Enquiries: *sales@resinlibrary.com*

Quality Control Policy

Resin Library has a quality control system that is relevant to the purpose of the company and the processes carried out within it. We aim to ensure that our products and services conform to customer requirements and that they are in accordance with applicable regulatory requirements.

We are committed to reviewing this on a regular basis to continually improve effectiveness. The system is set up in such a way as to allow us an effective means of establishing and reviewing our objectives.

Our system provides a framework which is written in such a way as to be readable and understood by all persons involved, and it relates closely to their activities. Copies of all relevant documents are situated close to the point where they are needed, and all team members are able to communicate the relevant parts of the system to those involved within their sections.

All aspects of our system are approved by the Managing Director, prior to their incorporation.

1. Scope

Our quality control system is applicable to all parts of Built GRP Systems business, which includes, design, delivery, installation, and commissioning across various ranges.

1.1. Principle Controlling Procedures

Procedures are in place that form the main framework for our system are as follows:

1.1.1. Document control

This covers formal documentation comprising our quality control system. This means we regularly monitor and update key documentation. This includes our Environmental, Health & Safety policy, Slavery policy, and Quality Control policy.

1.1.2. Record control

This comprises the control of all documentation associated with each particular contract, involving the storage and control of all associated documentation, namely drawings, specifications, financial documents, inspection reports, etc.

1.1.3. Sub-contractor selection

We occasionally work with a variety of other specialist companies in areas beyond our expertise, we select these companies based upon the following preferences:

- Environmental, Health & Safety policy
- Slavery & Human Trafficking policy
- Compliance with national and European standards, such as British Standards (BS) or Eurocodes (EN)
- Traceability of products and materials
- Accreditation with a leading safety scheme, such as Safe Contractor, CHAS or Construction Line
- CSCS or NVQ-level accreditation for employees or sub-contractors
- Company and employee insurance documentation.
- ISO9001 and 14001 accreditations
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1.1.4. Internal Audits

This concerns the auditing and monitoring of procedures and processes within our system. Our technical & quality manager is responsible for conducting these and making relevant improvements.

1.1.5. Control of Non-Conforming Product/Services

This concerns systems in place to ensure non-conformities arising on a particular contract are dealt with in a defined manner. This applies to the immediate short-term measures that are taken to resolve problems that arise on any one contract.

1.1.6. Corrective Action

Covers systems in place to ensure that identified non-conformities are reviewed and appropriate actions taken to try and prevent recurrence on subsequent contracts.

1.1.7. Preventative Action

Covers measures adopted to try and identify problems that may arise on particular contracts and the preventive measures taken.

1.1.8. Management Review

Meetings held on a quarterly basis involving key personnel within the company to review the operation of our quality control system.

1.1.9. Product Realisation Processes

We have procedures in place to cover key aspects of our services, such as design, planning, materials control, inspection and installation as summarised below:

Design

Concerns structural engineers and architects. The aim is to ensure compliance with Eurocodes (EN) or British Standards (BS).

Planning

Project quality management team

Project training

Key aspects of our work concern general roofing and flat roofing. Core training from accredited schemes centres around: manual handling, working at height, COSHH, abrasive wheels, asbestos awareness, fire safety, first aid training.

Points of contact

Key points of contact within the company are to be provided to relevant customers, contractors/sub-contractors in advance. A data file of key contacts will be sent via email to relevant personnel and printed copies will be handed out on site. These are summarised below:

- Stephen Bowen (managing director/project manager): over 40 years of general roofing, flat roofing and construction experience.
- Paul Chapman (senior manager): over 30 years of experience in general roofing and flat roofing. 10 previous years in asbestos removal services.
- Jan Pitt (finance manager): over 30 years in administration and finance.
- Steve Rally (crew foreman): over 20 years of general roofing and flat roofing services.

Product quality communications plan

Designs, calculations, technical specification reports, installation records and reports will be submitted to the customer at pre-determined time points throughout the project.

- *Point of Contact List*: names, companies and contact numbers to be sent to relevant personnel and customers in advance.
- *Project Quality Organization Chart*: this will detail personnel involved in the project and their role within that project.

- *Pre-Construction Meeting*: this will be held in advance to discuss the objectives, specifications and procedures, as well as any outstanding environmental, health and safety concerns.
- *Work Task Preparatory Meetings*: daily meetings to discuss the schedule of work, notable highlights, such as environmental, health and safety notices and project changes.
- *Quality Control Record keeping*: documentation of materials, procedures performed, deviations from the original specification, as well as any technical advice obtained.

Generally, a design brief, prior to generating design specifications and selecting sub-contractors. Where relevant, materials and equipment will be compliant with existing quality standards to be identified in advance and logged upon submission.

1.1.10. Materials control

The project manager is responsible for ensuring all materials and services purchased are consistent with the project specifications, drawings and quality control procedures.

1.1.11. Maintenance of purchasing data

All purchasing documents shall contain data clearly describing the material or service ordered, including, where applicable:

- *Identification*:
  - the type, class, style, grade, or other precise identification of items purchased
  - the title or other positive identification, and applicable issue dates of specifications, drawings, process requirements, inspection instructions
  - other relevant technical data, including requirements for approval or qualification of product, procedures, equipment, and personnel

1.1.12. Site inspection

An assessment of how risk controls are implemented by company employees and sub-contractors is to be undertaken to ensure work is performed to a level compliant with a pre-determined HSEcompliant risk assessment and standard of work. The intent of the site inspection, particularly during and upon completion is to benchmark the safety practices observed on site against the criteria contained in the checklist.

1.1.13. Installation

Technicians and sub-contractors must have a strong, demonstrable track-record of high-quality work in the relevant area. CSCS or NVQ level accreditation and experience in a HSE-regulated environment, where possible. Adherence to pre-determined and/or manufacturer's guidelines for installation is necessary.

1.1.14. Training

We perform regular reviews to ensure personnel are sufficiently skilled to meet the demands of the jobs they are expected to do, both now and in the future.

- Regular training for employees and relevant contractors, such as working from height, slavery, asbestos, manual handling,
- Signed and communicated Risk Assessments and COSHH forms
- Protocol generation in alignment to the project
- Procedures in event of a deviation from the intended process or protocol
- CSCS and NVQ level training

1.1.15. Interaction and Communication

Primary for communication and coordination within the Company are management meetings, production meetings, individual contract design reviews, quality system management reviews.

Stephen Bowen

Managing Director – Resin Library

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Resin Library is a trading name of Salty Yacht (Productions) Ltd