HENRY BROTHERS

Altogether Stronger

CONTRACT
QUALITY MANUAL

CONTRACT TITLE	**GEORGE KENYON**
CONTRACT NUMBER	**TBC**
COMMENCEMENT DATE	**2ND SEPTEMBER 2024**

	E&Q Manager	**Approved By**	**Construction Mgr**
Prepared By			
Signed	*Deborah O'Hanlon*	**Signed**	
Date	01.04.25	**Date**	

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1.1 Issue and Revision Control

This Project Quality Plan is issued to registered copy holders, both within and outside the Company. A list of registered holders is retained by the Quality Manager who will ensure that any revisions or additions are distributed to copy holders and copies controlled by her. Requests for additional copies of the Quality Plan are to be made to the Quality Manager. Uncontrolled copies of the Quality Plan may be distributed with the approval of the Quality Manager.

This document remains the property of the Company and may not be reproduced, copied or transmitted without the prior permission of the Project Director.

This Copy of the Project Quality Plan Is Issued To

Colin Patterson

And Is Copy No 1

1.2 Distribution List

Copy No	C/UC	Holders Name	Company/Dept	Signature
1	Master	Deborah O'Hanlon	Quality Dpt	DOH
2				
3				

1.3 Amendment Record Sheet

Ref No	Page No	Issue No	Date	Amendment	Signature

Reviewed By **Quality Manager**

Signed _____

Date _____

N.B. THIS IS A CONTROLLED DOCUMENT

1.4 Quality Objectives

Henry Brothers will implement a Quality Plan that by the use of this document quality will be achieved on this project. The Plan describes the organisation, responsibilities, and procedures to be used by Henry Brothers in implementing this objective.

The essentials of the system are: -

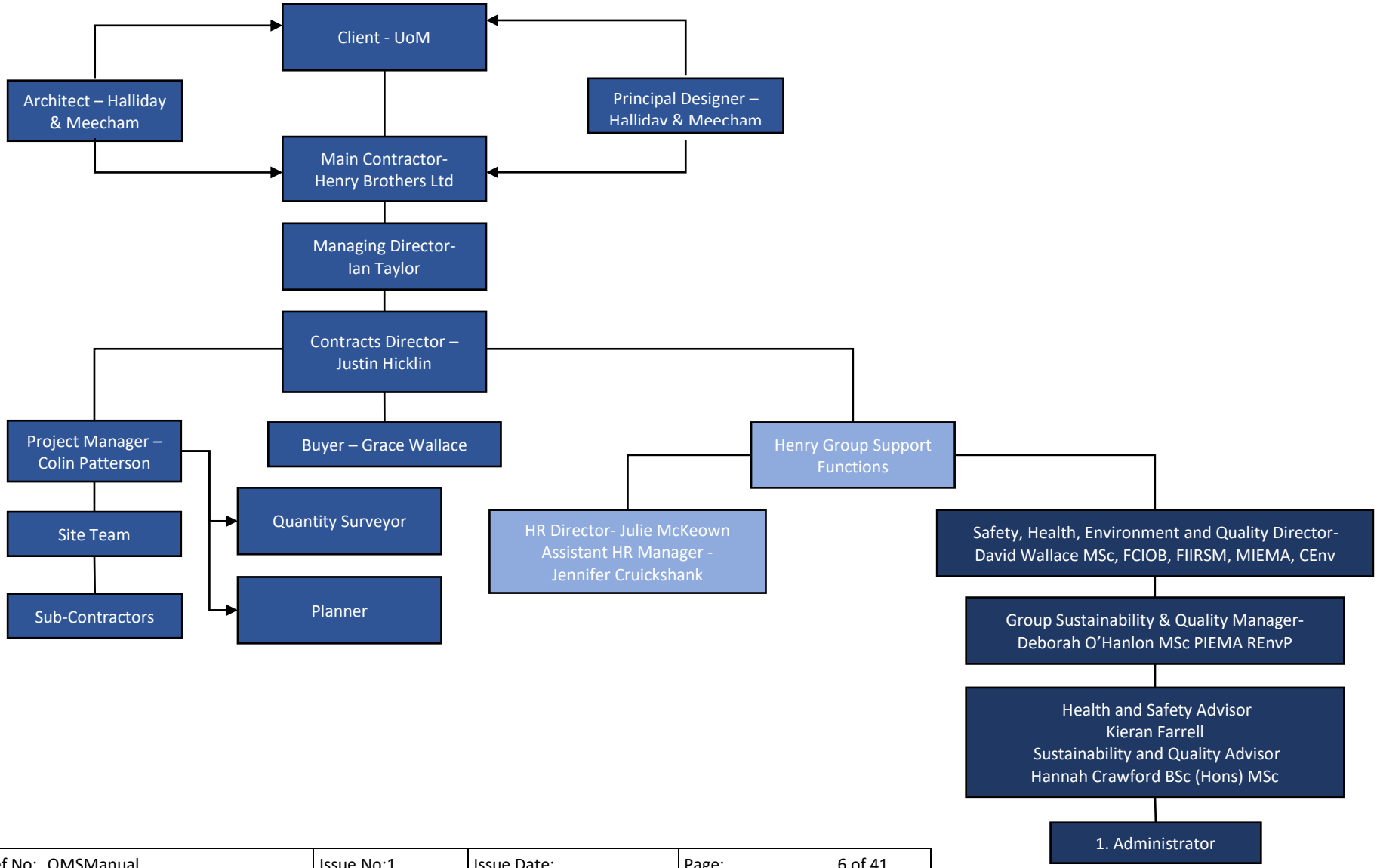
- Confirmation by Henry Brothers for the quality of work done.
- Advising Site Staff of their responsibilities for the quality of the work and of their role within the Henry Brothers site organisation.
- Control of technical information so that work is carried out to the project specifications, drawings, material schedules, instructions, and programme.
- Control of materials and services such that the correct specifications are obtained and used without damage or deterioration.
- Preparation and use of Quality Records covering the important elements of the work. These documents list the required submissions, inspections, tests and records.
- Identification of Definable Features of Work (DFoW) and preparation of Inspection & Test Plans.
- Carrying out the work itself, along with inspections and tests, in accordance with the specified requirements. Where necessary specific unique test procedures and specific work instructions will be prepared and used.
- Use of standard Quality Record Forms and check lists in connection with the various procedures.
- Confirmation that the system is effective by reviews and internal Quality Audits carried out by Henry Brothers Quality & Environmental Manager.

