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Quality Assurance Policy

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Quality Assurance Policy Statement

Workspace Design & Build Limited is committed to high standards of Health and Safety throughout the Company and it is our Policy to create a Quality Management System that identifies any issues which could affect anyone.

To be effective this Policy requires the commitment and active involvement of all Directors, Managers, Supervisors and Personnel in the generation of quality service provision, competence and positive attitudes in undertaking our work activities with continuously improving performance.

Russell Davis
Managing Director
Workspace Design & Build Limited

January 2023

1 Quality Systems Established

Workspace Design & Build Limited has the following Safety Management Systems in place and fully operational:

BPA (Services) Ltd SMS/WSDB001

The above safety management system is audited internally on a frequent basis and audited by BPA (Services) Ltd at quarter yearly intervals.

Ultimate responsibility for the strict observance of the above Quality Control lies with the board of directors headed by the Managing Director of Workspace Design & Build Limited, Mr Russell Davis.

In view of the 'fast track' refurbishment methods employed by Workspace Design & Build tight quality control at all levels and all stages are essential.

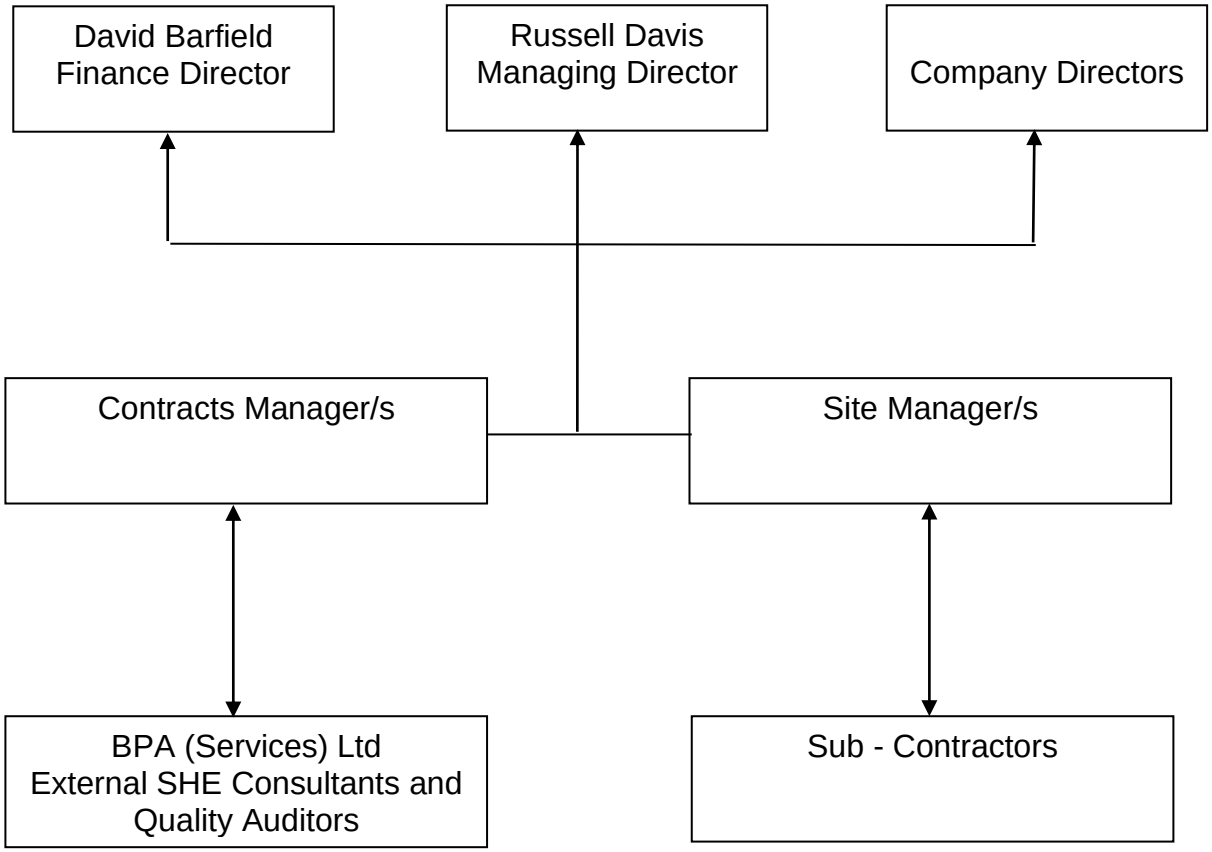
Workspace Design & Build's own internal Quality Control systems cover the following aspects of our business: -

