MACINNES BROS LTD

BUILDING, CIVIL ENGINEERING & BUILDERS MERCHANT

Critical Processes for Quality Contract Delivery Policy Statement

January 2026

CRITICAL PROCESSES FOR QUALITY CONTRACT DELIVERY POLICY STATEMENT

MacInnes Bros Ltd (MIB) is committed to ensuring that all clients, suppliers and sub-contractors receive a high quality experience from entering into any professional contract with the company and all expectations are met. Our aim & overall objective is to ensure that we deliver a consistent level of quality throughout all operational processes Contracts / Projects. To support this, MIB shall maintain a recognised quality management system health in accordance with the requirements of ISO 9001:2015 and in doing so provide a framework which helps us to achieve our quality aims and objectives as an organisation and our clients.

To achieve these aims the following Critical Processes are instigated & are to be adhered to at all times within MIB's working practices:

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, Legal & Environmental Register, 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.

- 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.

Signed: Managing Director Date: 09.01.26