1.5 Contract Review

Amendments

Amendments received directly on to a site are to be copied to the QS or person responsible for the project. Where amendments or instructions are issued verbally either in response to a request for confirmation of a query or as an instruction by the Client or his representative that effects the works a confirmation of verbal instruction form is to be completed by the Construction Director or foreman in charge before the work is carried out. Once completed the confirmation of verbal instruction tab on Aconex is to be used to log the CVI and copied to the QS for review. Where a technical query (TQ) or request for information (RFI) is raised regarding the work a technical query or request for information should be completed in Aconex and submitted to the Client or his representative for action and reply copying in the project QS. Where a response to a technical query is received verbally then a confirmation of verbal instruction form is to be completed as above. A response to a Technical Query should be communicated through Aconex; in the instance where this is received via email this must be copied by the site team into Aconex as a CVI with the email attached.

1.5i Organisational Chart



1.6 Document & Data Control

1.6.1 Scope

This procedure defines the requirements within the Company for the control, recording and distribution of documents and data effecting the implementation of the quality procedure to all who require them.

1.6.2 Introduction

Document and data control procedures have been established for:

- Project administration.
- Inspection and testing.
- Design drawings, instructions, specifications, and variations.
- Construction drawings.
- Quality manuals, programmes, plans, and procedures.
- Training records.

1.6.3 Document and Data Control Procedures

All documents and data are to be controlled by the person nominated using the control forms, copies of which are attached. The review and approval of all amendments is to be undertaken by the following:

- Product and Project Contracts - The Construction Manager or person responsible
- Quality Manuals and Reference Manuals - The Quality Manager.

1.6.4 Communications

Written Communications are identified as being:

- Letters
- Fax
- Memos
- Instructions
- Emails

A copy of all outgoing written communications is to be kept and retained in the appropriate file. Additional distribution copies are to be made as required. All incoming written communications are to be marked with the date received, given a correspondence number and logged on the correspondence register and the original filed in the relevant file. Action and Information copies as required are to be taken and distributed, a note of the distribution is to be made on the original filed copy.

Verbal Communications are identified as being:

- Telephone calls
- Oral instructions or directions

All verbal communications that affect the quality procedure, are to be noted (Site Diary) and a copy be maintained in the relevant file.

1.6.5 Filing/Storing

An orderly and simple filing system is to be adopted by the Company that is clearly understood and allows timely retrieval of information. Filing may include hard copy or electronic copy through the Aconex system. Documents and data are to be stored in a suitable environment to prevent damage, deterioration, and loss. Electronic copies are to be stored in the Aconex database and backed up regularly and kept off site to ensure traceability at all times. All records / documents are to be stored for the specified retention periods.

All sensitive drawings and information must be secured, and location and titles removed.

1.6.6 Master Copy Recipients and Control

Once received from an originator, master copies of documents, data or specifications are to be recorded as received in the master copy register. The master copy of any document is to be returned to the originator for destruction when no longer required or superseded by a revised copy or as directed by issuer. The issue receipt slip is to be signed and returned to the originator without delay.

All master copies of documentation will be controlled via the online database Aconex. All correspondence will be through Aconex.

1.6.7 Document and Data Approval and Issue

All documents and data will be reviewed and approved for adequacy by authorised personnel prior to issue. A master list or equivalent document control procedure identifying the current revision status and distribution of the documents will be maintained and be readily available to preclude the use of invalid or obsolete documents. Issue of appropriate documents is to be made to all locations where operations essential to the effective functioning of the quality system are performed. All copies of documents issued are to be stamped by document control and bear a registered copy number. Anyone may request a copy of any document, but the issue of a copy must be approved by the holder of the master or original copy. When works are completed documents and drawings issued are to be recovered and filed for future reference, period of liability or destroyed as necessary.

All issued documents are to be through the Aconex System.

1.6.8 Security Sensitive Measures

Where personal data is being processed ensure that it has in place appropriate technical and organisational measures to ensure the security of the Personal Data (and to guard against unauthorised or unlawful processing of the Personal Data and against accidental loss or destruction of, or damage to, the Personal Data).

Documentation of a secure nature should be marked official or official sensitive depending on the degree of security.

1.6.9 Special Issues

Special issues of copies are made with the approval of the holder of the document and stamped with the Special Issue stamp. Special issues may be made to an individual on a one-time issue only basis to replace a lost or destroyed copy or for training purposes. Such copies are not automatically replaced with revised issues; all internal issues are retrieved if a change in issue takes place. External copies which require up-dating are to be returned to the point of issue for destruction with a request for a revised copy if required. Trainers may receive as many copies as required for the training of employees but must return all such copies for

destruction once training is complete. The status of any document bearing the S.I. stamp is to be checked prior to use.

1.6.10 Document Control Issue Forms

Document control issue forms are to be completed for all documents or amendments issued and kept in the relevant job or contract file.

1.6.11 Document Control – Quality Manuals

Hard copies of the manuals and procedures are defined as the current issue unless otherwise stated. Technical specifications and documents held will be verified by nominated individuals within each company at 12 monthly intervals and updated as publications are received or as necessary.

1.6.12 Revisions and Amendments

Any change or revision to a document or specification can only be made by the originator of the document or specification with the Clients approval. When such a change or revision is made the new or amended original copy is to be retained by document control and the required number of copies made for issue. All old copies must be recovered for destruction and the revised issued recorded on the document control issue form.

