# QUALITY MANAGEMENT PLAN

## One Piccadilly Gardens

## Project: 0026.54

## Client No.

| Revision | Date | Prepared By | Approval | Description Of Modification |
|---|---|---|---|---|
| 01 | 26/06/2026 | JA | JB | Issued |
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**Document Author**

Signature: [redacted] Date: 23.06.26

**Approved by**

Signature: [redacted] Date:

**Accepted by**

Signature: Date:

Colliers

# Table of Contents


| | | |
|---|---|---|
| **1** | **PURPOSE** | 3 |
| **2** | **SCOPE** | 5 |
| **3** | **DOCUMENT REVISION INFORMATION** | 6 |
| **4** | **GENERAL REQUIREMENTS** | 6 |
| 4.1 | Internal and External Standards | 6 |
| 4.2 | Contractor's Quality Representative | 6 |
| 4.3 | Quality Plan Reviews, Updates, and Briefings | 6 |
| 4.4 | Authorised Signatories | 7 |
| **5** | **CONTRACT SPECIFIC ARRANGEMENTS** | 7 |
| 5.1 | Quality Reports | 7 |
| 5.2 | Audit Regime | 7 |
| 5.3 | Inspectors and Test Plan | 8 |
| 5.4 | Configuration Management | 8 |
| 5.5 | Design Verification | 8 |
| 5.6 | Design Validation | 9 |
| 5.7 | Failure Mode and Effect Analysis (FMEA) | 9 |
| 5.8 | Process Potential Studies | 9 |
| 5.9 | Initial Sample Submission | 9 |
| 5.10 | Measurement System Analysis (MSA) | 9 |
| 5.11 | Process Control Plans | 9 |
| 5.12 | Statistical Process Control (SPC) | 9 |
| 5.13 | Recording and availability of test records and quality data | 10 |
| 5.14 | Storage, handling, tagging, packing & delivery | 10 |
| 5.15 | Handling customer supplied product | 10 |
| 5.16 | Continual Improvement | 10 |

# 1 PURPOSE

The purpose of this section of the Quality Management Plan is to fully describe the specific Quality Procedures, Company Instructions, resources and activities necessary to ensure compliance with the One piccadilly Gardens Requirements – Quality, and the principles set down in BS EN ISO 9001:2008/ 2015.

TMT Commercial Contractors has a Management System which includes how we manage our activities and to ensure that it provides a high quality and safe service to its customers at all times. The management system has been developed as the company has grown and will continue to change as circumstances change although its goal remains the same delivery of a service that our customers want and demand and the protection of our employees, the environment and anyone affected by our activities.

**Scope and objectives**

The scope of TMT Commercial Contractors activities is "The Provision of Building refurbishments and Construction related activities. "Site Safety is of paramount importance to TMT Commercial Contractors, and it is vital that all of us give vigilance to safety matters. Whilst the overall responsibility for the site safety lies with the TMT Commercial Contractors Director, it is essential that all members of the Project Team make every effort to minimise the risk of accidents whilst providing a Quality Product which meets with L&G's requirements.

The individual responsibilities for the adhering to TMT Commercial Contractors Quality Management System and execution for each task are defined in Section 3.

**Supporting Information**

| | |
|---|---|
| **Contractor: TMT Commercial Contractors**<br><br>**Client :**<br>Legal & General Fund<br>c/o Coleman Street London | **Contract Name:** OPG Refurbishment<br><br>**Contract Scope:** Roof Terrance, Reception Upgrade, Cat A works<br><br>**Client's Representative:**<br>Justin Fairhurst [redacted] |

## Quality Policy




### TMT Commercial Contractors Ltd

### TMT-POL-014: Quality Policy

TMT Commercial Contractors provide its client a service that is fit for their intended purpose, delivered in accordance with their employers' requirements, and aligned with the purpose and context of the company. Our aim is to produce a quality service while maintaining customer satisfaction in a cost-effective manner.