- Design
- Detailing
- Procurement
- Site delivery
- Ground works
- Building works
- Fit out
- Commissioning and handover

2 Organisation Structure

Reference is to be made to the organogram below, which covers the Workspace Design & Build organisational structure for the project, including the use of specialist sub-contractors and consultants.

The day-to-day compliance with the Quality Plan and keeping inspection and test records up to date will be the responsibility of the Site Manager, appointed on each project, who will be resident on site throughout the contract.



3 Responsibilities

All Workspace Design & Build personnel are responsible for maintaining a high level of awareness of all quality matters. Issues relating to quality, quality implementation and control are discussed at all project management meetings.

Deviations to internal quality controls are highlighted, and immediately rectified. Assurances are given by all concerned to ensure that such issued do not occur again.

Frequent internal audits of our system ensure that all departments within the company meet the required standards.

3.1 Head Office

Responsibility for the above controls, commence with the Managing Director Mr. Russell Davis.

3.2 On Site

Responsibility for onsite control of quality issues remain with Site Manager/s.

3.3 Audits

The Site Manager will be responsible for ensuring compliance on a week-by-week basis that the intent of the Quality Plan, and the Inspection and Testing Plan, is followed.

Subject to instructions from the Managing Director, BPA (Services) Ltd will carry out periodic audits on the compliance of all site construction activities within this Quality Management Plan.

The scope shall extend to ensuring that; the relevant checklists have been duly completed for the respective activity or discipline, the checklists are up to date given the progress of the installation, a physical check of completed checklists against that aspect of the installation that it refers to, check of any none conformances and how they have been rectified and signed off, check of any snagging and whether the snag has been completed and signed off.

4 Description of the Quality System to be implemented

The proposed Quality System which will be implemented to provide an adequate level of checks and controls in respect of all the quality issues likely to occur during the project in order to prove the integrity of those aspects of the installation and will be based on Workspace Design & Build's present quality controls to equate with the requirements laid down by the designer.

Controls are in place covering all aspects of our construction-related businesses.

These controls are based on the establishment of fixed standards for all aspects of design, procurement, and fabrication/construction and fit out. These standards are closely linked back to our quality management system and monitored frequently.

The Project Quality Plan status within the system will be an extension to the present control arrangements. Workspace Design & Build Ltd. does not foresee any great change becoming necessary in view of the wide-ranging flexibility of our present quality controls and best practice management.

The implementation of the Trade Contractor Quality Controls within our present system, will receive additional status in view of the following aspects: -

- The high profile of the project.
- The minimum quality requirements laid down by the Client.
- The need to carefully control the quality of our goods and practices to ensure conformity with the programme, ensuring the integrity of the structure fulfils the technical aspects of the design and statutory regulations, and acceptable profitability for the project. (Failed materials/products/activities result in diminution of performance status and profitability)

The required level of Quality is achieved by strict control and monitoring of all aspects of the specific project and the activities of the company in general. The following aspects are carefully considered at all stages and monitored frequently: -

- The design
- The choice of materials and the source
- The procurement – ensuring where possible that materials are procured from quality-controlled sources.
- The transportation to site and the installation of any pre-engineered components.
- The fit out of the structures including; any additional studding to create fire containment compartments, lining out of corridors, installation of non-pre-installed items, completion of electrical, mechanical, and ancillary services, and the choice of materials to achieve this – considering both quality of materials being used and environmental issues.
- The inspection, testing, commissioning, and handover of the building/structure as far as they relate to that part of the structure covered by the contract objectives and to ensure that the positive benefits of careful quality control elements are clearly identified and passed onto the client.
- Use of calibrated equipment including pressure gauges, etc. where the equipment is certified by a recognised independent test authority and where the equipment carries a unique mark or reference that identifies it to an authenticated test and calibration certificate. The frequency of testing of such equipment shall be determined by use but should be no more than 6 months between successive checks.
- The identification and rectification of any defects that become apparent during inspection, testing and commissioning and to ensure that effective repairs are undertaken, and the offending item is re-inspected, re-tested and formally presented to the Client to undertake their own snagging.