1.6.13 Record of Distribution

The distribution of all document and data-controlled items is to be maintained and recorded on the relevant registers and forms provided.

1.6.14 Site Records

In addition to Quality Records the following site records will be maintained:-

a) Time Sheets
b) Health, Safety & Environmental records as detailed in the Health and Safety Plan and Site Environmental Management Plan
c) Meetings Minutes (to be retained in the QP)

The site records will be issued to the Site Foreman, who is responsible for maintaining all records from the start of the Project which are to be available on site at all times. On completion of the contract all site records are to be returned to Head Office.

1.6.15 Timesheets

Time sheets are to be completed on a daily basis, recording all Company employees on site.

1.6.16 Site Diary

The Site Diary is to be completed on a daily basis via Aconex Field (Inspections & Audits Section), recording site visits as necessary. Any instructions received from the Client must be recorded in the Site Diary together with any other relevant comments that affect the site and where appropriate brought to the attention of the Contracts Manager. The Site Diary Proforma is also to be used to record how the works are progressing.

1.6.17 Plant List

The Plant List is to be completed for all Plant items arriving at or departing from site. A record of the condition of the Plant item, particularly relating to any damage is to be made at the time of arrival.

1.6.18 Drawing Register and Issue Sheet

Project Drawings will be issued at the start of the Project and are to be recorded in the Drawing Register and Issue Sheet. Any subsequent drawings issued are to be recorded as they are received. Any drawings that are superseded are to be removed from use and held separately. Drawings must be checked against Aconex and the site drawing clip and register.

For those projects not using Aconex due to security reasons, the project security plan must be followed for drawing control procedures.

1.6.19 Health, Safety & Environmental Records

Health, Safety & Environmental records are to be maintained as per the Health & Safety Plan and Site Environmental Management Plan. This also includes a pollution response plan and Site waste management plan.

1.6.20 Goods Inwards/Call off Sheets

Henry Brothers will establish and implement the inspection or other activities necessary for ensuring that the purchased product meets the specified purchase or client requirements.

Purchased products will not be used or processed until they have been inspected or tested as necessary to ensure that:

- The items correspond with the copy purchase order or delivery advice note and any discrepancies are reported without delay.
- The items are not damaged or faulty.
- Any Non-Conformance of items are dealt with.

In determining the amount of receiving inspection or testing that is required consideration will be given to controls undertaken by the supplier and recorded evidence of conformance provided. Where it is intended that the verification process will be undertaken at the suppliers premises the verification arrangements and method of product release will be stated in the purchasing information.

All deliveries received on site are to be checked by the Foreman or in his absence an authorised person for quantity, quality, and type of item against the delivery documentation to confirm receipt of the correct material or items and the delivery documentation signed.

Goods received sheets are used for all deliveries and Call off sheets are used for ongoing stone/concrete deliveries. Both to be retained for inspection.

Where it is not possible to check the items at the time of receipt the delivery note is to be signed and marked “Goods Received Unchecked” and a check made as soon as possible after receipt. Where incoming product is released for urgent or immediate use prior to verification the product is to be positively identified and its location/use recorded in order to permit immediate recall or replacement in the event of product failure.

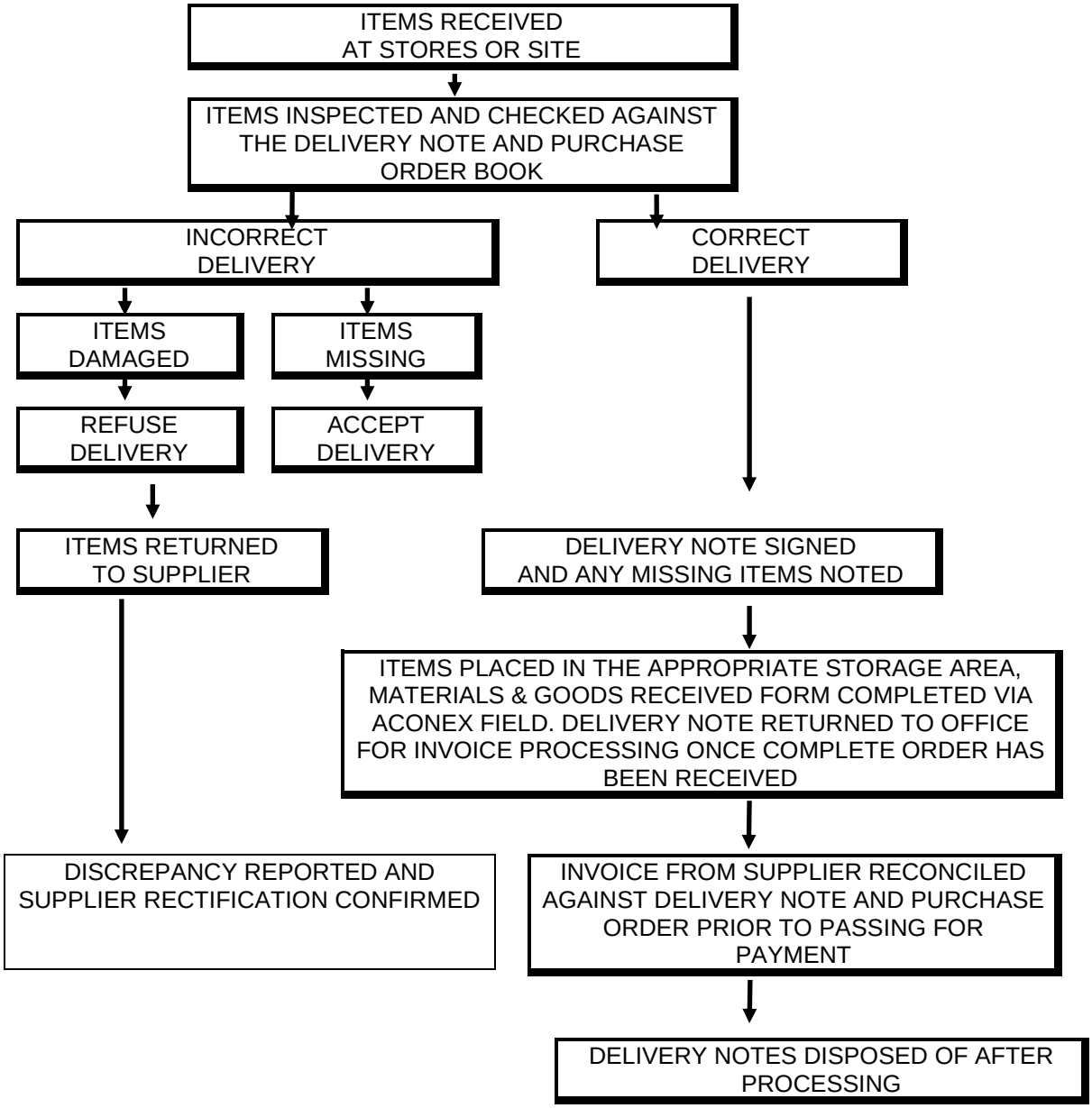
Where there are minor discrepancies such as the incomplete number of items are received, the quantity of items received is to be noted on the copy of the delivery documentation and the supplier contacted to confirm the delivery of the missing items.

