



1. Statement of Quality Policy

Walker Profiles, part of the James Walker (Leith) Ltd group of companies, is committed to the principles of quality assurance throughout its operational activities. From the moment a client's enquiry is received until the finished article is produced, delivered and installed we have developed comprehensive administrative and manufacturing procedures to ensure customer satisfaction is placed at the top of our list of priorities.

We have in place established routines for interpreting the exact requirements of each client in order to ensure that we are providing a product which is tailored to fit their quality and value for money criteria. We carry out a wide range of quality checks throughout the order processing and manufacturing activities of the operation to make sure that everyone in the organisation is aware of their individual responsibilities for quality, no matter what position in the company. Our Quality System is accredited by the British Board of Agrément (BBA).

Our commitment to quality extends beyond the factory door to the actual installation of our products on site, whether the contract is for a single door or window in a domestic dwelling house to a large scale window replacement contract for several hundred houses. Our experienced installation teams work to established quality standards and our installation supervisory staff ensure that these standards are maintained, through on-going inspections and considered review of all feedback received through the completion of Customer Satisfaction forms by all clients.

In our view, quality should be planned as an integral part of our service from the outset of any client's contact with the Company, monitored continually and improved wherever necessary.

All personnel whose activities are within the scope of the Quality System understand that they shall work in accordance with the established procedures described therein.

2. Company Description

Walker Profiles Ltd is a subsidiary of James Walker (Leith) Ltd, whose Registered Office is Carriden Sawmills, Bo'ness, West Lothian.

Walker Profiles Ltd operates from premises at 35A Range Road, Motherwell, North Lanarkshire and employs approximately 70 employees involved in the manufacture, installation and maintenance of a range of PVC-u windows and doors.

The Company premises incorporate an 18,000ft² factory, offices, yard and store at Range Road. At this location the Company manufactures PVC-u products utilising Profile Systems which have been designed using the latest CAD software and manufactured using the latest computer-controlled manufacturing equipment. The resulting products are transported using our own transport to clients throughout Scotland.

In addition to the manufacture of PVC-u products, the company employs a team of experienced installers and tradesmen to undertake supply and installation contracts of varying sizes – from one-off, single window domestic installations to fully comprehensive, local authority window refurbishment contracts. This team is backed up by a maintenance section of equally experienced window engineers who provide a comprehensive back-up service to attend to any technical problem, from a loose handle to a replacement window sash.

The Company's major clients include local authorities, contractors, new house-builders, housing associations, as well as private individuals.

3. Scope of BBA Certification

Walker Profiles' Quality System has been certified by the British Board of Agrément (BBA), certification (No. 04/4098) was first issued on 31st March 2004.

This certifies that products which have been manufactured using the Rehau S706 and Tri-tec Profile systems have been produced within the technical guidelines required by Rehau and BBA in accordance with the quality system procedures described in these documents.

BBA require the Company to have in place a Quality Manual detailing how the Quality System is operated. This Manual includes:

- Administrative procedures which ensure that only approved materials and components are used;
- Procedures for checking the quality of said components and their storage and handling prior to and during manufacture;
- Manufacturing procedures and production controls to ensure that all products are manufactured in accordance with the system supplier's fabrication manual;
- A system of quality checks throughout the manufacturing process to final inspection;
- Procedures for equipment calibration and maintenance, as well as procedures for dealing with any non-compliance encountered during any aspect of these operations;
- Procedures for documenting and responding to customer complaints and finally procedures for auditing the systems internally to ensure that they are being operated correctly by all employees.

All aspects of the requirements of the BBA certification are addressed in the foregoing documentation, which forms the Walker Profiles Quality System.

4. Management Responsibilities

The management structure is outlined in the Company Organisation Chart however specific management roles include the following:

Responsibility and Authority

The Managing Director shall have overall responsibility for the quality of products supplied and installed by the Company to its customers. He shall be assisted by fellow Directors and Senior Management who will be delegated areas of responsibility to ensure Customer Satisfaction and to prevent or deal with non-conformities of any product, installation, process or quality procedure.

