

QUALITY POLICY

PCF Construction is committed to delivering consistent, high-quality installation services that meet defined customer requirements, contractual obligations, and all applicable statutory, regulatory, and industry standards. PCF Construction recognises that quality is fundamental to its business performance, reputation, and long-term sustainability. As such, a structured and systematic approach to quality management is implemented across all operations through the Quality Policy.

This Quality Policy is designed to ensure that all activities are appropriately planned, risk-assessed, controlled, and reviewed to achieve reliable and repeatable outcomes. It provides a framework for establishing, monitoring, and reviewing quality objectives and ensures that quality considerations are integrated into all stages of the business, from initial enquiry and procurement through to delivery, completion, and post-contract evaluation.

Senior management, led by the Director, demonstrates leadership and commitment to the Quality Policy by ensuring that it is fully implemented, maintained, and continually improved. The Director retains overall accountability for quality performance and ensures that sufficient resources, competent personnel, and effective processes are in place to meet PCF Construction's objectives. Management is also responsible for promoting a positive quality culture, ensuring that expectations are clearly defined, understood, and consistently applied throughout the organisation.

ROLES AND RESPONSIBILITIES

Quality management is a shared responsibility across all levels of PCF Construction. Management personnel are responsible for implementing the Quality Policy within their respective areas, ensuring that works are properly planned, adequately resourced, and effectively supervised. They are required to monitor performance, identify areas of risk or non-compliance, and take appropriate action to maintain standards.

Site Managers and Supervisors play a critical role in the delivery of quality outcomes. They are responsible for ensuring that all works are undertaken in accordance with specifications, drawings, and manufacturer's guidance. This includes coordinating activities, supervising operatives and subcontractors, verifying workmanship, and ensuring that inspection and testing requirements are met. They are also responsible for maintaining accurate records and reporting any issues that may affect quality.

Employees and operatives are required to carry out their duties in accordance with the training, instructions, and procedures provided by PCF Construction. They are expected to take ownership of the quality of their work, to exercise due care and diligence, and to report any defects, deviations, or concerns promptly. Where specific Quality Assurance functions are required, such as inspections, audits, or document control, competent individuals are appointed to undertake these duties.

CUSTOMER SATISFACTION AND COMPLAINTS HANDLING

PCF Construction places significant importance on customer satisfaction and seeks to build long-term relationships through the consistent delivery of high-quality services. Customer requirements are clearly identified and reviewed at the earliest stage to ensure that expectations are fully understood and achievable.

PCF Construction operates a formal complaint handling procedure to ensure that all concerns are managed effectively. Any complaint received is recorded, acknowledged, and investigated in a structured manner. The investigation process seeks to identify not only the immediate issue but also the underlying causes. Appropriate corrective actions are implemented to address the issue, and the customer is informed of the outcome in a timely and transparent manner.

Customer feedback, whether positive or negative, is analysed to identify trends and opportunities for improvement. This information is used to inform management reviews, improve processes, and enhance service delivery.

CONTROL OF NON-CONFORMANCE AND CORRECTIVE ACTION

PCF Construction has established procedures for the identification, control, and resolution of non-conforming work, materials, or processes. Non-conformances may be identified through inspections, audits, customer feedback, or routine operational activities.

Where a non-conformance is identified, immediate action is taken to control the situation and prevent further impact. This may include stopping work, segregating materials, or implementing temporary controls. A formal assessment is then undertaken to determine the appropriate corrective action, which may involve rework, repair, or replacement.

A root cause analysis is carried out where appropriate to identify the underlying reasons for the non-conformance. Corrective and preventative actions are implemented to reduce the likelihood of recurrence. All actions are recorded, monitored, and reviewed to ensure effectiveness, forming a key part of PCF Construction's continual improvement process.

COMMUNICATION OF QUALITY ARRANGEMENTS

Effective communication is essential to ensuring that quality standards are consistently achieved. PCF Construction ensures that all personnel are aware of their responsibilities and the requirements of the Quality Policy.

Quality arrangements are communicated through inductions, training sessions, site briefings, and ongoing supervision. Prior to the commencement of works, all relevant information is provided to those involved, including specifications, drawings, risk assessments, and manufacturer's instructions. Changes to requirements or processes are communicated promptly to ensure continued compliance.

PCF Construction also ensures that subcontractors engaged in its activities are made aware of the required quality standards and are monitored to ensure compliance with these requirements.

OPERATIONAL PLANNING AND CONTROL

All projects and activities undertaken by PCF Construction are subject to a structured planning and review process. Enquiries and contracts are assessed to ensure that requirements are clearly defined, achievable, and aligned with applicable standards and good practice. Any risks or constraints are identified at an early stage and managed accordingly.

Resources are planned to ensure that sufficient competent personnel, suitable materials, and appropriate equipment are available to deliver the works. Procurement processes ensure that materials and products meet specified requirements and are sourced from reliable suppliers. Deliveries are checked to confirm compliance with specifications before use.

Prior to commencement, site conditions are assessed to confirm that they are suitable for the intended works. Where conditions do not meet the required standards, works will not proceed until appropriate measures have been implemented.

Works are carried out in accordance with agreed specifications, contract documentation, and recognised best practice. Supervision and inspection are maintained throughout the project to ensure that quality standards are consistently met. Formal inspections and handover processes are undertaken to verify compliance and ensure that client requirements have been satisfied.

TRAINING AND COMPETENCE

PCF Construction recognises that competence is fundamental to quality performance. All personnel are selected, trained, and supported to ensure that they are capable of performing their roles effectively. Training needs are identified through ongoing assessment, and appropriate training is provided to maintain and enhance skills.

Quality-related training is delivered where required to ensure that employees understand the importance of compliance with procedures, specifications, and standards. Supervision and mentoring are also used to reinforce expectations and maintain consistency.

MONITORING, AUDIT AND MANAGEMENT REVIEW

The performance and effectiveness of the Quality Policy implemented by PCF Construction are subject to regular monitoring and review. This includes routine inspections, internal audits, and the analysis of performance data. Findings from these activities are used to identify areas of good practice as well as areas requiring improvement.

Management reviews are conducted at planned intervals to evaluate the overall effectiveness of the Quality Policy. These reviews consider audit results, customer feedback, non-conformances, performance against objectives, and any changes in external or internal factors. Actions arising from management reviews are documented and tracked to completion.

CONTINUAL IMPROVEMENT

PCF Construction is committed to the continual improvement of its processes, services, and overall performance. Improvement initiatives are driven by data analysis, feedback, innovation, and lessons learned from operational experience.

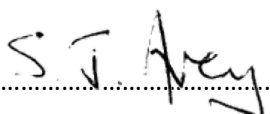
Quality objectives are established and reviewed to ensure they remain relevant and aligned with the strategic direction of PCF Construction. Performance against these objectives is monitored, and actions are taken where necessary to drive improvement.

DOCUMENT CONTROL AND RECORD KEEPING

All quality-related documents and records within PCF Construction are controlled to ensure that current and accurate information is available where required. Documents are reviewed, approved, and updated as necessary, and obsolete information is removed from use. Records are maintained to provide evidence of compliance and to support traceability, accountability, and continuous improvement.

POLICY REVIEW

This Quality Policy is communicated to all employees and relevant interested parties and is made available upon request. PCF Construction reviews this policy periodically to ensure that it remains suitable, adequate, and effective in supporting organisational objectives and obligations.

Signed:  Date: 29/04/26

Steve Avery
Director