Where the wrong items are received, or items are badly damaged receipt is not to be accepted and the supplier contacted to arrange the return and replacement of the items. The Contract Director is to be informed of any discrepancies in the supplier’s performance and a discrepancy report rose where necessary.

All Materials and Goods Received/Call off sheets will be completed and maintained by the Foreman for all materials received on site. The original copy will go to Head Office weekly.

Delivery dockets are stored in a temporary archive in date order and are then disposed of after processing.

1.6.20i Goods Inward Flow Chart



1.6.21 Control of Non-Conformance

The organisation will ensure that materials or products that do not conform to requirements or specification are identified and controlled to prevent unintended use or delivery. Records of the non-conformities and any subsequent actions taken, including concessions obtained, will be maintained through Aconex and corrective and subsequent preventative action taken. Where any non-conforming product is corrected it will be subject to re-assessment to demonstrate conformity to the original requirements. Where non-conformities are detected after delivery or use of the materials or product has started the organisation will act appropriate to the effects or potential effects of the non-conformity.

1.6.22 Segregation of Non-conforming material

All products, equipment or materials found to be non-conforming are where practicable, to be segregated in a designated quarantine area clearly signed to ensure they cannot be unintentionally used with conforming items. Due to the nature of the industry and product range, segregation may not be practical, and labelling will be undertaken to identify such items in the most practical means relating to the item or product type.

Labels to be used will show ***"Do not Use, Non-Conforming Material",*** and will be signed and dated by either the Site Foreman or Contract Manager.

1.6.23 On Receipt from Supply Chain Members to Stores

Where incoming products, equipment or materials are received from a supply chain member and on inspection found to be non-conforming they are to be separated from the conforming items, marked with an inspection status label ***"Do not Use, Non-Conforming Material"*** and placed in a quarantine area specially designated for such items. The stores person finding the non-conformity is to report the facts to the Purchasing Director who will log the non-conformity to the supply chain member and confirm the rejection of all or part of the consignment to hasten replacements or credit and arrangements made for the return, or otherwise of the item or items.

1.6.24 Upon Receipt from Supply Chain Member Direct to Site

Products, equipment, or materials received on site directly from a supply chain member and upon inspection found to be non-conforming are to be marked with an inspection status label ***"Do not Use, Non-Conforming Material"*** and separated prior to being returned. The non-conformance must be logged on Aconex. Where large or specialist items are involved then the site foreman having labelled and separated the item or items is to request direction from the buyer regarding returns.

Non-conforming products found during installation are to be reported immediately to the foreman who will ensure the item or items are marked with an inspection status label *"**Do not Use, Non-Conforming Material"*** or appropriate method, separated where practical and the Non-conformance /returns procedure undertaken.

Non-conformities, deficiencies or signs of defective manufacture, installation or workmanship found during inspection or testing are to be clearly marked non-conforming and a NC report compiled and issued to the Quality Manager, project director and supplier. Where the non-conformity is found to have occurred due to poor workmanship the Construction Director is to conduct a review, and an assessment made regarding any re-training or employee assessment undertaken.

Where items while in storage are, as result of a regular inspection or at any other time, found to be non-conforming the item is to be withdrawn, marked with a non-conformity label and

separated. A Non-Conformance report is to be compiled using Aconex and forwarded to the Contract Manager / Director, and the quality manager who will investigate.

On receipt of a **Non-Conformance / Complaint Report** the **Contract Director** in consultation with the **Q&E Manager** is to undertake an assessment of the circumstances of the non-conformance and decide on any corrective or preventative action required to rectify the discrepancy and issue a corrective / preventative action plan. The effectiveness of the system is checked during audits and reviewed during the management review procedure.

1.6.25 Client Complaints

Client complaints received verbally or by formal written letter are to be passed to the **Contract Director** or **Contract Manager** responsible for the area of complaint. Details of the complaint will be recorded in the client complaints log and an investigation into the complaint undertaken. The outcome of the investigation will be recorded on a **Non-Conformance / Complaint Report** and the findings assessed and any further action necessary to identify the cause of the complaint and decide on any corrective or preventative action required. A reply is to be made to the client outlining the findings of the investigation and a record attached to the report together with any other communications made in the form of file notes or copy letters.

1.6.26 Corrective and Preventative Action

Corrective action (CA) is defined as any action required to set right a non-conformance that has been caused by a failure to follow a defined procedure. Preventive action (PA) is defined as any action required to be taken to change or amend a procedure that has caused or been identified as a possible cause of a non-conformance or prevent a reoccurrence. The need for corrective or preventive action will be assessed by the Contracts Manager / Director assisted by the Quality & Environmental Manager in response to reports received or assessment of:-

- Customer complaints
- Investigation of the cause of non-conformities
- The action needed to eliminate the cause of the non-conformity.
- Controls introduced to ensure the corrective action taken is effective.

