



## Quality Assurance Policy

### Policy Statement

Johnston Vulcanising and Services Ltd. is committed to delivering products and services that meet industry standards and exceed customer expectations. We aim to continuously improve our quality management system to ensure the highest level of quality and customer satisfaction, while also managing environmental impacts and promoting sustainable practices in compliance with UK law.

### Scope

This policy applies to all employees, contractors, and operations within Johnston Vulcanising and Services Ltd., including quarrying and vulcanising activities, construction projects, sites, and offices in the UK.

### Responsibilities

- **Senior Management:** Ensure overall compliance with quality assurance standards, provide resources for effective quality management, and promote a culture of quality and sustainability.
- **Quality Assurance Officer:** Oversee the implementation and monitoring of quality assurance practices, conduct regular audits and assessments, and provide training and guidance.
- **Managers and Supervisors:** Implement and enforce quality assurance procedures within their areas of responsibility, ensure staff and contractors follow quality guidelines, and report any quality concerns.
- **All Employees and Contractors:** Comply with quality assurance policies and procedures, report any quality issues or concerns, and participate in relevant training and awareness programs.

### Procedures

1. **Quality Management System (QMS)**
  - Develop, implement, and maintain a Quality Management System in accordance with industry standards and customer requirements.
  - Document all processes and procedures related to quality management.
2. **Risk Assessment and Planning**
  - Conduct regular risk assessments to identify potential quality issues and environmental impacts.
  - Develop and implement plans to mitigate identified risks and impacts.
3. **Supplier and Material Management**
  - Ensure all suppliers and materials meet specified quality standards.
  - Conduct regular evaluations and audits of suppliers to ensure compliance.
4. **Process Control and Inspection**
  - Implement process controls to ensure consistency and quality in all operations.



- Conduct regular inspections and testing of products and services to ensure they meet specified standards.
- 5. Customer Feedback and Satisfaction**
  - Collect and analyze customer feedback to identify areas for improvement.
  - Address customer complaints and concerns promptly and effectively.
- 6. Training and Competence**
  - Provide training to all employees and contractors on quality assurance practices and environmental responsibilities.
  - Ensure employees are competent and understand their roles in maintaining quality and sustainability.
- 7. Continuous Improvement**
  - Set and review quality objectives and targets to drive continuous improvement.
  - Use data from audits, inspections, and customer feedback to improve quality management practices.
- 8. Environmental Management**
  - Integrate environmental considerations into the Quality Management System.
  - Promote sustainable practices, including efficient use of resources, waste reduction, and pollution prevention.
- 9. Compliance and Monitoring**
  - Ensure compliance with all relevant UK quality and environmental legislation, regulations, and standards.
  - Regularly monitor and review quality and environmental performance through audits, inspections, and reporting.
- 10. Documentation and Record Keeping**
  - Maintain accurate and up-to-date records of all quality and environmental activities.
  - Ensure documentation is accessible and compliant with legal requirements.

## Commitment

Johnston Vulcanising and Services Ltd. is dedicated to achieving the highest standards of quality and sustainability in all our operations. We expect all employees, contractors, and business partners to share this commitment and work towards continuous improvement.

## Contact

For any questions or concerns about this policy, please contact Aaron Johnston by email at [Aaron@jvsuk.co.uk](mailto:Aaron@jvsuk.co.uk) or call 07495 376466.

Signed on behalf of Johnston Vulcanising and Services Ltd.

Name: A Johnston

position in the company: C.E.O

Signature:

Date: 24th March 2024