



## Quality Policy

At QiRC we are committed to providing complete customer satisfaction to the best of our ability and suitable for purpose therefore, we will always meet or exceed expectations for our clients and the quality of their services/ products. Project managers/ directors attend sites on the last few days of a project to go over the requested works and to ensure Qi have achieved the expectations of the clients.

QiRC complies with applicable legislation and regulations as well as the recommendations and ethics of industry bodies.

QiRC ensures all our accreditations are up to date and are the highest standard. Including CHAS, Constructionline and Safe contractor.

QiRC will only source and make use of products that are considered 'safe products' under the Construction Products Regulation 2013

At QiRC we trust that all our suppliers monitor the quality of their products and services. Supplier quality management is obtained when we open a new account with suppliers.

### Our company's actions:

- We will take care in our work to ensure the finished product meets or exceeds clients requirements
- We will train staff and ensure they have the right competency to do the work required
- We will inform staff of any new requirements under quality management and ensure they are following procedures
- We will be transparent with our clients to ensure that issues are communicated and resolved effectively
- We will ensure products are to the highest standard and are thoroughly checked before installing to the clients
- We ensure toolbox talks to be carried out regularly
- We will ensure all QiRC workers are wearing branded uniform and have their ID badges on show

Our quality policy is defined and strongly driven by the following management principles and behaviour:

1. Building a mutually beneficial relationship with all interested parties through understanding their requirements and satisfying their needs

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2. Implementing risk-based processes and controls that ensure tasks are performed properly the first time every time and that all products and services are developed on evidence based decisions
3. Continually improving products and services and develop innovation products based on efficient business processes, well defined measurements, best practices and stakeholder engagement
4. Developing staff competencies, encouraging creativity, instilling accountability and empowering staff through appropriate development programs, strong management involvement and commitment

#### CE Marked Products:

QiRC do not produce our own products however any products that we buy we ensure that the correct logo is on them to ensure that the manufacturer has checked that these products meet the latest UK safety, health or environmental requirements.

If we suspect that a manufacturer is misusing the UKCA) or UK(NI) Mark, we will request a certificate of conformity and/or a declaration of performance and will also be able to check their status on the UK Market Conformity Assessment Bodies database. Distributors established in the UK who bring products in from outside the UK (including EU or EEA states) to the GB market are, in most cases will now be classified as 'importers', bringing in products to the GB from a third country. This change in status will bring new obligations which will also be checked such as:

- a requirement for importers to label their products with their name and address
- ensuring that the assessment and verification of constancy of performance (AVCP) requirements has been carried out by the manufacturer
- the product must bear the conformity marking
- ensuring that the manufacturer has complied with their labelling obligations.

Qi Refurbs and Contracts Ltd

Quality Policy

**Signed By:**

**Calvin Boden**

*C. Boden*

Managing Director

31.03.25

**Jason Palmer**

*J. Palmer*

Projects Director

31.03.25

All our policies are checked and renewed every March.