

Project: AP House Manchester

Quality Management Plan

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Protected

As part of the company's continual improvement strategy, Portview develop and review quality objectives on an annual basis which will endeavour to:

Quality Policy Statement

Portview's purpose is to deliver client vision into reality with sustainability and innovation at our core. Portview is a world class company. We deliver beautiful interior fit-out projects for the world's top brands, combining style and substance to achieve The Perfect Fit.

Portview considers Quality Management fundamental in all its activities. Therefore, the Quality Policy must be understood as a priority by all parties involved within Portview and adhered to throughout the course of our projects. This creates conformity in relation to requirements and promotes continuous improvement throughout our Quality Management System (QMS).

We have committed to develop and implement an Integrated Management System, incorporating quality elements in correlation with ISO 9001:2015.

We have further committed to the objectives of the UN Sustainable Development Goals (Goal 9: Industry, Innovation and Infrastructure, Goal 12: Responsible Consumption and Production), recognising that in support of the UN mission statement "to achieve a better and more sustainable future for all people and the world by 2030", our QMS protects the creation of employment opportunities for all to end poverty and gender inequality, guides sustainable development through creativity and innovation, and promotes responsible, sustainable, material sourcing, resourcing, and conservation, to minimise waste generation and harm to the as-built, land, and marine environments, to deliver on education, climate action, fair trade, and provide decent work and economic growth.

- Ensure the Quality Management System is understood, accepted, and effectively implemented throughout the business.
- Create a culture of "doing things right, first time, every time".
- Implement corrective action procedures to prevent the recurrence of non-conformities.
- Engage with clients to ensure feasible programs are developed for all projects undertaken, taking into consideration the QMS provisions and applications.
- Employ sub-contractors capable of producing the level of quality expected by both Portview and our clients.
- Continually review and assess competencies of all Portview personnel and ensure effective training is delivered where required.

The Quality Manager is responsible for monitoring the implementation of the QMS and has organisational independence free from technical and commercial restraints.

The effective operation of the Quality Management System is the responsibility of all concerned and is fundamental for the management of all Project's.

This policy will be reviewed annually and communicated to all relevant parties as required.

Signature:



Paul Scullion, Managing Director

26th March 2024.





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1. Introduction

1.1 Purpose

The purpose of our Quality Management Plan (QMP) is to outline the main requirements established by Portview Fit-Out Ltd. in relation to Quality.

This QMP in conjunction with the Quality Policy outlines what Portview have achieved in relation to establishing a fully functioning Quality Management System (QMS) defined in accordance with the international standard BS EN ISO 9001:2015.

The QMP is accompanied by the continual development of our internal company management procedures produced specifically for the control of critical tasks related to the management and administration of our contracted works.

Please refer to Annex 1; Portview's ISO 9001:2015 certificate.

1.2 Scope

The QMS applies to Portview, sub-contractors, and all other entities associated with the construction of our contracted works. Its primary function is to provide full documentary evidence that our works comply with our contractual obligations, with our client in relation to quality requirements, and with our commitment to ISO 9001:2015.

The QMS shall cover the quality aspects of all materials, components, work performed, plant supplied, and services rendered. It shall extend to temporary works and materials that may influence the acceptability of the permanent works or that may influence major risks as identified during risk assessment.

1.3 Reference Documents

1.3.1 Integrated Management Procedures

- IMS Communication, Consultation and Participation
- IMS Contractor Evaluation
- IMS Document Control
- IMS Emergency Preparedness and Response
- IMS Incident Investigation
- IMS Internal Audit
- IMS Legal Compliance
- IMS Management Programme
- IMS Monitoring, Measurement, and Improvement
- IMS Nonconformance and Corrective Action
- IMS Objectives, Targets and Programmes
- IMS Post Project Review



- IMS Record Control
- IMS Training, Awareness & BC Exercise Programme

1.3.2 Quality Management Procedures

- QA Calibration
- QA Complaints
- QA Drawing Management, Control and Approval
- QA Estimating and Tendering
- QA Programme Management
- QA Project Set Up
- QA Purchasing, Goods Inward and Deliveries
- QA RFI Management and Control
- QA Snagging and Defects Management
- QA Specification Management, Control and Approval
- QA Submittal Management, Control and Approval
- QA Variation Management