Preventive action assessments may also include:-

- The use of appropriate sources of information to detect, analyse and eliminate potential causes of non-conformity.
- Determine the steps needed to deal with problems requiring preventive action.
- Initiation of preventive action and application of controls to ensure effectiveness.
- Relevant information on actions taken submitted for management review.

1.6.27 Handling, Storage, Packing, Preservation and Delivery

Materials
Purchase orders will clearly identify the items and special requirements needed. Other details will be agreed, and precise delivery instructions provided by Contracts Manager / Director or Foreman as necessary.

Receipt at Stores
On arrival at stores or site the person nominated as responsible for checking 'goods inward' will check all items for quality, quantity, and specification as necessary against the delivery note or purchase order. Once accepted all relevant paperwork is to be signed and copies returned to the Accounts office for verification purposes.

Handling
All items received will be handled in such a manner as to ensure they do not become damaged. The appropriate mechanical or manual handling will be employed throughout any required movement of items including receipt, transfer to storage, issue from storage and use in manufacturing or installation processes.

Storage
The Contracts Manager / Director or Foreman will consider the needs of the supply chain members or manufacturer's recommended procedures in respect of storage, stacking, protection and handling. Any detailed requirements will be incorporated in the project quality plan as necessary. Materials requiring special conditions are to be stored in accordance with the specification and the manufactures instructions. The Contracts Manager / Director or Foreman will be responsible for ensuring storage conditions are provided and maintained.

Preservation
The appropriate methods for the preservation of the product while in storage or for work already undertaken is to be applied. Materials that have a manufacture shelf life are to be inspected at regular intervals. Such stock is to be used on a first in first out basis and items which have exceeded their shelf life are to be removed from use and disposal instructions requested.

Packing
Items or products received encased in protective packaging are to be stored in the protective packaging until required for use.

Issue
Designated materials held in stores, compounds or designated areas are to be strictly controlled and are only to be prepared for despatch or issued upon written authority. Once released from designated stores, responsibility for materials will be that of the site foreman. Manufactured items or materials being prepared for despatch are to be packed and loaded to ensure damage does not occur during transit or subsequent handling. Detailed instructions for the packaging of manufactured items or materials will be contained in the project quality plan as necessary.

Dispatch
All items are to be clearly marked or labelled with their destination. Items are to be loaded and despatched by appropriate means to ensure that damage does not occur during loading, transit or unloading. Despatch loaders or persons nominated to load items for transit are to ensure that all items are correctly handled and positioned on the vehicle to ensure they do not become or are not damaged while loading. Drivers are to ensure that all items are safely loaded and secured for the journey prior to departure.

Receipt on Site
Before any material or item is issued for incorporation into the installation processes a visual check is to be made by the foreman or stores person to identify any damage that may have occurred. If the item is damaged it is not to be issued. The receipt of materials ordered on site is to be noted on the copy of the internal order form.
The goods received/call off sheet should be used to check off materials delivered to site-this should be attached to the delivery docket and the purchase order sheet also attached then filed in the received goods folder.

Returned Items
Any Items or materials no longer required on site or left over after on completion of contract are to be catalogued and arrangements made for them to be returned to stores using a site return form. Upon receipt the store's manager is to review the material for return to stock, return to supply chain member for credit or disposal as appropriate and action accordingly.

Retained Documents
Any documents that are to be retained will be defined in the project quality plan.

Changes and Variations
Changes, variations or alterations that significantly alter or effect the duration, sequence or cost of the contract will be reviewed and assessed by the Contracts Manager / Director. If any change, variation or alterations introduce procedures that are not already in the Project Quality Plan then they will be included in this section of the Project Quality Plan. The determination of any such changes, variations or alterations will be by agreement between the Contract Manager / Director and the Client or his representative on the material effects on the contract. These shall be shown on the Project Programme and copied externally/internally as appropriate. Records will be logged through the Aconex system.

1.6.28 Sub-Contractors

This section describes the works and procedures, which will be undertaken by the sub-contractors and includes the appropriate quality management information, which will be required for inclusion in the CDM Construction Stage Health and Safety Plan.

Precision Facades (Cladding Contractor) will be responsible for the demolition and removal/recycling of existing materials to include; brick, zinc cladding, plywood, timber framing, weather board and AIB insulation.

All labour, materials and plant required by the sub-contractor to carry out the work will be provided by him unless otherwise agreed and a person nominated by the sub-contractor will be appointed to be responsible for quality on site. Any specialist plant or equipment will be provided and supplied by them.

1.6.29 Quality Assurance (QA) Check Sheets

Specific packages of work considered to be of a high-risk nature will require the completion of QA Check Sheets by the sub-contractors. The check sheets will have to be completed and signed off by the sub-contractors prior to being submitted to the Site Foreman for verification. Any QA check sheets not completed as required may impact upon final payments. Those sub-contractors operating a third-party accredited quality management system can use their own QA check sheets, however those sub-contractors with no QA Check sheets of their own will be required to use those supplied by Henry Brothers.

Procedures to be Carried Out By the Sub-Contractor Following a Complaint by the Main Contractor about His/her Sub-Contract Works
All complaints about the Sub-Contractors work will be advised initially to the sub-contractor verbally by the Contracts Manager, and the complaint confirmed in writing to the Sub-Contractors office. Where the complaint is of a minor nature and the corrective action can be implemented immediately then no further action will be required. Subcontractors' performance is scored throughout the project using the subcontractor performance form and final overall performance will be scored and discussed at the Post Contract Review meeting.

Procedures to be Carried out by the Sub-Contractor When Informing the Main Contractor of a Complaint in the Main Contractors Works
The Sub-Contractor may verbally advise the Main Contractor of a complaint about the Main Contractors works. Where the complaint is of a minor nature and corrective action by the Main Contractor can be immediately implemented as appropriate then no further action will be taken. If however the complaint is of a major nature then the Sub-Contractor will confirm the complaint in writing to the Main Contractor at Head Office. Thereafter a meeting will be

arranged to investigate further and agree suitable corrective and / or preventative action to resolve the matter.

