Quality Management Policy

Policy Statement

WEINSULATE.CO.UK LIMITED is committed to delivering high-quality energy efficiency and retrofit solutions that consistently meet the requirements of our customers, clients, TrustMark, PAS 2035, Building Regulations and all applicable legal and industry standards.

Quality is fundamental to the way we operate. We are committed to continual improvement and maintaining a Quality Management System (QMS) that ensures our services are delivered safely, professionally and to the highest possible standard.

Our objective is to achieve complete customer satisfaction through effective planning, competent workmanship, robust quality controls and continuous monitoring of our performance.

Scope

This policy applies to all employees, subcontractors, suppliers and consultants working on behalf of WEINSULATE.CO.UK LIMITED and covers all retrofit and energy efficiency measures undertaken by the Company.

Our Commitments

WEINSULATE.CO.UK LIMITED is committed to:

- Delivering high-quality workmanship on every project.
- Complying with PAS 2035, TrustMark requirements, Building Regulations and all applicable legislation.
- Using only approved products, systems and installation methods.
- Maintaining an effective Quality Management System that supports continual improvement.
- Monitoring customer satisfaction and responding promptly to feedback.
- Preventing defects through effective planning, supervision and quality assurance.
- Providing employees with the training, information and resources necessary to perform their work competently.
- Working collaboratively with clients, Retrofit Coordinators, Retrofit Designers, Principal Contractors and Certification Bodies to ensure successful project delivery.

Quality Assurance
To ensure consistent quality standards, the Company has established procedures that include:

- Pre-installation surveys and technical assessments.
- PAS 2035 compliant retrofit designs.
- Site-specific Risk Assessments and Method Statements (RAMS).
- Installation in accordance with manufacturer instructions and approved specifications.
- Quality inspections during and after installation.
- Final inspection and testing before project completion.
- Customer handover procedures, including user guidance, warranties and relevant documentation.
- Recording and investigation of defects, complaints and non-conformances.
- Corrective and preventive actions where improvements are identified.

Where projects are undertaken as a subcontractor, WEINSULATE.CO.UK LIMITED will comply with the client's Inspection and Test Plan (ITP), quality requirements and contractual obligations.

Materials and Suppliers
Quality begins with the selection of suitable products and suppliers.

The Company is committed to procuring materials that:

- Meet the relevant British Standards and Building Regulations.
- Are approved for use under PAS 2035 and TrustMark where applicable.
- Hold appropriate third-party certification, including BBA Certification where required.
- Are specified within the approved retrofit design.
- Are supplied by competent and approved manufacturers and distributors.

Deliveries are inspected on receipt to verify:

- Product specification.
- Quantity.
- Condition.
- Certification.
- Suitability for installation.

Any damaged, defective or non-conforming materials will be rejected, recorded and reported through the Company's Non-Conformance Procedure.

Competence
WEINSULATE.CO.UK LIMITED recognises that quality depends upon competent people.

The Company will ensure that:

- Installations are undertaken by appropriately trained and competent operatives.
- Employees hold relevant NVQs, CSCS or recognised competency cards appropriate to their role.
- Additional training is provided where required.
- Competence is regularly monitored through supervision, inspections and ongoing assessment.

Customer Satisfaction
Customer feedback plays an essential role in improving our services.

The Company will:

- Monitor customer satisfaction throughout projects.
- Operate a formal Complaints Procedure.
- Investigate complaints promptly and fairly.
- Analyse trends to identify opportunities for continual improvement.
- Use customer feedback to improve products, services and business processes.

Monitoring and Continuous Improvement
The effectiveness of our Quality Management System is monitored through:

- Internal audits.
- Site inspections.
- Management reviews.
- Supplier performance monitoring.
- Customer satisfaction surveys.
- Complaints analysis.
- Non-conformance reporting.
- Corrective and preventive actions.
- Performance against measurable quality objectives.

Findings are reviewed regularly by Senior Management to identify opportunities for continual improvement.

Responsibilities
Quality is everyone's responsibility.

Directors
Directors are responsible for:

- Establishing the Company's quality objectives.
- Providing adequate resources.
- Reviewing the effectiveness of the Quality Management System.
- Promoting continual improvement throughout the business.

Managers and Supervisors
Managers and Supervisors are responsible for:

- Implementing Company quality procedures.
- Monitoring installation standards.
- Ensuring employees are competent.
- Carrying out inspections and quality checks.
- Reporting defects and non-conformances.

Employees and Subcontractors
All employees and subcontractors are responsible for:

- Following Company procedures.
- Working to approved specifications.
- Using approved products and materials.
- Reporting defects or quality concerns immediately.
- Maintaining high standards of workmanship at all times.

Document Control
The Company's Quality Management System, supporting procedures and quality records are maintained within the Company's Quality Manual and are available to relevant employees.

This policy will be reviewed annually, or sooner where legislation, industry standards or Company operations change.

Approved by: Eric Smith-Hutchon - Director
Signed: *E Smith-Hutchon* Date: 01/05/2026