1.3.3 Abbreviations

- ICL Inspection Checklist
- IMS Integrated Management System
- ITP Inspection and Test Plan
- QMP Quality Management Plan
- QMS Quality Management System
- SOP Standard Operating Procedure

2. Management Structure

2.1 Management Chart

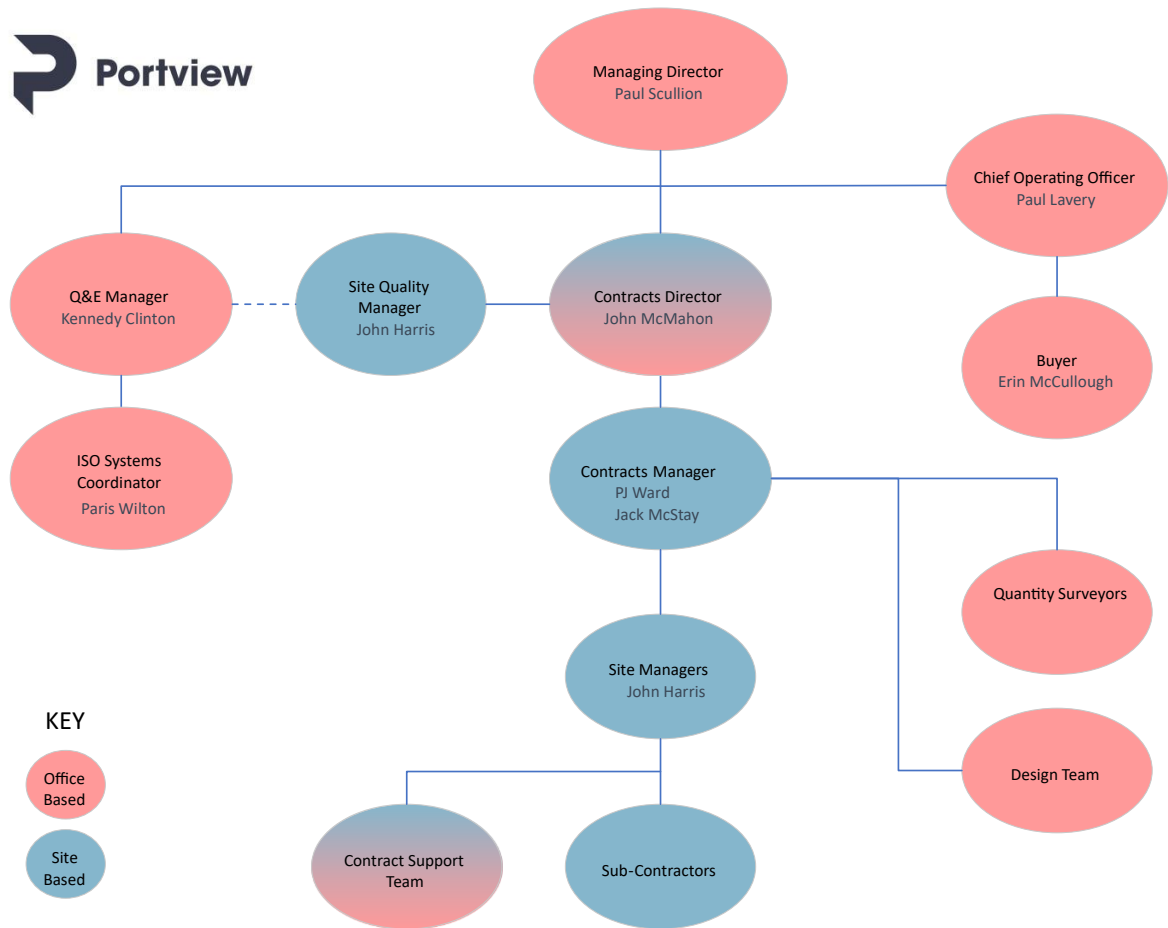


Figure 1

The Contracts Teams directly manage our projects with office-based support provided as shown.