Procedure for Reporting Incidents of Damage or Injury
The Sub-Contractor is to advise the Main Contractor immediately any incident of damage to works or injury to his employees occurs. A full report in writing is to be made and submitted to the Main Contractor within 24 hours of the incident. The Sub- Contractor is to assist fully in any investigation that the Main Contractor may require. H&S team should be contacted for further information.

Procedure for the Provision of Samples
The Sub-Contractor will confirm in writing that samples have been approved by the appropriate representative and are relevant to the specification clauses.

Site Personnel
The Sub-Contractor is to provide the Main Contractor with a list of all his employees giving Full Name, Address and Date of Birth.

Measuring and Test Equipment
All measuring equipment used by the Sub-Contractor is deemed to have the calibration status of 'uncalibrated indication only' unless a certificate of calibration is produced. Critical work executed by this equipment will be checked by equipment maintained by the Main Contractor using the calibration check sheet.

Sub-Contractors Method Statement
Method statements and working procedures will be provided as required by the sub-contractor at the request of the main contractor prior to work starting. Such statements will be the responsibility of the sub-contractor for up-dating and amendment as work progresses. The sub-contractor will be responsible for the provision of all information required by the main contractor for inclusion in the maintenance manuals at the end of the contract.

NO SUB-CONTRACTOR IS PERMITTED TO COMMENCE WORK UNTIL THAY HAVE BEEN EVEALUATED AND PLACED ON THE COMPANY'S APPROVED LIST.

2. Project Details

2.1 Description of the works

The project works will involve the removal of insulation materials contained within the external cladding system to all elevations. As a consequence of works, all external cladding will need to be replaced to the building. This also provides the opportunity to upgrade the external insulation to the building to exceed current standards and replace the external brickwork skin which has historically suffered from movement and compression. This will enable a uniform approach to meeting the required insulation levels. It is also proposed to replace the external roof coverings as these are approaching the end of their useful life with several leaks having been reported.

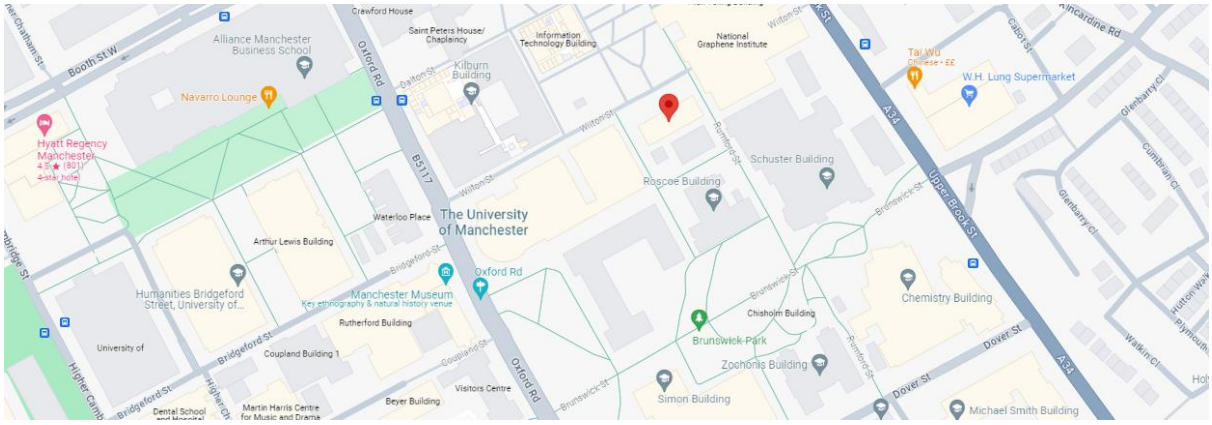
The project scope will focus on the building fabric upgrade only, including the following items:

- Removal of external insulation
- Replacement of external cladding system (excluding replacing windows)
- Removal and replacement of all brickwork with a new brick-slip cladding system
- Insulation levels increased to a U-value of 0.25 (+5% MCC Zero Carbon Enhancements/current building regulations)
- Replace existing roof system with a Bauder bitumen system
- Other fire related remedials such as fire stopping and exit signage
- Allowance for EV charging points
- Redecoration throughout internal areas

2.2 Location of the works

George Kenyon Halls of Residence
Wilton Street
Manchester
M13 9PY

George Kenyon Building is a University of Manchester Halls of Residence and is as such, typically let for 51 weeks. In order to undertake the works, the University has agreed for the building to be vacated for a 12-month period. The building is situated approximately 0.1 miles from the centre of the Campus, University Place.



2.3 Statutory Requirements

- Hoarding
- Traffic Management Plan
- CDM Regulations
- Building Control Regime for Higher-risk Buildings (Gateways 2 and 3)

2.4 Project Programme

The project programme will be held issue conscious externally to the PQP.

2.5 Progress Meetings

Progress meetings shall be held monthly. The meetings schedule should be updated (Appendix 1). These records can be held electronically on Aconex.

2.6 Progress Reports

A monthly progress report will be produced prior to the progress meeting.

2.7 Project Specific Requirements

- FSC Timber Use Monitoring Form
- Sustainable Procurement Policy

2.9 FSC Timber Monitoring Form

Timber and Wood-Derived Products

Works Contract item and timber product type	Volume of timber delivered to the *Employer* with FSC, PEFC or equivalent evidence	Volume of timber delivered to the *Employer* with other evidence	Volume (as delivered to the *Employer*) of timber without evidence of compliance with Government Timber Procurement Policy	Total volume of timber delivered to the *Employer* under the Works Contract

2.10 Policy

Responsible Procurement of Timber Policy

As a consumer of forestry products, Henry Brothers Limited is committed to the responsible purchase of sustainable timber used within its operations to ensure a neutral if not positive effect on the world's forests. We recognise that forestry management can be environmentally appropriate and socially beneficial, but also that it can be environmentally and socially damaging.

