

JK Wildlife Management
Rabbit, Fox, Deer and Avian Control



Quality Control Policy
JK Wildlife Management Ltd

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1.0 Policy Statement

JK Wildlife Management Ltd is fully committed to delivering consistent, measurable, and auditable quality across all service areas—including wildlife management, ecological surveys, pest control, habitat restoration, and infrastructure works such as fencing, access improvements, and estate management projects. We maintain a proactive and structured Quality Management System (QMS) that underpins every stage of our operations. Our aim is not only to meet contractual, regulatory, and statutory requirements—but to exceed client expectations through evidence-based performance, transparent reporting, and a company-wide culture of continuous improvement.

2.0 Scope of Quality Commitment

This policy applies to all employees, subcontractors, consultants, and service partners engaged by JK Wildlife Management Ltd. Quality control is embedded at each level—from concept and design, through mobilisation and implementation, to final handover and client sign-off.

Quality is not an afterthought but a planned and measured component of every task, with defined standards, inspection points, and documentation requirements.

3.0 Legal Compliance

JK Wildlife Management Ltd complies fully with all applicable UK regulations and codes of practice, including:

- Wildlife and Countryside Act 1981
- The Conservation of Habitats and Species Regulations 2017
- Health and Safety at Work etc. Act 1974
- ISO 9001-aligned best practices
- BS EN 16636:2015 – Pest Management Services
- CRRU Code of Best Practice
- Natural England/NatureScot licensing conditions and mitigation standards
- Local Authority planning conditions and developer specifications

Where required, we operate in accordance with Construction (Design and Management) Regulations 2015 (CDM) for relevant infrastructure and enabling works.

4.0 Quality Objectives

We aim to:

- Deliver all work in accordance with agreed specifications, timelines, and environmental protection measures
- Establish Quality Inspection and Test Plans (QITPs) for infrastructure or multi-phase works
- Minimise rework, defects, and snagging through up-front planning and progressive inspections
- Document all work clearly, with supporting check sheets, permits, and photographs
- Ensure materials and equipment meet agreed standards before deployment
- Strengthen our culture of ownership, responsibility, and pride in work quality

5.0 Roles, Responsibilities and Governance

Managing Director

- Holds strategic responsibility for quality outcomes
- Allocates sufficient resources to support quality planning, review, and training
- Oversees major non-conformance investigations and implements system-wide corrective actions

Site Supervisors / Team Leaders

- Implement site-level quality control procedures
- Complete daily check sheets and verify QITP milestones
- Manage snagging and final inspection processes
- Provide clear feedback and escalation to management

Employees and Subcontractors

- Follow approved procedures and quality documentation
- Flag any deviation from standards or technical errors
- Take ownership of their workmanship and site condition
- Participate in toolbox talks and quality briefings

6.0 Quality Assurance and Control Procedures

We use a structured approach to control quality on every project:

- **Pre-start planning meetings** to define quality benchmarks
- **Task-specific Method Statements** and Risk Assessments (RAMS)
- **Approved Materials Register** to ensure supply chain quality
- **Progressive inspections** to catch and correct defects early
- **Client witness points** as part of QITPs
- **Check sheets** signed off daily or per task
- **Photographic records** for all key deliverables and ecological mitigations
- **Final snagging and close-out forms** prior to handover

All records are retained as part of our project file and shared with clients upon request or as part of the completion pack.

7.0 Inspection Test Plans and Documentation

For infrastructure works, ecological mitigation projects, and long-term contracts, JK Wildlife Management Ltd develops and implements Quality Inspection and Test Plans (QITPs). These define:

- Critical inspection stages
- Tolerances and acceptance criteria
- Witness points and hold points
- Responsible parties for sign-off
- Required supporting evidence (e.g. test results, photos, third-party certifications)

Daily **check sheets** and **site diaries** are used to track progress, validate work, and support traceability in the event of defects or client queries.

8.0 Training, Competency and Communication

All staff are trained to understand their role in ensuring quality outcomes.

Our training includes:

- Project and role-specific inductions
- Technical training (e.g. protected species handling, fencing installation, herbicide application)
- QITP and documentation awareness
- Reporting lines for non-conformance
- Supervised site-based instruction

Clear communication is maintained through regular toolbox talks, project meetings, and briefings. We encourage all personnel to raise quality concerns or suggest improvements.

9.0 Snagging, Defect Management and Close-out

JK Wildlife Management Ltd follows a formal process for **snagging and defect management**, particularly on infrastructure, fencing, and restoration works.

This includes:

- Early identification and rectification of minor defects
- Recording and tracking snags using a live snag list
- Assigning responsibility and deadlines for corrective action
- Final site walk-through and photographic verification
- Client sign-off and submission of completion documentation

Snagging forms and before/after evidence are stored alongside QITPs and RAMS

10.0 Client Satisfaction and Continuous Improvement

We are committed to understanding and responding to client needs.

Satisfaction is measured via:

- End-of-project feedback
- Performance reviews (for framework clients)
- Site audits and client inspections
- Response time to defects or complaints

Improvement actions are identified through root cause analysis, lessons-learned sessions, and regular internal audits. Our systems are updated accordingly.

11.0 Policy Review

This policy is reviewed:

- Annually
- Following significant project issues or client feedback
- When required by legislation or accreditation changes
- After major changes to company structure or operations



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Managing Director

JK Wildlife Management

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