2.2 Management System

Portview executes smart fit-out operations in various sectors such as retail, hospitality, and stadia. “Making your job easier” is our company mantra, taking a streamlined approach to ensure that our clients fit-out requirements are exceeded, with quality at the forefront of our goals throughout our emphasis on communication, capability, expertise, reliability, and maintenance of quality standards.

The overall quality control system is organised on three levels along the following principles:

2.2.1 Internal Inspections

Performed by the Site Team, it is their duty as those executing the work to systematically check the compliance of their work with the contract requirements. They are also in charge of, and required to check services and works provided by sub-contractors.

2.2.2 External Portview Inspections

Portview management conduct inspections independent of the site team. Quality Control personnel perform independent inspections of the project works and those of its sub-contractors. They have no direct responsibility in relation to the project, therefore act with the desired degree of independence. The external inspection confirms that the internal site team inspections, as well as the materials and workmanship, are being controlled, verifying that the works are constructed as designed and intended.

In addition, the Quality Manager carries out periodic supervision during the progress of the works to verify that the defined QMS is suitably applied and remains effective.

2.2.3 Outside Inspection by the Client

Portview and its sub-contractors are subject to outside inspection by the Client, or any organisation appointed to act on their behalf. These inspections take place at the Client's discretion at previously defined "witness" or "hold" points, identified on the relevant Inspection and Test Plan (ITP).

Note:

A **witness point** requires the witnesses to be informed, when work has progressed to such an extent that inspection is possible. However, if the witnessing party does not attend the inspection, work may nevertheless continue and be fully documented.

At a **hold point** it is forbidden to continue work until the witnessing party has carried out, and formally recorded their inspection and approval.

3. Quality Management System (QMS)

3.1 General Requirements

The Quality Management System (QMS) established by Portview delivers quality management to continuously improve key processes in construction, reduce risks, and enhance client satisfaction. This is achieved in conformance with ISO 9001:2015, and follows the quality life cycle illustrated below:

- **Plan** the processes, products, or services for the project.
- **Do** the work to execute the project in accordance with the Plan.
- **Check and measure** to assure the activities within the project meet requirements and exceed goals.
- **Act** to continually improve all processes and strive to improve the delivery of the project.





Figure 2

3.2 QMS Document Structure

3.2.1 Definition of the Document Structure

The following diagram (Figure 3) illustrates the document structure of the Quality Management System. It establishes duties and responsibilities, defines procedures for the design, execution, supervision, and quality control of the work, and includes management system records.

Preparatory documents are drafted by contributing parties and integrate with the formal framework of the QMS. They relate to the management of the quality system, project organisation and the control of tasks or activities which impact upon final quality.

The **preparatory documents** generally belong to one of the following categories:

- The Quality Management Plan and Management Procedures
- Standard Operating Procedures (SOP) for the realisation of safety critical or special tasks
- Inspection and Test Plans (ITP)
- Typical Inspection Checklists (ICL)