We will give preference to timber products which carry the FSC (Forestry Stewardship Council) or equivalent trademark. Where achievable, timber will be sourced from a sustainable source and appropriate documentation provided from suppliers.

We shall work towards achieving third party accreditation of FSC therefore providing our Clients with a secure Chain of Custody of timber products when required. We will ensure where reasonably practicable that all contractors employed on our behalf will adhere to the same standards when using or working with timber products.

In order to achieve this, we shall:
> integrate controlled procedures for the procurement and management of FSC timber with our existing ISO14001 Environmental Management System;

> control the sourcing and management of FSC certified timber;

> implement this policy in conjunction with our Sustainable Procurement policy;

> train employees involved in the use, procurement, and management of FSC timber products; and,

> not knowingly use any illegal timber.

Management will communicate the effectiveness of this policy to staff on all levels. Attainment of the standards embodied in the system requires the commitment and participation of all members working with timber products including suppliers and subcontractors. Our Integrated Management System (incorporating Health & Safety, Environmental and Quality) has been third party accredited by NQA.

Authorised by

David Henry
Managing Director **January 2025**

Document Control

The following forms are completed under this section:

QP03 – Drawing Register (Electronic drawing register is in use via the Aconex System).

DRAWING REGISTER (QP03) **ON ACONEX - ELECTRONIC**

Project No :	Project Name :	Sheet No …… Of ……

	Day																								
	Month																								
	Year																								
Drawing Title	DRW No	Amendment																							
DISTRIBUTION	COPY NO.	NO. OF COPIES																							

3.0 Test Equipment and Inspection and Test Procedures

3.1 Test Instruments

All test instruments used on site are to be recorded in the Calibration Record available on Aconex Field (Q&E section). Only in date calibrated equipment is to be used to carry out testing and inspection. Any test equipment that is or becomes out of calibration date or damaged is to be returned to head office for repair and/or re-calibration.

3.2 Temperature Records

Records should be maintained daily and logged in the Site Diary, available through Aconex Field (Inspections & Audits Section). Any delays due to adverse weather should be noted. Thermometer readings to be recorded on the pre pour Concrete check sheets.

3.3 Definable Features of Work (Work Packages)

A DFoW is a critical task that has unique control requirements and is also required as part of Gateway Three under the Building Safety Bill. Examples would be excavation for foundations, concrete foundations, masonry walls, interior electrical wiring, dry lining, M&E etc. A DFoW should be completed via Aconex Field (Q&E Section).

The Contract Manager when establishing the DFoW will ensure compliance with the requirements of the contract specification.

During the establishment of the Contract Quality Plan the Contract Manager will clearly identify each definable feature of the work. This will be done in conjunction with each sub-contractor and where appropriate Site Supervisor. The list of definable features will be cross referenced to the Contract Programme established by the Company.

Each DFOW will at the time of Quality Plan establishment be identified by means of:

a) Section of specification.
b) Description of DFoW.
c) Sub-contractor
d) ITP Reference
e) Inspection Sheet Reference

Where required, hold points will be established to facilitate the checking of materials and the works. This is particularly crucial for the below elements:

- Installation of new insulation
- Replacement of all brickwork
- Replacement of existing roof covering system
- Fire related remedials

3.4 Quality Assurance (QA) Check Sheets

QA Check Sheets will be completed for those sub-contract packages identified in the Definable Features of Work list. The Inspection Test Plan sheets (ITP) will document the frequency of checks and the specification reference relating to the specified checks.

These are to be completed by the sub-contractors and signed off, then submitted to the Site Foreman for verification.

3.5 Inspection Records

Inspection records should be available for inspection during internal and external audits. All items listed below should be completed via Aconex Field. The frequency of checks must be in line with the agreed DFoW and ITP documents. Any changes to these checks must be authorised by the contracts Director and Quality Manager and this Plan must be revised and re issued to site.

The following forms are completed under this section:

QP06 – Calibration Record
QP07 – Daily Plant Inspection Record
QP08 – Goods Received Sheet
QP09 – Definable Features of Work
QP10 – Inspection Test Plan Sheets

Under Gateway Two and Gateway Three of the Building Safety Bill, those involved in the design and construction process will be subject to ongoing robust record record-keeping requirements. This includes the development and maintenance of accurate building information to handover to the building owner. The completion of Definable Features of Work, Inspection Test Plans and Quality Assurance Check Sheets will help to ensure Gateway Three is passed.

A specific Quality Manager will be appointed as part of the Project Management Team.

Calibration Record (QP06)

Serial No	Type	Certificate No	Calibration Due

***To be completed via Aconex Field**

Daily Inspection Record Card (QP07)

Type: Daily Plant Inspection	SIGN EACH DAY FOLLOWING CHECK

			Machine to be checked for fuel, lights, oil, water, beacons, spill kit. Faults to be reported immediately. Any leaks to be reported and an NCR form filled out.					
Machine	**Description**	**Serial No**	**Date/Inls**	**Date/Intls**	**Date/Intls**	**Date/Intls**	**Date/Intls**	**Date/Intls**

Goods Received Checklist (QP08)

Date	Purchase order Ref	Correct Quantity Received Yes/No	Notes	Signature

An NCR should be drawn up if there are any non-conforming products/late deliveries which may impact programme/incorrect order received
This should be completed via Aconex Field

List of Definable Features of Work (QP09)

***To be completed via Aconex Field**

No.	Title / Description	Spec Ref	Sub-Contractor	Programme Ref	ITP No.
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

INSPECTION TEST PLAN (QP10) **ITP No. _____1_____**

Feature of Work: Sub-Contractor:

Item	Specification Section	Inspection/Test Required	Frequency	Inspection/Test by	Confirmed by	Inspection Form/Notes
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

***To be completed via Aconex Field**

4.0 Quality Forms

The following forms are to be completed if necessary:

QP11 – Request for Information

QP12 – Non-Conformance Report

Generic Quality Check Sheets to be made site specific (in conjunction with DFoW and ITP sheets)

Request for Information (QP11)

***RFIs must be logged via Aconex Mail Tab. For those projects which cannot use Aconex the form should be used.**

Company		**Date**			
To		**From**			
Tel		**Fax / Email**			
Request		**Contract**			
Signed		**Date**		**Date Response Required**	
Response					
Signed		**Date**			
Date Response Given					

Non-conformance Report (QP12)

*Aconex should be used. Form only to be used where Aconex is not used.

