

Zero Defects Policy

Watkin Jones Group is committed to achieving quality excellence on all projects and delivering a zero defect product to our Clients.

We continue to focus on the needs of our Clients, which has led to this policy being implemented both strategically and operationally throughout the Company. We ensure our Supply Chain Partners and employees are continuously developed to ensure its effective execution.

The following key factors remain at the forefront of this policy:

Client Standards	Pre-Construction	Training & Development	Quality Management	Post Contract Reviews
<ul style="list-style-type: none"> • Agree clear strategy for quality delivery • Define handover procedures • Form collaborative approach • Set contract targets 	<ul style="list-style-type: none"> • Stringent assessment of suppliers and subcontractors • Set KPIs alongside Client expectations • Define procedures • Devise contract, Quality, Environmental and H&S Plan 	<ul style="list-style-type: none"> • Develop staff to ensure project specific targets are consistently delivered • Support supply chain partners to develop own practices to meet our quality standards 	<ul style="list-style-type: none"> • Contracts Manager carries out rigorous audits to ensure full compliance with 9001 standard • Complete BSI annual audit • Client feedback questionnaires 	<ul style="list-style-type: none"> • Review performance • Feedback to client and stakeholders • Develop policies as part of continuous improvement

This policy is subject to annual review as part of the Main Board Strategic Review of the Company.

Revised 2018