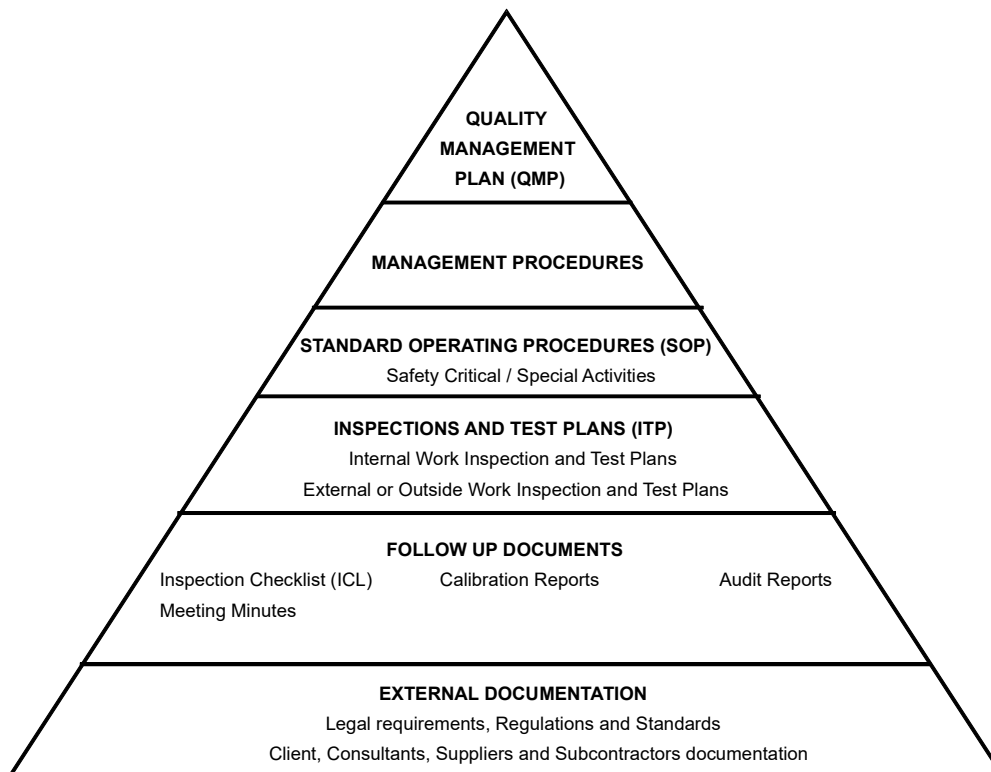


Figure 3

Follow-up documents include Quality Control and Quality Assurance documents.

Quality Control documents (or execution documents) include all the documents referenced by ITP/SOP and provide objective proof that the final quality has been obtained. They consist of:

- Survey Forms (p. e. topography)
- Completed Inspection Checklists (ICL)
- Specific records of measurements, inspections, or tests
- Certificates of Compliance

Quality Assurance follow-up documents relate to internal audits/corrective actions and are monitoring tools of the Quality Management System:

- Audit reports

3.2.2 Document Control

Documents shall be controlled in accordance with Integrated Management System procedure “IMS Document Control” to ensure effective control, traceability, and unambiguous identification.

Additional document control measures for specific documents may also be addressed in the relevant procedure. For example, control of nonconformances shall also be addressed by “IMS Nonconformance and Corrective Action”.

All documents shall be reviewed and approved for adequacy by authorised personnel before they are submitted to the client and prior to being issued to the relevant work location and commencement of the activity.

Portview shall check and ensure that sub-contractors documentation complies with QMS documentation requirements.

Changes to documents shall be suitably identified and shall be subject to the same approval process as the original issue. Superseded documents shall be removed promptly from all points of use or identified as cancelled in a visible way.

The project Quality Manager shall be responsible for the administration of all documents issued and shall ensure document authors keep an update list of all documents produced. This is particularly relevant for design, execution documents, or quality, health and safety, and BREEAM documents.

3.2.3 Control of Records

Records shall be established and maintained in accordance with Integrated Management System procedure “IMS Record Control” to provide evidence of conformity to requirements and of the effective operation of the QMS. Records shall remain legible, readily identifiable, and retrievable.

4. Management Responsibility

4.1 Management Commitment

The management team at Portview are committed to the continuous improvement of the Quality Management System. This ensures the maintenance of our quality standards, supplied services, and products, guaranteeing respect for safety and the environment. This is evident through the following actions:

- Establishing Quality, Environmental, and Health & Safety policies, ensuring objectives, targets, and goals are agreed.
- Communicating the importance of meeting customer and regulatory requirements.
- Carrying out periodic review of the management systems.
- Providing the appropriate resource and competencies necessary to implement, maintain, and continuously improve the management systems.

