

Critical Processes for Quality Contract Delivery



MacInnes Bros Ltd is committed to ensuring that the following processes are adhered to & also ensuring that we deliver a result on site that meets with the requirements & expectations. Our aim & overall objective is to ensure that we deliver a consistent level of quality throughout all operational processes Contracts/Projects. In order to do this the following Critical Processes are instigated & are to be adhered too:

Contract Review:

When the contract is awarded, management record & review the Contract Conditions to establish the Client's requirements & ensure conditions are adequately defined. Any variations to the Contract are documented & agreed prior to going on site to ensure that no ambiguity exists.

Planning the Contract:

MacInnes Bros Ltd will plan the resources that will apply to the Projects aims & objectives; labour, materials, tools & equipment.

A Programme of Works is then created with careful planning, this is a key issue, thereby ensuring that a quality result is delivered. Examples of this include:

- Ensuring that we have the correct personnel on site for that particular job by checking similar experience, training received etc. It is our aim to ensure that all personnel are trained & experienced to the extent necessary to undertake their assigned activities & responsibilities effectively.
- We actively recruit employees capable of meeting the technical, skill, experience & educational requirements of the company's activities. Full records are maintained of all training undertaken by employees.
- Ensuring that the materials required for the job are ordered timeously and are fit for purpose as specified, data sheets & testing certificates are obtained to ensure compliance with contract specifications.
- Ensuring that all equipment & tools are fit for purpose e.g calibration certificates, maintenance carried out on plant.

Information & Documentation on Site:

On commencement on site a copy of all current documentation goes to site. This will include, (but not be restricted to); Drawings, Specification, Variations, Site Instructions, Operating Procedures, Health & Safety Plan, Method Statements & Risk/COSHH Assessments.

Documentation Control:

The documentation must be controlled to ensure that the appropriate personnel as the correct & most up to date information. Revisions are issued & obsolete versions removed. The distribution of standard documents is controlled & recorded on Distribution Lists, which also indicate the current issue status. The Distribution Lists are reviewed & updated as & when changes occur.

All changes to documents are reviewed & approved by the person responsible for the original issue &, where appropriate, the nature of the change is indicated on the document. Master copies of the revised documents are retained as records of the changes & renewed as necessary to ensure clarity & conformity.

Each Contract/Project has a Portfolio which contains all relevant information. Information is also held on the Company's IT System for ease of access & manipulation.

Documenting events on site: This is achieved by checking this against the client's requirements & recording the results by means of:

Site Diary, Confirmation of Verbal/Written Instructions/Requests & Events is maintained, including communications with clients, sub contractor's, inspections, suppliers.

Site checklists detailing specific items to be inspected at appropriate stages are utilised & completed inspections.

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Site reports are prepared, distributed, maintained, promulgated & retained.

Process Control:

All work is planned & undertaken in accordance with the Company's Policies & Procedures, The CDM 2015 & the Contract/Project Specification(s). Work instructions are issued. Project administration processes are carried out in accordance with the Contracts/Projects requirements; e.g: preparation of Plant & Labour Returns to the client or customer.

Supervision of Work on Site:

All work on site is supervised to ensure that the performance of work is to the industry, regulatory & client's requirements & specifications.

Receipt of materials:

All materials received on site are checked to ensure compliance with the specification, correct quantities & any signs of damage. All stores areas are maintained as secure as practical.

Non-Conformance Preventive & Corrective Action:

Any areas of non-conformance are identified & the extent of non-conformity is documented in order to establish trends & identify possible areas for improvement.

The corrective action required to prevent recurrence is evaluated, documented, & its effective implementation is monitored.

All rectification is subsequently re-inspected to ensure client satisfaction. All employees are encouraged to suggest improvements in methods, materials, suppliers, & sub-contractors.

Dealing with unsatisfactory work:

Notice is communicated to the appropriate person & corrective action taken.

Acting on findings:

Improving on how & what we do.

Assess, monitor & identify ways we can improve in these areas.

Revise systems & operations as required achieving the aims & objectives expected by all parties.

Completion and Handover:

Preparation for practical completion is carried out in accordance with the Contract/Project requirements. An inspection procedure for practical completion identified & communicated to the client & also applied on site.

Handover procedures identified & carried out in accordance with the client's specified requirements.

Management review:

Internal analysis reviews & audits are conducted to identify the key performance, suitability & effectiveness of the Critical Process Procedure(s) which will ultimately demonstrate our committed obligation to the Production Quality Effectiveness to both our clients & customers alike.

A handwritten signature in black ink, appearing to read 'Ewen P MacInnes'.

Ewen P MacInnes
Managing Director
On behalf of MacInnes Bros Ltd
18th January 2021

(Review date 17/01/2022)

Commercial Social Responsibility Policy Statement



MacInnes Bros Ltd recognises that we must integrate our business values & diverse operations to meet the expectations of our business parties; clients, customers, employees, suppliers, the local community and the environment.

MacInnes Bros Ltd also recognises that our social, economic & environmental responsibilities to these business parties, which is also an integral objective to our business core. We also aim to demonstrate these responsibilities through our actions & within our Company Policies.

MacInnes Bros Ltd takes seriously all feedback that we receive from our business parties &, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within the Policy.

We shall be open & honest in communicating our strategies, targets, performance & governance to our business parties, through our continual commitment to sustainable development.

The Managing Director of MacInnes Bros Ltd, Mr Ewen P MacInnes, is responsible for the implementation of the policy & will make the necessary resources available to realise our business responsibilities.

The responsibility for MacInnes Bros Ltd performance on this policy rests with all employees, & sub-contractors, throughout the Companies scope of business related aims & goals.

MacInnes Bros Ltd Business Aims & Focus:

We shall ensure a high level of business performance while minimising & effectively managing risk ensuring that we uphold the values of honesty, openness & fairness in our relationships with all our business parties.

We shall support the development of our external business parties through training courses & further personal development aims, by using our gained fundamental achievements for all our business associates to share in our developed skills, knowledge & varied experiences from past activities.

Our Contracts/Projects will clearly set out the agreed terms, conditions & the basis of our relationship & will operate in a way those safeguards against unfair business practices.

We shall encourage our business related suppliers & sub-contractors to adopt responsible business policies & practices in-line with our own formal procedures, these may consist of, (but not be restricted to):

Accountability:

- The Workforce are continually encouraged to promote the Companies aim of improving the image of all developments & infrastructure changes, combined with the construction activities & that of the Client's or Customer's potential aims & ultimate objectives.
- Everyone associated with the Contract/Project Planning & Execution should understand & comply with this "**Code of Conduct**".
- Training & further development needs for all employees' & staff participating in such activities & roles will be identified, assessed, addressed & implemented.

Appearance:

- The Development/Project should be aiming to create an image of which the Company can be proud.
- The Project/Works Perimeter & all Welfare Facilities should be clean, tidy & well presented, & all materials stored neatly.