



Quality Policy

At Jarvis, our management team and our staff are committed to delivering a high-quality service in all aspects of construction, including design management where required, to reinforce the positive reputation for quality that our business is proud of. We are also focussed on promoting continual improvement of quality standards within our business operations by ensuring that established quality objectives are monitored and reviewed at regular intervals, at least once every six months, to allow us to assess progress within the company.

We comply with all current legislation, British Standards, codes of practice, industry good practice and guidance and other contractual requirements pertinent to the construction industry. Our Quality Management System is certified with ISO9001:2015, the International Standard for Quality Management. This policy will be reviewed annually to incorporate any new legislation, lessons learned or potentially, to include specific client requirements.

Purpose

The purpose of the Jarvis Quality Management System is to ensure that:

- All company KPIs are met and the effectiveness assessed on each project, allowing us to maintain and continuously improve Jarvis quality standards.
- The needs of clients are fully understood, and additional client KPIs are accommodated and closely monitored against individual projects.
- Communication lines with clients are suitably established so that clear and accurate information is relayed in a timely manner to the client team.
- Quality systems are constantly reviewed and improved on, with the help of performance reviews, post completion review meetings, client feedback and building inspections.
- Project works are supported by on-site quality checks as part of our project inspections & test plans.
- Quarterly internal auditing of our Quality Management System, to ensure it remains fit for purpose.
- Our standard of work enhances our reputation to a level where we are seen by clients as the benchmark for quality.
- Our directly employed workforce is qualified to deliver what a client requires, and to offer suggestions for improvement.
- Subcontractors, consultants and suppliers are monitored throughout the project, and post completion to ensure quality standards are not jeopardised, and that materials are delivered on time to prevent construction delays.
- All complaints are dealt with in a timely manner, and logged for review to ensure compliance.
- A pleasant, healthy and safe working environment is provided for all staff to promote job satisfaction, reduce staff turnover and further motivate to maintain high standards.
- We maintain a professional appearance of our site boundary and access points, displaying the appropriate public and safety information as necessary and that we also keep access approaches clean from construction debris or mud.
- Completed works are of a high quality, handed over at the agreed time, within budget and are aiming for zero or minimal defects, to the satisfaction of the client.
- In the case a defect occurring during the rectification period, the issue is resolved as quickly and efficiently as possible by our Aftercare department.

Methods

We can achieve the foregoing by following the steps outlined below:

- Monitoring of works in progress and reviewing completed works, both by in-house staff and companies working on our behalf, to ensure that we hand over projects of the highest quality to clients.
- Keeping abreast of new design and construction methods, and carrying out regular toolbox talks and training sessions to ensure all site workers are confident in their ability to adhere to these methods.
- Incorporating hold points at key stages of construction to work out any defects as and when they appear.
- Mitigate the ongoing risk associated with the works we undertake by establishing and implementing the appropriate control measures.
- Administrating effective handover of responsibility between disciplines as the project work phases progress.
- Regular meetings with client teams and constant availability via telephone and email, to discuss any issues when management are not on site (all live works will be managed by Jarvis personnel unless specifically authorised by a Director under special circumstances).
- Maintain our ISO9001:2015 Certification by adhering to the processes and procedures set out within our Quality Management System.
- Fostering a no blame culture where people can talk without recrimination, and work as a team to develop a solution rather than assigning blame to a single party.
- Retain membership to CHAS, SafeContractor and Constructionline, and remain as a partner with the Considerate Constructor's Scheme (CCS), to provide the right corporate image and ensure external bodies are happy with our standard of work.

This policy will be communicated to all employees and organisations who work on our behalf. They will all be expected to co-operate and assist in the implementation of this policy. All managers and employees are individually responsible for the quality of their craftsmanship, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

Guidance and training is provided to continually improve the performance of the company and our employees. The Board of Directors has delegated responsibility for maintaining the Quality Management System to the Operations Director, but recognises that the responsibility for achieving and maintaining the standards and supporting the Quality Management System rests with the whole Board of Directors and all members of staff. This policy is approved by the undersigned and is supported by all levels of management within Jarvis Contracting Ltd. All personnel shall be guided by the contents of the Quality Management System, and no deviation from the methods and procedures set down shall be permitted without permission of the Directors.

Jarvis, as a business are very proud of our reputation for quality and the above Policy is intended to maintain and then further enhance this positive sentiment with our client teams, where we enjoy high levels of repeat business.



Mark Doyle

Chief Executive Officer
Jarvis Contracting Limited