4.2 Client Focus

Client focus is a major goal of Portview to ensure that all needs are identified, defined, and exceeded. Regular progress meetings are held with the client, giving the team time to discuss opportunities for improvement (OFI) in areas such as status of previous queries (RFI's), nonconformances etc. Portview shall report the status of previous items and agree on preventative or remedial measures to the client's satisfaction.

The management team shall invite feedback from the client on performance satisfaction and ensure that all client complaints are satisfactorily addressed.

If required, with reference to project quality management, the Contracts Director / Lead Project Manager will hold periodic meetings with the client's representative to discuss project progress and quality implementation.

4.3 Responsibility, Authority and Communication

4.3.1 Responsibility and Authority

The quality management measures outlined in the Quality Management Plan (QMP) and detailed in the respective management procedures, apply to Portview and to its main service providers, designers, subcontractors, manufacturers, and suppliers. The QMP shall be available to all these service providers for their information and application.

The Project Manager shall be responsible for ensuring that the Quality Management System (QMS) is implemented consistently and is regularly reviewed to reflect the requirements of the client and Portview.

Within Portview everyone has the authority to implement actions to prevent the occurrence of non-compliant works, accidents, and emergencies; continuous improvement is a priority.



4.3.2 Management Representative

The Board of Directors have appointed the Quality Manager as Portview's Management Representative for Quality. The Management Representative is independent from any responsibilities related to the production of works and has specific authority to:

- Ensure that the Quality Management System is established, implemented, and maintained.
- Report to the Board of Directors on the performance of the quality management system and any improvements needed.

4.3.3 Communication

The company has a broad scope of Projects. They are complex with many parties contributing to the overall result; therefore, interface management is a critical issue. Management procedure "IMS Communication, Consultation and Participation" addresses both internal and external interfaces, identifying required communication and coordination, either with third parties or with groups of Portview personnel.

4.3.4 Management Review

The Quality Management System implemented by Portview shall be reviewed annually by the Quality Manager in consultation with the Board of Directors and other Departmental Managers as appropriate.

The review shall include:

- The implementation and continued adequacy of the Quality Policy.
- Process performance and product conformity, including the status of non-conformances and corrective and preventive actions.
- Results of internal audits, compliance with legal and regulatory requirements, suppliers' and subcontractors' assessments/audits, client complaints, improvement suggestions, and workmanship skills or training status.
- Changes in circumstances, namely in legal, regulatory, statutory, and other requirements, generally applicable to contracts.
- Client feedback.

Based on this review, the Quality Manager, and other departmental managers as appropriate, will carry out an evaluation on the level of implementation of the QMS, and define the necessary measures to eliminate any identified weaknesses. The Quality Manager will coordinate and follow-up the implementation of established actions.

5. Resource Management

5.1 Provision of Resources

The provision of resource is based on systematic and periodic assessments carried out by management (Management Review). The resources required ensure continual improvement which is essential for maintaining the Quality Management System.



5.2 Human Resources – Competence, awareness, and training

The quality and success of all projects depends on the participation of all personnel. Attention is given to activities related to the management of personnel. The process aims to create an environment in which personnel can contribute effectively and efficiently to the project and involves establishing the project organisational structure designed to encourage effective and efficient communication and cooperation.

Personnel whose work affects product or service quality will be competent for that work, based on education, training, skills, and experience.

The function of recruiting and selecting personnel is considered a very important element of the QMS. Each functional manager is to ensure that every person hired to work on behalf of Portview is suitable for that position or function.

Portview's awareness process encompasses the following steps:

- Identifying required competencies, including training needs.
- Satisfying competency requirements through training or other actions.
- Evaluating the effectiveness of these actions.
- Ensuring that personnel understand how their work contributes to the achievement of Portview's Quality Objectives.
- Maintaining appropriate records of education, training, skills, and experience.

Records of training shall be retained in accordance with "IMS Training, Awareness and Competence".

5.3 Sub-Contractors

Please refer to paragraph 6.5 below, where the procurement process is described.