- The identification for approval of any materials and substances that are to be used, predominantly for rectification work, and which differ from the agreed scope of supply and the design intent.

5 Document Control

Quality Management Improvement notices (QMIs') will be issued to the Workspace Design & Build Site Manager, who will log and comment on the issues prior to instructing the appropriate division, company or subcontractor to amend their action/procedure to comply with the instruction.

When deemed necessary by the Site Manager, a meeting will be arranged with the Client's Project Manager to discuss the implications of the issue prior to implementation.

The above will be necessary if the instruction causes significant changes to the scope of the contract or its implementation on the site.

Drawing Control – This will continue to be in line with the procedure established between the Client and Workspace Design & Build. It complies fully with our present control procedure established within the quality management system.

Specification Control etc – Workspace Design & Build Ltd. would consider that the specification for the works is firmly established prior to commencement of work on site. Any changes to the specification instructed by the Client will be assessed at the time of issue, and Workspace Design & Build Ltd. will issue appropriate notice to the Client following our assessment of the Contractual and Quality Control Implications.

Superseded Documents – All drawing and documents issues, will be covered by a drawing/document issue notification which will demand confirmation and signature to ensure that all earlier issues are clearly stamped **SUPERSEDED** Furthermore, the issue notification will require that all superseded drawings/documents be removed from circulation. Frequent audit checks of this procedure will be demanded to ensure full achievement.

Any defect reports and non-conformance reports issued during any inspection shall be contained in a separate section of the file where a log will be kept of all defects and the resultant rectification.

Each file shall contain a revision record, which details any additions or alterations to the Inspection and Test Plan and any of the Standard Forms that may arise due to unforeseen quality issues arising that may require further attention and inspection, during the course of the installation.

6 Design Control

Design Control – This should not be required unless changes are made following commencement of work on site. Should that occur, then the same format of 'Superseded' notification will be issued, and the system rigorously monitored to ensure full compliance.

Where materials arrive on sites, which do not conform to design drawings, specifications, or that require remedial work, then a non-conformance report shall be raised by the Site Manager who will direct it either to the Design Authority, Manufacturing Authority or Ordering Authority within the organisation. The action section of the non-conformance report shall be completed by the respective Authority detailing the actions taken to remedy the non-conformance, together with any timescale implications, and returned to the Site Manager. Any site rectification shall then be programmed in to ensure that the work is undertaken safely with elimination of any conflict between other activities being undertaken at the same time.

Design Assurance – It is noted that control of various aspects of design and installation is under the jurisdiction of the Client, e.g. accuracy of the setting out parameters undertaken by others for the accepting foundations, and interface of service distribution where others are supplying and testing the plant.

This also extends to designs still under development by Workspace Design & Build. Any issues arising during the design process shall take into consideration: -

- Design Planning/Interfaces
- Design Input
- Design Output
- Design Verification
- Change Control
- Preparation, Issue, Approval and Review of Documents

7 Inspection

Workspace Design & Build Ltd. will confirm that all work will be performed in accordance with any agreed Inspection and Test Plans.

Workspace Design & Build Ltd. will ensure that all Inspection and Test Plans itemise the essential control procedures, inspection requirements and related documentation for the intent of the scope of the work, relating to the inspection and testing activity, to be carried out.

The inspection interface, and frequency of inspection, by others into individual elements of the Plan may need further input and development if Workspace Design & Build consider that the degree of inspection and testing does not fulfil the requirements of a quality end product.

The inspection and test plan also identify where an opportunity to witness is notified to the nominated third parties.

8 Quality Audits

The Workspace Design & Build Site Manager shall undertake an audit for the site compliance with respects to the quality system. In particular he/she shall ensure that the standard forms are being duly completed in timing with the progress of the individual elements of the installation, and that any non-conformances are being addressed, rectified and duly recorded.

