

## **Quality Assurance** **& Sustainability**

Digby Civils Ltd is small family run plant hire company based in South Wales, which prides itself on extensive knowledge and experience. This has led to national contracted jobs of a high quality, which has been possible down to our sustainable procurement.

Using an effective sustainable procurement process allows us to ensure all goods, services and works collaborate to create a situation that is best for the company, the community and the environment.

A high performing supply chain regarding waste management, transportation and materials will help strive towards positive economic, social and environmental impacts.

Ensuring a diverse and inclusive supply chain will allow for a progressive approach to our business plan. Subsequently we should be able to maintain a highly capable and competitive advantage in the market.

Digby Civils Ltd sustainability objectives:

- Use an inclusive and diverse supply chain without prejudice.
- Collaborate and work together with members of the supply chain to ensure co-operation and equality.
- Use the supply chain to create opportunities for the local as well as national communities.
- Use local supply chains to support local skill and labour.
- Reduce as much as possible green house gases.
- Obtain materials from trustworthy and recognisable sources that allow us to control the specification.
- Implement our code of ethics on the supply chain to ensure fair, equal and responsible trading and business.

Digby Civils Ltd strives for continual improvement of our companies quality and so require an annual review in order to ensure this continual improvement is adhered to.

<u>Who we engage with</u>	<u>Why we engage</u>	<u>How we engage</u>
Clients	To understand their needs, to produce a personal and effective service for them, to generate feedback, to overall improve our business plan.	Social media, the website, mail drop-ins, dialogue
Supply Chain	To understand the needs of our suppliers, to ensure that a code of ethics is adhered to on both sides, to ensure safe and responsible practice is carried out.	Code of Conduct, meet and greet, visual assessment and feedback of responsible trading.
Communities	To create a positive impact, to find out what DPL can do for the community	Sourcing local skilled workers, using local agencies, involvement in local affairs.
Employees	To keep employees informed of the business direction, to help ensure a sustainable procurement process is implemented.	Code of Conduct, employee handbook, training, review of statement of contract.
Industry	To positively influence the industry and to help DPL reach a progressive business approach.	Membership of professional bodies, keeping up to date with any policy changes, news etc

Digby Civils Ltd is Achilles and CHAS accredited which demonstrates strict control of quality through a vigorous management system including but not limited to health and safety, environmental issues and quality. This system is designed to produce a high standard of plant hire accompanied with a high standard of operators that are well trained and have the relevant experience to complete any job on time, within budget and to the highest levels of workmanship while simultaneously managing risk to provide surety of outcomes.

It is the combined responsibility of the company's management team (Director, plant managers and administrative assistant), to implement, develop, maintain and improve the system.

- 1) The director will oversee the general implementation and development of the quality management system and sign off any documentation related to the QMS. The director will receive any notifications of non compliance with the quality policy and will act accordingly.

2) Plant managers are the last line of defence for quality control when the machines and operators leaves the workplace to go on site, and so must ensure all the relevant documents are in place and coincide with DCL quality policy. The plant managers will ensure that any non compliances with the policy will be recorded and passed onto the relevant people and will subsequently act accordingly.

3) The administration assistant will record and file the quality documents appropriately take any minutes during the annual meetings recording the development and maintenance of the quality plan for DCL. The administration assistant will note and record any non compliances and pass them onto the plant managers and director.



**Daniel Digby**  
**Director**  
**30.03.2020**