6. Works

6.1 Planning of the Works

The Construction Programme shall be developed as the baseline for the time and progress control of the project and shall identify the contractual and internal milestones, sequence of the design, preparation, construction activities, and the duration, interfaces, planned start and finish dates. The result of the planning shall be presented in the form of a bar chart (Gantt Chart) showing for each activity the activity code, description, duration, planned start and finish dates, interfaces, and the resulting bar and the critical path schedule.

During the course of the project the baseline programme will be updated on a routine basis so as to capture timely and accurate, as-built information. As-built information includes Actual Start and Actual Finish dates, field status reports, quantity surveys, as well as impacts, delays, and changes in planned sequencing. Actual performance will be evaluated by the Project Manager against planned performance and adjustments to sequencing and resources will be made as required.

The construction programme is prepared and issued with a unique identification, appropriate revision number, and registered in the appropriate project folder location.



Portview obligations under the contract should be properly understood by the Project Manager, Contracts Manager and Design Department Manager before any construction programme is issued.

The construction programme will be used as the basis of both sub-contractors and procurement schedules.

The construction programme is the basis for monitoring progress and ascertaining extensions of time and compensation for delay.

Monthly, this programme is analysed and reviewed as needed, along with the work progression.

6.1.1 Short Term Programme

If deemed necessary, a short-term works programme of specific activities may be prepared in order to facilitate good co-ordination of work.

Actual progress must be monitored against the construction programme. An appropriate record of progress must be maintained for internal use and reported to the design team.

As the work proceeds, causes of delay must be identified and reviewed for entitlement to extension of time and delay costs. Notices of delay must be drafted and issued as required by the contract.

Revisions to the Construction Programme should be drafted, issued, and agreed with the client.

During Portview's internal progress meetings, all the activities that will start in the following weeks are identified. The Project Manager identifies the special/critical activities needing Standard Operating Procedures (SOP), Inspection and Test Plans (ITP), and Typical Inspection Checklists (ICL).

6.2 Client related Processes

The Project Manager shall ensure the requirements concerning the execution of the contract are defined accurately, consistently, and are known to all concerned. Any inaccuracies or missing information shall be identified and formally resolved.

6.3 Design Development

Design development includes the preparation of the design, calculations, drawings, specifications, and all necessary testing and investigation works. During the design phase, the Design Department is responsible for managing the interfaces among the different parties involved, as described in "QA Drawing Management, Control and Approval".

Any alterations required by the client will be reviewed by Portview, documented, and controlled in accordance with "QA Drawing Management, Control and Approval". Prior to issuing any Document Packages, Portview will also ensure compliance with all specifications/client requirements.

6.4 Procurement

All purchased products shall conform to specified requirements.



6.5 Sub-Contractor Appointment Process

As described in “IMS Contractor Evaluation”, sub-contractors will be selected for their reputable technical capability to execute the required service taking into consideration Quality, Time, and Cost.

Portview’s assessment of potential sub-contractors will also consider:

- Confirmation of their capability to provide the services required i.e. resource availability, technical capability, and overall quality of the organisation.
- Ability to achieve completion dates through the correct human and material resources management.

6.6 Product Approval

Product samples will be provided in accordance with the works (where needed) to provide evidence of suitability. The process of submittal, sampling, and approval is described in “QA Submittal Management, Control and Approval”. The procedure begins with the design team who liaise with the commercial team, supported by the Quality Manager.

The samples are logged on a sample register which is managed by the project document control administrator.

6.7 Works Provision

6.7.1 Control of Works Provision

Control of Works Provision is described in “QA Programme Management” and shall include:

- The identification, preparation and implementation, of Standard Operating Procedures (SOP) for the control of safety or task critical activities which impact on quality.
- The preparation and implementation of Inspections and Test Plans (ITP) for the control of activities where preventive or close control is considered important.
- The use of appropriate material or technical equipment, including correct maintenance of it.
- The use of monitoring and measuring equipment for specific inspection/test items.

The definition of which activities will be controlled by SOP or ITP shall be done preferably 7 days before they are scheduled on the Construction Programme. They can be defined for any activity, off-site or on-site, from manufacturing (especially for some specific equipment) to installation or construction.