To this end, management systems and procedures are applied to meet the quality objectives of the company, ensuring the effectiveness of the quality management system and satisfaction of the seven principles of BS EN ISO 9001:2015, promoting:

- Our primary focus will be to meet customer requirements and strive to exceed customer expectations.
- Managers at all levels will establish unity of purpose and direction, creating conditions in which employees are engaged in achieving the quality objectives of the company.
- All employees are competent, empowered, and engaged in delivering value.
- Consistent and predictable results are achieved more effectively and efficiently.
- The company and its employees will be focused on continuous improvement.
- Management decisions will be based on the analysis and evaluation of data and information.
- Relationships with interested parties, such as external providers, will be effectively managed.

In addition, we will strive to create an environment that stimulates innovative thinking and drives improvement within the Quality Management System. We will remain aware of and, where appropriate, apply new developments in technology and business methods to benefit our customers.

TMT Commercial Contractors will;

- Ensure we demonstrate improvements in our service delivery and internal processes to continually meet and exceed customer requirements and stakeholder expectations.
- Ensure we deliver the quality objectives through the establishment and implementation of management objectives and processes, which will be monitored in line with the requirements of the Quality Management System, legislation, and our customers' needs.
- Set and monitor personal and job-related quality objectives for Managers, ensuring the correct standard of quality is maintained, monitored, and progressively improved.
- Ensure that the Quality Policy is made available to employees and relevant interested parties, either via the company's website or upon request.

These arrangements and objectives will be managed by the Health & Safety Manager, Mike Houghton, and administered by the Management Team, utilising documented information.

Leadership and accountability for the implementation of this policy rests with the Health & Safety Manager, assisted by the Management Team.

[redacted]

**Tom Traynor**
Managing Director
For and behalf of TMT Commercial Contractors Ltd



## Communication of the Policy

To ensure that all employees are aware and have an understanding of TMT Commercial Contractors Quality Policy, a general briefing on the contents of this document and where it can be found is given on induction to the project by the Project Manager.

Whenever the policy or any other associated Quality Assurance Information is updated, it is formally issued via document control to the Site Manager and is briefed as a Toolbox Talk to all project staff. Records of this briefing process will be maintained.

## 2 SCOPE

The scope of works are:

- Extension to existing lift and Stair well
- Creation of new rooftop pavilion and external terrace
- Cladding installation
- PV Panels installation
- Full internal refurbishment
- Roof replacement works
- Modification to the walkthrough enclosing Reception area
- Installation of Precast Façade

## 3 DOCUMENT REVISION INFORMATION

| Revision | Date | Prepared By | Approval | Description Of Modification |
|---|---|---|---|---|
| 1 | 23/06/2026 | JA | JB | Issued |

## 4 GENERAL REQUIREMENTS

### 4.1 Internal and External Standards

There are many specifications applicable to this project. DLG Architectural provide us with Project specific information Prior to commencement.

### 4.2 Contractor's Quality Representative

TMT Commercial Contractors have an appointed Quality Representative, Jonathan Arthur - Project Manager.

The Project Manager is responsible for compiling and maintaining the Quality Management Plan and submitting the Periodic Quality Reports to the client

The Project Manager is also responsible for ensuring any matters concerning Quality are raised at the Management meetings.

The Project Manager will ensure a programme is established of HSQE Management System audits that cover all procedures and clauses from relevant standards (including any Client requirements) and additionally covers all major contracts. This programme will be continually updated as the year progresses and signed off accordingly by the Assurance Manager Jonathan Arthur

### 4.3 Quality Plan Reviews, Updates and Briefing

This QMP does not prejudice any statutory requirements and associated guidelines that may be in force at any time during the life of the contract.

TMT Commercial Contractors Managing Director is responsible for the review and approval of this QMP including any revisions required during the lifetime of the project. Revisions to the document will be actioned by the HSE Manager.

