

Quality Control Statement

Better Green Living recognises that quality is critical to the successful delivery of this project. Our Quality Control approach is fully aligned with ISO 9001:2015 principles and ensures that all works are delivered to the highest standard, with clear roles, responsibilities, and verification at every stage.

1. Team, Roles and Responsibilities

- Project Manager (Better Green Living): Overall responsibility for quality delivery, compliance with contract documents, and liaison with MCC and the Case Officer.
- Quality Manager: Oversight of inspection, test planning, document control, and reporting. Ensures corrective/preventive actions are closed out.
- Site Manager: Day-to-day monitoring of workmanship and materials on site, including oversight of sub-contractors.
- Design Manager: Coordination of design compliance, interface management, and verification of samples/detailed design.
- Original Architect: Retained for sign-off of key design stages, ensuring compliance with design intent and MCC requirements.
- Trade Subcontractors: Responsible for workmanship and compliance within their work package, reporting directly to the Site Manager and Quality Manager.

2. Interface Management and Contractual Responsibility

All material and system interfaces will be reviewed at design stage and documented in Interface Control Sheets. Contractual responsibility for interfaces sits with Better Green Living as Principal Contractor, with design responsibility held by the Design Manager in consultation with the original architect. Any conflicts will be identified through design coordination workshops and resolved prior to construction.

3. Off-Site Management

All suppliers and manufacturers will be pre-approved by our procurement team against ISO standards and project-specific quality requirements. Factory visits and audits will be undertaken to confirm compliance prior to release of goods. Manufacturers will provide Quality Assurance (QA) packs including certification, test results, and traceability for each batch.

4. Transportation and On-Site Handling

Materials and panels will be securely packaged, labelled, and transported using protective coverings and custom crating where necessary. Loading and unloading will be supervised by a trained banksman and materials stored in designated, weather-protected areas on site. Any damage sustained during delivery or assembly will be recorded, immediately quarantined, and rectified in accordance with manufacturer recommendations and approval from the Quality Manager before acceptance.

5. Sub-Contractor Selection and Management

Subcontractors will be selected through a rigorous pre-qualification process, assessing competence, financial standing, health & safety, and quality performance history. Each subcontractor must submit their own QA/QC procedures for review and acceptance. Performance will be monitored against agreed KPIs and subject to regular audits. Persistent underperformance will trigger corrective actions or replacement.

6. Inspection and Sign-Off Flow Chart

The following steps define our inspection and sign-off process to ensure quality at each stage of works:

Step 1: Material delivery and certification check (Procurement/QA team)

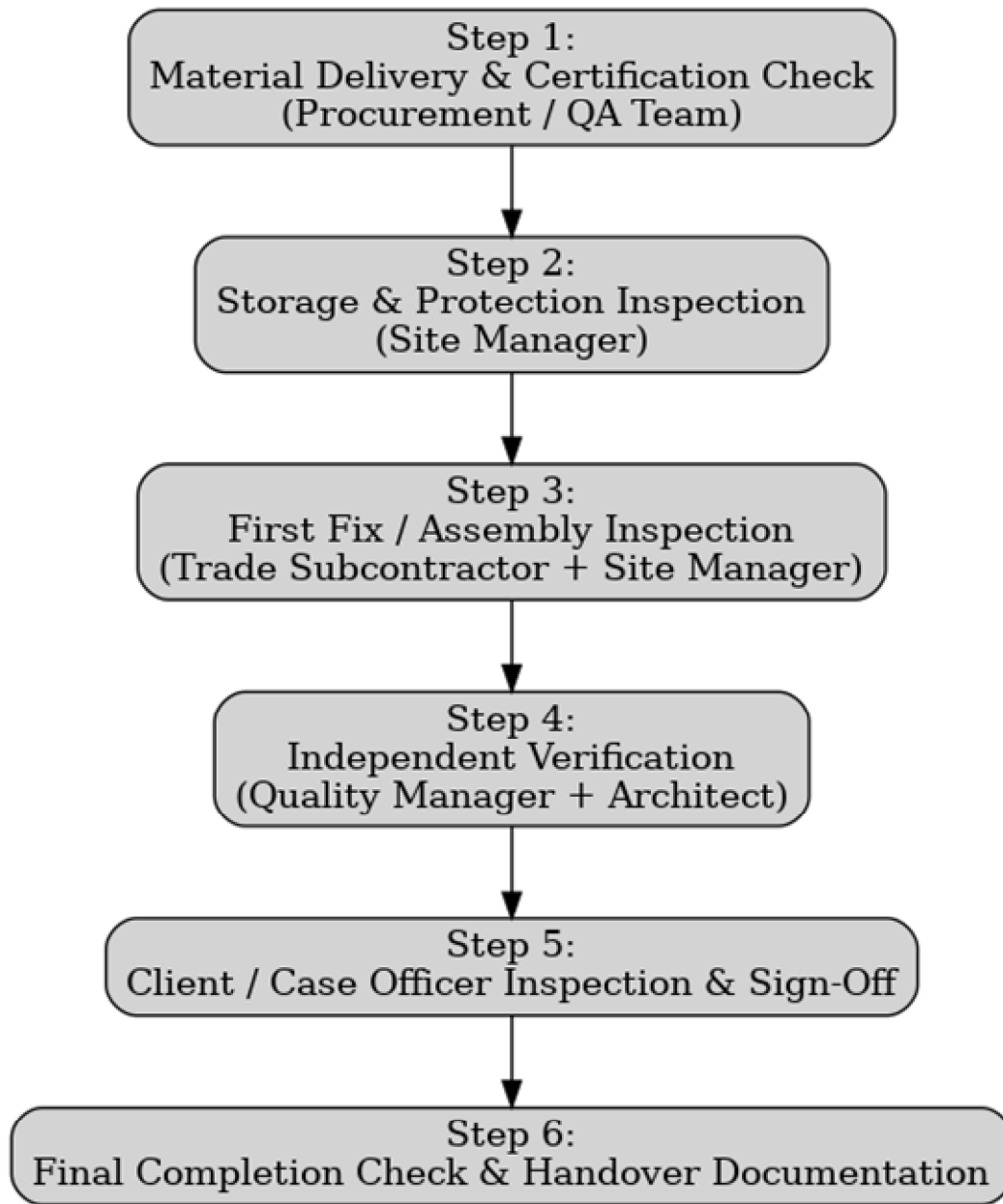
Step 2: Storage and protection inspection (Site Manager)

Step 3: First Fix / Assembly inspection (Trade Subcontractor + Site Manager)

Step 4: Independent verification (Quality Manager + Architect where applicable)

Step 5: Client

Step 6: Final completion check and handover documentation



7. Samples and Detailed Design Verification

Benchmarked samples and mock-ups will be produced for approval prior to works commencing. Samples will be retained on site as the quality reference standard. Detailed design submissions will be subject to a verification and sign-off process involving the original architect, Design Manager, and client representatives. No installation will proceed without approved drawings and samples in place.

Conclusion

This Quality Control Statement provides a robust framework for ensuring that all works are delivered in full compliance with MCC's standards and expectations. Our approach places

emphasis on clear responsibilities, proactive management of interfaces, rigorous control of materials both on- and off-site, and transparent inspection and verification processes.