Quality Control during construction, shall be based on Witness and Hold points identified on the Inspection and Test Plan (ITP) prepared in accordance with the design and the client’s requirements. This document will be issued for client review or approval. The ITP shall also identify the person responsible for the inspection, the frequency of inspection, and the follow-up document on which the inspection results shall be recorded and reported.

6.7.2 Identification and Traceability

When traceability is mandatory on client’s requirements or when Portview defines it is necessary, the materials, parts, and components of sub-assemblies shall be marked, preferably at the time of production, in the factory or



on site, or by a batch number, or part number indicated on the product, or by a reference indicated on marked-up documentation, or on the execution follow-up documents.

These measures shall not apply to standard off-the-shelf materials or products stored in a warehouse. Products with a given shelf life shall be administered according to special rules (first in, first out) paying particular attention to ensure they are used before the expiry date.

6.7.3 Client Property

The different items of property, equipment, or products, supplied by the client shall be inspected jointly by Portview and the client upon receipt, to verify compliance with specified requirements, when applicable, and to determine if any special handling and storage instructions apply, prior to use or incorporation into the works. Any identified discrepancies shall be documented at that time.

6.7.4 Preservation of Works

Goods and materials shall be stored and handled in accordance with specified requirements to maintain integrity prior to incorporation into the works.

For more sensitive materials and equipment, the conditions of marking, packaging, handling, storage, and transport shall be defined in the order.

Materials vulnerable to water contact shall be stored off the ground on pallets, racking, or timber supports, and items subject to deterioration shall be stored in a suitably dry, protected environment.

The conditions of reception, storage and handling on site are described in “QA Purchasing, Goods Inward and Deliveries”.

6.8 Control of Monitoring and Measuring Equipment

Monitoring and Measuring Equipment requiring calibration, or regular checking, shall be identified with its own individual reference and shall be included on a calibration schedule recording the calibration status of each item and the date of recalibration or verification in accordance with “QA Calibration”. A process summary is outlined through the following flow-chart (Figure 4).

The usage of each device shall be kept in order to be able to assess the validity of the previous inspections and tests if the device is found to be out-of-calibration.

When contractually required, Portview shall use the services of outside organisations for specific inspections. These organisations can be required to provide evidence of regular calibration of their own inspection, measuring, and test facilities.

