

# Quality Risk Management Policy

Policies, procedures and systems for managing risks to quality

|              |                             |
|--------------|-----------------------------|
| Policy owner | Darren Harris, Director     |
| Company      | Lawday Construction Limited |
| Version      | 1.0                         |
| Issue date   | 29/7/26                     |
| Review date  | 29/7/27                     |

## 1. Policy statement

Lawday Construction Limited recognises that the quality of our work can be affected by risks arising at any stage of a project, from design and specification through to materials, workmanship and handover. This policy sets out how we identify, assess, control and review these risks, so that quality is actively managed rather than left to chance.

This policy is specific to risks affecting the quality and delivery of our work. Risks to health, safety and the environment are managed separately under our Health & Safety Policy, Asbestos Policy and Environmental Policy.

## 2. Responsibilities

### The Director (Darren Harris)

- Holds overall responsibility for identifying and managing risks to quality across the business, and for the implementation of this policy.
- Reviews quality risks at business level at least annually, and after any significant defect, complaint or near miss.

### Site supervisors and lead tradespeople

- Identify project-specific quality risks before work begins and monitor for emerging risks as the job progresses.
- Apply the control measures set out in this policy and escalate any risk that cannot be adequately controlled to the Director.

## 3. How risk is identified, assessed and controlled

Before work begins on a project, we consider the risks most likely to affect the quality of the finished work — including the complexity of the specification, the site conditions, the materials involved, and the competence of the people carrying out the work. Risks are assessed by their likelihood and the impact they would have on quality if they occurred, and appropriate controls are put in place to reduce them to an acceptable level. This process is repeated for each project and reviewed if circumstances change significantly during the works.

The table below sets out the risks we consider most relevant to our work, and the controls we use to manage them. It is reviewed and updated at least annually, and forms part of our wider quality management arrangements.

| Quality risk                                     | Rating | Control measures                                                                                                                                    | Owner           | Review       |
|--------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------------|
| Design/specification misunderstood or incomplete | Medium | Specification, materials and standards agreed and recorded with the client before work starts; queries raised and resolved before proceeding.       | Director        | Per project  |
| Unsuitable or non-compliant materials used       | Medium | Materials checked on delivery against specification; only reputable, appropriate suppliers used; manufacturer's guidance followed for installation. | Site supervisor | Per delivery |

|                                                        |               |                                                                                                                                                        |                 |                |
|--------------------------------------------------------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|----------------|
| Workmanship defect (incl. moisture-critical work)      | <b>High</b>   | In-progress checks at key stages; final inspection before handover; installers work to manufacturer's guidance and relevant PAS/British Standards.     | Site supervisor | Per project    |
| Subcontractor competence or reliability                | <b>Medium</b> | Subcontractors selected on demonstrated competence and trade experience; performance monitored; CIS/insurance status checked before engagement.        | Director        | Per engagement |
| Client dissatisfaction / unresolved complaint          | <b>Low</b>    | Complaints recorded, investigated and resolved directly with the client; recurring issues fed back into this policy and the Quality Management Policy. | Director        | As raised      |
| Loss of key skills or knowledge as the business scales | <b>Medium</b> | Training and apprenticeship routes in place (e.g. Exeter College); documented processes reduce reliance on any one individual.                         | Director        | Annual         |

#### 4. Monitoring and review

*This policy and the risks identified within it are reviewed at least annually, and additionally whenever a significant defect, complaint, or change in the nature of our work indicates a need for review. Updates are brought to the attention of all employees and subcontractors.*

**Signed on behalf of Lawday Construction Limited**



Signature:

Name: **Darren Harris**

Position: Director

Date: 29/7/26