Source of Report:				**Select Category (Tick)**	
Internal	☐	Report Ref. No:		Tendering & Estimating	☐
External	☐	Date Received:		Supplier Performance	☐
Customer Complaint	☐	Client/Supplier:		Products & Materials	☐
Order No:		Job / Ref		Design / Drawings	☐
				Fabrication / Manufacture	☐
				Dispatch	☐
				Installation	☐
				Other	☐

NON-CONFORMANCE DETAILS (Description of the problem including product type & quantity)			
Signed (Person reporting N/C)		**Date:**	

CORRECTIVE ACTION (What needs to be done to fix problem)			
Signed:		**Date:**	

PREVENTATIVE ACTION (What needs to be done to prevent it happening again)			
Signed:		**Date:**	

CLAIM CALCULATION (Costs occurred as a result of Non-Conformance)			
Signed:		**Date:**	

5.0 Audits

5.1 Audit Programme

The audit programme will be planned, taking into consideration the status and importance of the processes and sites to be audited, as well as results from previous audits. The audit criteria, scope, frequency and methods will be defined and auditors selected to ensure the audit process is conducted in an objective and impartial way. Sites will undergo audit as per the audit programme. The **Q&E Team** is responsible for planning, conducting and reporting audit results and maintaining audit records.

The **Q&E Manager** will programme the area or process to be audited and nominate an auditor or audit team independent of those areas to be audited to undertake the audit and confirm the dates and times. Auditors will not audit their own work. The audit will commence with a meeting of the audit team with the **Contract Manager or Site Manager** who are responsible for the areas being audited to confirm the aim and scope of the areas being audited and identify any special needs or circumstances. Once the introductory meeting is complete any previous audit corrective action points raised will be verified as cleared followed the inspection and observation of the processes and quality records compared against the documented procedures contained in the QM. On completion of the audit the audit team will prepare the audit report and present the findings at a closing meeting attended by those who were at the opening meeting.

Any discrepancies found during the course of the audit will be brought to the attention of the persons responsible for the areas audited who will sign the acknowledgement column of the audit report. A corrective / preventative action report will be prepared and agreed showing the non-conformance or observations raised and the corrective or preventative action proposed to rectify the discrepancy. Follow up activities will include the verification of the actions taken and the reporting of the verification results will be verified as soon as possible or during at the next internal audit to confirm the action undertaken has been effective and the report signed off by the auditor. **Management** responsible for the area being audited will ensure that any actions required to eliminate detected non-conformities and their causes are taken without delay.

AUDIT PROGRAMME

YEAR: 2025

MONTH	J	F	M	A	M	J	J	A	S	O	N	D
PROG									X	X	X	X
AUDIT												

X – Indicates internal audit due

5.2 Audit Reports

Audits will be undertaken at monthly intervals to the planned programme. The audit report is issued to all directors within the company including the site team, contract Manager and SHEQ department.

Any Non-conformances raised must be closed out within the stipulated time frame -2 days for minor non-compliance, immediate action for any major non-compliance and by the following audit for any observations. Any non-compliance not actioned within the stipulated timeframe will become escalated and appropriate action taken. Audit reports from the Q&E manager will be issued within three days of the audit.

Appendix 1

Schedule of Formal Meetings

Meeting Type	
Scheduled Frequency	
Attendance	
Agenda	
Minutes taken by:	

Meeting Type	
Scheduled Frequency	
Attendance	
Agenda	
Minutes taken by:	

Meeting Type	
Scheduled Frequency	
Attendance	
Agenda	
Minutes taken by:	

Meeting Type	
Scheduled Frequency	
Attendance	
Agenda	
Minutes taken by:	

Appendix 2

QA Check Sheets

CONTRACT
QUALITY PLAN
QUALITY ASSURANCE
SHEETS

CONTRACT TITLE	**GEORGE KENYON**
PROJECT REFERENCE	**TBC**

These Quality Assurance check sheets must be drawn up using the DFoW and ITP sections of the Quality Plan. This document will sit as an Appendix to the Quality Plan. All QA Check Sheets much be completed via Aconex Field.

1	General Site Set up
2	Demolitions
3	Excavations
4	Piling Operations
5	Insitu Concrete works
6	Tubular Steel Piles
7	Sheet Piling
8	Weld Testing for fabricated Piles
9	Structural steel works
10	Pre Cast Concrete Suspended Floor Slabs
11	Brickwork and blockwork
12	Metal wall and roof cladding
13	First Fix Carpentry and joinery
14	Roof tiles, Battens and felt
15	Flat roof coverings
16	Rainwater Installation
17	Aluminium Curtain Walling
18	Second Fix Joinery
19	Floor Screeds
20	Metal Work
21	Plastering & Rendering
22	Plaster Board Partitions & Ceilings
23	Suspended Ceiling
24	Floor Finishes
25	Toilet Cubicle systems etc.
26	Paint Work & Wall Coverings
27	Drainage Work – Pipework
28	Drainage Work-Manholes
29	External Works
30	Fire protection
31	Blank check sheet
32	Daily Temperature record checks

Blank Check Sheet

Quality Record for

HENRY BROTHERS

			Yes	No
Contract Name		S/C Quality		
Contract No.		Method Statement		
Subcontractor		S/C Drawings		

Element of Work			
Location			
Drawing Number			
Inspection Test Plan Ref		Checked By	

	Activity	Checked By	Date	Comments
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				