The plan will be reviewed and where necessary, revised annually. Revisions may be made on the basis of the following:

- Significant changes in content or structure to the documentation and/or requirements
- Agreed changes in project documentation
- To meet incoming or amended legislation
- Changes to TMT Commercial Contractors Project Management Structure where this will affect HSQE functions

All changes will be agreed with the appropriate L&G's Representative.

Copies of briefing information will be distributed to the Site management staff who will disseminate the information to the site personnel. Briefings of the information will be delivered either by the HSQE Team or Site Manager.

All those who receive documentation related to safety/quality or Environmental briefings/information are required to sign a Briefing Form or Document Acknowledgement Form and ensure they understand and comply with any additional requirements it contains. Any feedback or comments will be documented on the Briefing Acknowledgement form for the HSQE team to action.

Should TMT Commercial Contractors use Subcontractors then the procedure TMTPRO1011 - Purchasing would be adhered to. All subcontractors will attend a site-specific induction prior to commencing work, and will be briefed and issued with all project specific documentation including our Quality Management Plan. Should the need arise for a Subcontractor to submit their own Quality Management Plan, this would be reviewed and managed by the Project Manager.

### 4.4 Quality Plan Reviews, Updates and Briefing

Authorised Signatories

TMT Commercial Contractors personnel authorised to sign and release documents delivered to the client are:

Jonathan Arthur Project Manager

## 5 CONTRACT SPECIFIC ARRANGEMENTS

### 5.1 Quality Reports

When required by the client TMT Commercial Contractors will produce and submit a Quality Plan to the Client.

The report shall comprise of the following sections:

- A review of the project specific audit schedule, audit reports, site inspections, and hold points for in spection and testing.
- An internal non-compliance register / status report.
- A Client product temporary non-compliance register / status report and agreed compliance action plans.
- HOLD Point - TMT To arrange MCC to visit to review pre cast sample

### 5.2 Audit Regime

TMT Commercial Contractors have a procedure for HSQE Inspections, Audit and Monitoring TMTPRO10012. This procedure defines the different types of inspections and audits that will be carried out and who is responsible. An audit schedule is established and maintained by the Project Manager. A copy of the latest audit schedule is attached in Appendix A.

The different types of audits carried out are:

HSQE Management System Audits – The Project Manager, further supported by the HSE Manager, will carry out management system audits to ensure compliance with documented policies and procedures.

HSQE Site Inspections – The Project Manager, will carry out site inspections covering general safety, welfare, quality and environmental issues on site.

Site Management / Site Supervisor Inspections – Site Management and Supervisors will carry out site inspections covering general safety, welfare, quality and environmental issues on site.

Safe System of Work Inspections – The Project Manager, will carry out inspections covering the safe system of work arrangements to ensure the work is being carried out as per those planned arrangements.

Office Housekeeping, Depot and Yard Inspections – The Site Manager, will carry out office housekeeping and depot and yard inspections covering general safety, welfare, quality and environmental issues.

Subcontractor Audits and Inspections – The Project Manager, will carry out management system audits at key subcontractor's premises to ensure they are complying with their stated documented policies and procedures. This is in addition to the initial desk-top assessment prior to approval, and subsequent regular on-site inspections covering general safety, welfare, quality and environmental issues. The frequency and target numbers for subcontractor audits will be based on the level of risk imported by the work being carried out by the subcontractor. Depending on the nature of the subcontractor's work, technical expertise will be sourced to assist in the audits / inspections as required.

### 5.3 Inspection and Test Plans

TMT Commercial Contractors has the objective of providing its services in a manner ensuring quality, i.e. 'right first time' and so has developed and established documented Inspection and Testing Procedures:

- An audit of the work and the relevant records are carried out throughout and upon completion to verify that the required inspections and tests have been executed in accordance with the contractual requirements

ITP for Enabling works, Steel Frame installation, Pre cast Façade, Cladding installation, MEP installations, Bespoke Joinery & Partitons installation

### 5.4 Configuration Management

TMT Commercial Contractors have established a Document Control Procedure TMTPRO1001 which outlines the methods for dealing with controlled documents (Incoming and Outgoing) these will be managed on our internal system Procure

The storage and retention policy for each type of document is recorded in JCNWLPRO1001 and backed up electronically.

