractors
- Suppliers working on behalf of GMR Henderson Builders Ltd.

The policy applies to all company activities including:

- Construction works
- Civil engineering works
- Groundworks
- Utilities and drainage
- Quarrying operations
- Maintenance and refurbishment projects
- Temporary works and associated support activities

This policy applies throughout all project phases from planning and procurement through to completion and handover.



3. Company Commitments

GMR Henderson Builders Ltd. is committed to:

3.1 Compliance

Ensuring all works comply with:

- Client specifications
- Approved drawings and designs
- Contractual requirements
- Applicable legislation
- British Standards
- Industry guidance and codes of practice

3.2 Quality Planning

Establishing suitable quality controls prior to commencement of works including:

- Construction programmes
- Inspection and Test Plans (ITPs)
- Task specific RAMS
- Hold points and sign-off procedures
- Material approval processes
- Competence verification

3.3 Inspection and Monitoring

Implementing suitable inspection and monitoring arrangements to verify:

- Materials are suitable and compliant
- Workmanship meets required standards
- Construction activities are completed correctly
- Defects and non-conformances are identified early

Inspections shall be completed by competent persons at appropriate stages of the works.

3.4 Subcontractor and Supplier Control

Subcontractors and suppliers shall be selected, monitored and reviewed to ensure they:

- Meet company quality expectations
- Provide competent personnel
- Supply compliant materials and equipment
- Operate in accordance with approved RAMS and specifications

3.5 Corrective Actions and Continuous Improvement

Where quality issues, defects or non-conformances are identified, the company shall:

- Investigate the issue



- Identify root causes where appropriate
- Implement corrective actions
- Monitor effectiveness of improvements
- Share lessons learned where necessary

The company is committed to continual improvement through audits, inspections, client feedback and workforce engagement.

4. Responsibilities

4.1 Managing Director

The Managing Director has overall responsibility for:

- Ensuring adequate resources are available
- Supporting the implementation of this policy
- Promoting a positive quality culture
- Reviewing quality performance

4.2 SHEQ Manager / Responsible Person

The SHEQ Manager or delegated competent person is responsible for:

- Maintaining the Quality Management System (QMS)
- Monitoring compliance with quality procedures
- Coordinating audits and inspections
- Reviewing quality records and non-conformances
- Supporting continual improvement initiatives

4.3 Project Managers and Supervisors

Project Managers and Supervisors are responsible for:

- Implementing project-specific quality controls
- Ensuring works are completed to specification
- Coordinating inspections and testing
- Ensuring operatives understand quality requirements
- Stopping works where quality standards are not achieved

4.4 Employees and Operatives

All employees and operatives are responsible for:

- Completing work to the required standard
- Following approved procedures and RAMS
- Reporting defects or quality concerns
- Using suitable materials, tools and equipment correctly
- Cooperating with inspections and audits



5. Quality Management Arrangements

GMR Henderson Builders Ltd. shall implement quality management arrangements including:

- Inspection and Test Plans (ITPs)
- Site inspections and audits
- Material certification checks
- Supplier and subcontractor assessments
- Training and competence management
- Calibration and maintenance of equipment where required
- Defect reporting and close out procedures
- Document control and revision management
- Client feedback and complaints monitoring

6. Documentation and Record Control

The company shall maintain suitable records to demonstrate compliance with quality requirements including:

- Inspection records
- Test certificates
- Material approvals
- Audit reports
- Corrective action records
- Competence records
- Client sign-off documentation

Controlled documents shall be subject to revision control procedures to ensure only current approved versions are available for use.

Obsolete or superseded documents shall be removed from circulation where necessary.

7. Training and Competence

GMR Henderson Builders Ltd. shall ensure personnel are suitably trained, experienced and competent for the tasks they undertake.

Training needs shall be identified and monitored through:

- Inductions
- Toolbox talks
- Formal training programmes
- Skills assessments
- Supervisory monitoring
- Refresher training where required

8. Auditing and Review

The company shall periodically review the effectiveness of its quality arrangements through:

- Internal audits
- Site inspections
- Management reviews
- Client feedback
- Non-conformance investigations
- Lessons learned reviews

Findings from audits and reviews shall be used to support continual improvement.

9. Policy Review

This policy shall be reviewed:

- Annually
or
- Following significant changes to legislation, company operations, client requirements or management systems

Updated versions shall be communicated to relevant employees and interested parties.

10. Conclusion

GMR Henderson Builders Ltd. is committed to delivering high quality construction and civil engineering works safely, efficiently and professionally.

Through effective planning, supervision, inspection and workforce engagement, the company aims to consistently deliver projects that meet client expectations, contractual requirements and recognised industry standards.

This policy forms part of the company's overall management system and supports its commitment to continual improvement, customer satisfaction and operational excellence.

Policy Approval Section

	Name	Position	Signature	Date
Prepared by	Phill Smith	SHEQ		08/06/26
Reviewed by	Gerrald Henderson	Director		08/06/26
Approved by	Gerrald Henderson	Director		08/06/26