A Quality Manager has been appointed who has responsibility for the maintenance of the Quality System to ensure its compliance with the Group Quality Systems and in particular with the requirements of BBA. He will report to the Managing Director in this capacity.

Everyone however has a part to play in the quality of the system at all levels and are responsible for ensuring that their own work is undertaken in conjunction with the quality procedures specified.

Managing Director

The Managing Director is responsible for the overall management of the business, authorising and communicating the quality policy statement and ensuring that a quality system is implemented. He will ensure that adequate resources are provided to ensure that the system is implemented and maintained. He shall delegate responsibility for the daily management of the business to the General Manager.

General Manager

The General Manager is responsible for the management of all resources of the Division including employees, equipment, transport, computer systems, etc., on a daily basis. His goal in managing these resources is to ensure that all customers are provided with a product and service, which corresponds with the aims set out in the Statement of Quality Policy. The resulting benefit of this to the Company should manifest itself in growth of the Company's customer base and greater financial stability to allow the Company to continue to re-invest in new production methods and product development and provide security of employment for its workforce.

In achieving this goal the General Manager shall delegate specific responsibilities to his management team at each location whose roles are described as follows:

Operations Manager

The Operations Manager is required to carry out his duties under the general guidance of the General Manager and Directors. His role encompasses management of all aspects of the manufacturing, installation and personnel

resources of the business including manufacturing activities; stores; logistics; property infrastructure, organisation of labour resources and health & safety. He shall work closely with the General Manager and all other key staff to ensure that customer specifications and delivery requirements are satisfied throughout the manufacturing and delivery process. He shall also be responsible for achieving and maintaining good standards of workmanship; discipline and attendance among the workforce for which he shall delegate responsibilities to the Operations and Factory Supervisors.

Operations Supervisor

The Operations Supervisor is required to carry out his duties under the general guidance of the Operations Manager. He shall work closely with the Production Controller to ensure that customer specification and delivery requirements are satisfied throughout the manufacturing and delivery process. Together with the Operations Manager and Factory Supervisor he shall also be responsible for achieving and maintaining good standards of workmanship; discipline and attendance among the workforce.

Factory Supervisor

The Factory Supervisor is required to carry out his duties under the general guidance of the Operations Manager. He shall work closely with the Production Controller and Operations Supervisor to ensure that customer specification is satisfied throughout the manufacturing process. Together with the Operations Manager and Operations Supervisor he shall also be responsible for achieving and maintaining good standards of workmanship; discipline, timekeeping and attendance among the workforce.

Production Control / Technical Manager

The Production Control / Technical Manager is required to carry out his duties under the general guidance of the General and Operations Managers. He is responsible for assessing the technical requirements of all customer enquiries and orders by reference to the Company's manufacturing capabilities, profile system supplier's guidelines and the currently prevailing Building Regulations.

He is a key member of the Technical Team working with the Senior Estimator from the early stages of Order Review through to client / site liaison and preparation of the weekly Delivery Programme. At the core of these responsibilities is the requirement to assess the delivery date requirements of all client orders and then scheduling of the factory production programme accordingly by reference to the Company's manufacturing capabilities and forward order book.

Senior Estimator

The Senior Estimator is responsible for the receipt of all client enquiries and preparation of quotations. She shall be responsible for assessing each enquiry, interpreting architects drawings and styles and liaising with the client on all of

these matters with a view to producing a comprehensive quotation. She shall work in close conjunction with the Company Sales Manager towards developing good client relations and winning new business opportunities. She shall seek the guidance of the Production Controller / Technical Manager on product and installation specific matters and the General Manager on financial matters concerning the pricing basis of the quotation. She shall be assisted by the Assistant Estimator and Technical Assistant.