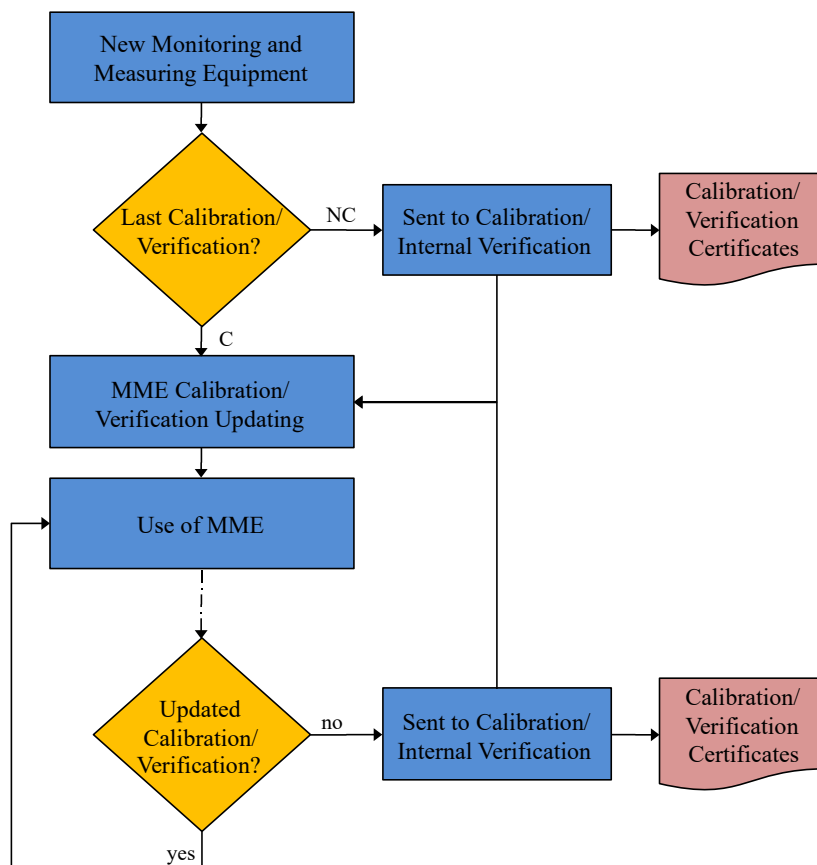


Figure 4

7. Monitoring and Measurement of the Works

7.1 Inspection and testing

Inspection and Test Plans (ITP) shall define the list of successive inspection operations for a particular activity, identifying who carries out the inspections, and the follow-up document on which the inspections are reported.

7.1.1 Receiving Inspection and Testing

Materials, products, and components to be incorporated into the works shall be inspected upon receipt either by the store man for those to be kept in stores, or by a section foreman or other nominated person for those delivered directly on site. The inspection process shall involve identifying the delivery and checking it complies with the stipulations of the order in terms of quantity (count, weight) and in terms of quality (type, trademark, marking, and documentation required by the order). Any other inspection requirements shall be indicated in specific reception documents, as established in "QA Purchasing, Goods Inward and Deliveries".

7.1.2 In-process Inspection and Testing

On completion of a particular activity, a control document shall be established and filed to register compliance with the specified plan or instruction. The file, comprising Inspection Checklists (ICL) and other follow-up forms, shall be compiled in accordance with “QA Programme Management”.

The ICL is specific to an activity or segment and shall be used to give documentary evidence of the different levels of inspection.

7.2 Inspection and Test Status

Conforming work and materials shall not be subject to physical marking.

Any materials or work area found to be nonconforming shall be clearly identified (see paragraph 7.3 below), and when possible, segregated to prevent inadvertent use.

The status of sequentially overlaid or covered-up work shall be identified on marked-up plans or schedules.

7.3 Control of Nonconforming Product

Completed work or materials identified as not conforming to specified requirements shall be classified as a nonconformance.

A deficiency shall be deemed to have occurred when it cannot be corrected by reworking at time of identification, or when it cannot be solved immediately by applying standard rules or an existing repair procedure (nevertheless it shall be recorded in the respective follow-up document).

These situations shall be managed according to “QA Snagging and Defects Management”. As established in this procedure, a nonconformance shall be issued, in which the appropriate correction shall be identified. The correction may consist of modifying the product to meet the requirements of the contract, in repairing it to achieve a technically acceptable condition, in accepting it as it stands, or in its rejection or removal.

8. Measurement, Analysis, and Improvement

8.1 Internal Audits

The Quality Manager shall promote audits of Portview activities according to an established audit schedule. An audit report shall be prepared for each audit and findings with Corrective Actions recorded in the “NC & OFI Register” of the IMS Workplan. Procedure “INT Internal Audit” describes the audit process.

8.2 Corrective and Preventive Action

When, during the progress of the works, workmanship or materials are identified as not complying with specified requirements (see paragraph 7.3 above), an action shall be implemented to correct the non-conformity.

When a situation is identified as potentially nonconforming, preventive action shall be initiated to correct the situation and prevent its occurrence.

Similarly, when deficiencies in the implementation of the QMS are identified from surveillance or audit (paragraph



8.1 above), corrective action shall be implemented to correct the condition and prevent its recurrence.

8.3 Analysis of data

Portview shall determine, collect, and analyse appropriate data to demonstrate the suitability and effectiveness of the QMS and to evaluate where continual improvement of the QMS can be made. This shall include data generated from monitoring and measurement and other relevant sources.

8.4 Continuous Improvement

The continuous improvement of the QMS shall be an ongoing effort based on information coming from data analysis, performance indicators, audit reports, product non-conformities and system deficiencies, the handling of complaints, and Management Review reports.