

Objectives

The objectives of the system are: -

- To work towards achieving a Quality Assurance System so as to comply with International Standard BS EN ISO 9001:2015.
- To achieve and maintain a high level of service and performance that enhances the company's reputation with customers.
- To ensure compliance with relevant statutory, technical and safety requirements.
- To satisfy all other applicable requirements that we deem to be our compliance obligations
- To develop our people within the organisation to embrace a culture of safety and quality.
- To endeavour, at all times, to maximise customer satisfaction and improve the quality of the service that we offer

Company Directors shall ensure that specific objectives within this framework are continually set and that progress towards their achievement are periodically reviewed.

General

Coltart Contracts Ltd is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate.

Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

People

All of our business activities involve direct employees. It also includes activities of contractors and visitors to our sites and offices. The fundamental mechanisms for promoting continuous improvement in workplace health and safety, as well as reducing the number and impact of workplace injuries and illness, are set out in our Health and Safety Management Systems.

We are committed to equality in employment opportunity and our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. We are committed to:

1. Creating and nurturing an environment of success based on honesty and integrity;
2. Equitable sharing in the success of the company;
3. Empowerment through training and communication;
4. Individual growth and equal opportunity;
5. Designing and providing a safe and secure work environment.

Customer

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

Quality Objective Management Plans (QOMP) are compiled for each contract clearly detailing how we will ensure quality at each stage of the project. Quality Objective Management Plan Checklists (QOMP Checklists) are then drawn up and shared with the Coltart site manager / supervisor. Templates shown below. These must be completed daily or weekly as required and copied in to

head office and to the SHEQ advisor. Materials are checked on delivery and work is monitored to ensure it is completed to the customers satisfaction. Any non-compliances are reported immediately and rectified as soon as possible.



Quality Objectives Management Plan

Document No. X-XX-QOMP- 01

Revision: 0

Page 1 of 1

No.	Function/Process	Start Date	Review Period	Finish Date	Method	Monitoring	Result
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							



Document No. QOMP Checklist- 02

Revision: 0

Page 1 of 1

Project:		Date of Inspection:	Inspected By (Name & Job Title):		
No.	Function/Process	Conformity Y/N	Comments	Corrected Y/N	Action Required Comment
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Community

Whilst we are a relatively small company we are committed to supporting the communities within which we operate as much as we can. We believe in the practice of social responsibility and encourage similar behavior in our employees and suppliers.

We support the conservation of the physical environment and the prevention and/or mitigation of pollution at our facilities. We proactively comply with all applicable safety, environmental, legal and regulatory requirements to which we subscribe.

Quality

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavour to provide processes that ensure we achieve this in order to build a robust reputation of customer satisfaction.

The successful implementation of this policy requires staff at all levels and our approved sub-contractors, to be fully committed to achieving our quality objectives.

Auditing

Our organization will ensure that our health, safety, environmental and quality management systems and processes are effective through a compliance monitoring programme.

The audits will consider facilities, systems, equipment, contractors, and sub-contractors. All follow-up and action points will be tracked and closed out as soon as practically possible. Site inspections will be undertaken regularly, documented and reviewed.

Training

Competencies and the attitudes of individuals and teams will be developed to support the general health and safety policy of providing safe and healthy working conditions, protecting the environment, delivering quality work and preserving ours and our client's assets.

The required training will be planned through a training matrix (which includes contractual and other obligations), need identification, and programme design. An assessment of the effectiveness of the training will be used to update future programmes.

Suppliers and Sub – Contractors

The competency of suppliers and sub-contractors will be confirmed through:-

- Our supplier and sub-contract vetting questionnaire
- Annual request and review of their insurances and policies
- Project / task specific request and review of their submitted Risk Assessments, Method Statements and COSHH information.
- Project / task specific competency checks on their labour force
- Project specific sub-contract documents
- Audits and inspections on site by our qualified SHEQ personnel



Bryan McPike
Joint Managing Director



Phyllis Carroll
Joint Managing Director

Approved and Signed 30th April 2025