Sales Manager

The Sales Manager is required to carry out his duties under the general guidance of the General Manager and Directors. His role encompasses management of all aspects of the sale of windows and doors. He shall work closely with the General Manager, Senior Estimator and all other key staff towards developing good client relations and winning new business opportunities, as well as to ensure that customer specifications and delivery requirements are satisfied throughout the manufacturing and delivery process. He shall also be responsible for achieving and maintaining good standards in all aspects of the role and shall be the conduit for feedback from customers and enquirers alike.

Window Installations Supervisor

The Window Installations Supervisor is required to carry out his duties under the guidance of the Operations Manager. His role encompasses all aspects of the administration and supervision of the Window Installation section. This mainly concerns window replacement contracts. He shall work closely with other key managers / supervisors including the Operations Manager, Production Control / Technical Manager and Senior Estimator. At the core of his responsibilities is client liaison before and during contracts; installation programme planning; installation materials procurement; site logistics including transport and small plant & equipment; managing sub-contractors; quality control; health & safety and not least supervision of the installation workforce. Underpinning these responsibilities is the requirement to run the window installation contracts within budget as cost-effectively as possible.

New-Build Site Supervisor

The New Build Site Supervisor is required to carry out his duties under the general guidance of the Operations Manager. His role encompasses all aspects of client liaison on New Build Contracts, whether of a supply only or supply / fit nature. He shall work closely with the Operations Manager, New-Build Site Surveyor, Customer Services Coordinator on all routine daily matters, but will liaise with the Production Design & Estimating Manager and Production Controller as required at all stages of order review and service delivery. At the core of his responsibilities is the requirement to develop good working relationships with all client sites and to organise our resources, be they labour, equipment or materials, efficiently to ensure that we provide the highest standard of service possible. He shall also be responsible for health & safety ensuring that safe systems of work are in place at all sites. Underpinning these

goals is also the need to run these operations within budget as cost-effectively as possible.

Accounts Manager

The Accounts Manager is required to carry out her duties under the guidance of the General Manager. The Accounts Manager is responsible for managing the Accounts Function of the Company encompassing all aspects of the financial administration of the business including cashbooks; daily banking; computerised sales and purchase ledgers; credit control; nominal ledger maintenance, reconciliations and preparation of Monthly Management Accounts. The role extends to ensuring the financial integrity of other administrative systems in the Company to the extent of ensuring that adequate control "checks and balances" are in place in certain key areas such as incoming / outgoing goods and ensuring all supplies are invoiced in a methodical and accurate fashion. The only major exceptions to her remit include Estimating, Production Control and Manufacturing. In addition, the Accounts Manager shall fulfil the role of Quality Audit Manager for the purposes of the Company's Quality Assurance Management System. The Accounts Manager shall be supported by an Accounts Assistant and Reception / Administrative Assistant for whom she have supervisory responsibility.

Customer Services Coordinator

The Customer Services Co-ordinator is required to carry out her duties under the guidance of the General Manager. The role essentially involves providing a point of contact for the Company's clients to address any post-supply / installation problems and initiate visits by maintenance operatives as appropriate.

5. The Quality System

This Manual describes the Management System, documented procedures and practices necessary to standardise all operations associated with the Company to ensure that it provides all customers with a product and service which meets with their required specifications at all times.

The System has been designed to meet the general requirements of the Group Business Management Systems of James Walker (Leith) Ltd in respect of ISO 9001:2008 but, in particular, it seeks to address the requirements of the British Board of Agrément (BBA) for which the division has received accreditation for the products detailed in its Certificate Number 04/4098.

The objectives are set out in the Statement of Quality Policy.

The System is divided into 3 levels:

Level 1 - The Business Manual

1. Statement of Quality Policy
2. Organisation Chart
3. Company Description
4. Scope of BBA Certification
5. Management Responsibility
6. Quality System
7. Technical References

Level 2 - The Operations Manual

1. Support Procedures
2. Process Procedures
3. Work Instructions

Level 3 - Technical References & Records

1. Specifications / Technical References
2. Forms