A Non-Conformance Report shall be completed typically in the following instances for each non-conformance:

- When the equipment and materials delivered for site installation do not conform to the order or the design drawing.
- The delivered materials are damaged upon receipt and cannot be fitted or are fitted to comply with safety issues but need replacing at a later stage.
- Installed equipment and materials have been subjected to damage during installation.
- The workmanship is viewed by the Site Manager not to be up to standard.
- A design deviation is pending.
- The installation does not comply with the design drawing or there is ambiguity between the design and the installation.

The non-conformance shall be entered on the Defects List Register.

Resolution of the non-conformance remains within the Workspace Design & Build organisation and/or between Workspace Design & Build and the sub-contractor involved with the non-conformance.

Where a non-conformance cannot be resolved Workspace Design & Build site management shall request a deviation to the design or installation intent on a Deviation Request Form which will only be completed if all potential avenues for rectification of the non-conformance have been exhausted. In this instance the deviation request shall be submitted to Workspace Design & Build's design authority for resolution. Only when it becomes irresolvable by the Workspace Design & Build design authority will it elevate to the Client being the mediator for a resolution and satisfactory acceptance.

It is accepted that during the contract, the Client shall also have the right to monitor the implementation of an approved Quality System and Inspection and Test Plans. They may also perform audits, surveillance, and inspections as appropriate, at the various work locations. Corrective actions shall be agreed in respect of non-compliance or deficiencies.

9 Training

It is the policy of Workspace Design & Build Limited to require approved levels of training both for management and workforce. It has not in the past been our policy to train specifically for the issues of Quality Control but the necessary instruction will be given to those managing the installation and the intent of this Quality Plan.

This is extended to ensure that Workspace Design & Build Ltd maintain a high level of compliance in respect of all issues relating to Quality Control and Best Practice, will ensure that adequate information is provided to all members of staff who are or will become involved with the project.

Workspace Design & Build Ltd believe that this will be in the interest of the Company and the project and will provide valuable knowledge for future projects of this nature and complexity.

10 Quality Procedure - Inspection & Test Plan

As a project will have other contractor interfaces both forming part of the Workspace Design & Build contract, and outside of the contract, it is important that the necessary checks are undertaken to confirm the compliance with design intent, compliance with statutory regulations and to ensure the progressive integrity of the installation.

The Plan indicates what documents have been produced or referred to with respects to the standards that have been established against which the integrity of the structure and the services can be verified. These may be drawings, specifications and standards particularly produced by Workspace Design & Build, or their sub-contractors, for the individual structure and services, they may be a specific requirement of the Client as part of the contract.

The documents confirming that the structure is compliant with the Controlling Documents are referred to as the Verifying Documents. These can take the form of standard forms, specific trade forms, Client standard forms or other Contractor standard forms.

Where Workspace Design & Build are handing over the building for other trades outside the Workspace Design & Build contract then a similar form will be completed to indicate that the integrity of their part of the installation is complete and satisfactory.

As part of the ongoing control to confirm that the intent of the Inspection and Test Plan have been met Inspections will be carried out by Workspace Design & Build, the Client and other parties, as required, to fulfil the contract. The inspection section of the Plan indicates what level of inspection is required and who will carry out the inspection. The inspection codes are listed below and further developed on the Inspection and Test Plan.

- H Hold
- W Witness
- R Review
- M Monitor
- A 100% Inspection

- A1 10% Inspection
- A2 Random Inspection
- N Notification Point (Client)
- N1 Notification Point (Contractor)
- N/A Not applicable

All tests and inspections will be recorded on a dedicated standard form for the specific section of work. Any non-conformances that are found shall be recorded on a snag or defects list referenced from the inspection standard form. Rectification of any defects shall be witnessed by the Contractor undertaking the work, a Workspace Design & Build responsible person and a Client responsible person.

It is confirmed that when a '**hold point**' is identified and imposed by Workspace Design & Build where it is judged that inspection or testing is required, no work on that identified item/activity will take place until satisfactory inspection or testing has been achieved.