### 5.5 Design Verification

The Project Manager will ensure that all Scope of Works Packs meet the relevant Clients specifications and standards.

If design is required to be undertaken TMT Commercial Contractors will outsource design to an approved design house.

Where there are any incomplete, ambiguous or conflicting areas relating to the specification, the designers will clarify with the Project Manager who will liaise with the Client prior to undertaking any work.

Any non-conformance will be highlighted to the appropriate Engineer via the approved Design Concession Form and submitted as part of the Design Pack, with a unique reference number. A register of all Design Concessions will be maintained within the company and be made available upon request.

The issue status of all drawings, design packs, and all other relevant documents shall be readily identifiable. All changes shall be authorised and the identity of the personnel involved will be shown. The Project Manager will control the circulation of all documents through Document Control/Document Transmittal Process.

### 5.6 Design Validation

Prior to issuing the Designs to the Client, the Design pack will be submitted for QC by another Design Engineer. Any amendments are made and the design pack gets submitted to the Project Manager for a final Quality Check. Once the design has been approved internally through this QC procedure it is sent to the Client for approval.

### 5.7 Failure Mode and Effect Analysis (FMEA)

Not applicable to this project.

### 5.8 Process Potential Studies

Not applicable to this project.

### 5.9 Initial Sample Submission

An initial sample of a TMT Commercial Contractors design pack was submitted to the client at the start of the project a nd then subsequently each and every design pack gets signed off for acceptance by the Project Manager.MCC to review sample at factory

### 5.10 Measurement System Analysis (MSA)

TMT Commercial Contractors has the objective of providing its services in a manner ensuring quality, i.e. 'right first time' and so has developed and established documented Inspection and Testing Procedures:

- An audit of the work and the relevant records are carried out throughout and upon completion to verify that the required inspections and tests have been executed in accordance with the contractual requirements.

TMT Commercial Contractors will ensure that:

- Any measuring equipment in use is marked to indicate its calibration status
- Records of the results of calibrations and tests are generated and maintained
- Work is re-inspected should any equipment be suspected or found to be defective

### 5.11 Process Control Plans

TMT Commercial Contractors will ensure:

- Reference to recognised standards, codes of practice and Quality Plans
- That site administrative procedures correlate with those of Head Office
- The establishment of a monitoring and control process at set control points at which an inspection and test is required
- That records of the circumstances under which the work was undertaken are generated and maintained
- That reference is made to the acceptance criteria of the project on a regular basis

### 5.12 Statistical Process Control (SPC)

TMT Commercial Contractors has the objective of providing its services in a manner ensuring quality, i.e. 'right first time' and so has developed and established documented Inspection and Testing Procedures:

- An audit of the work and the relevant records are carried out throughout and upon completion to verify that the required inspections and tests have been executed in accordance with the contractual requirements

Statistical Information will be compiled as per Network Rail requirements and made available to all appropriate parties.

### 5.13 Recording and availability of test records and quality data

The Project Manager will ensure that:

- Records to demonstrate the achievement of quality objectives are generated and maintained
- Records are generated and maintained to demonstrate the conformity of a service to the specification required of the contract
- Records are stored in a manner that allows ready retrieval as required
- Records are not disposed of until their maintenance is no longer legally or financially required

### 5.14 Storage, handling, tagging, packing & delivery

TMT Commercial Contractors shall ensure that distinction is made between contracts or parts of a contract by the allocation of and reference to a unique contract number for drawings, specifications etc.

Records shall be maintained to enable the tracing of materials/services to a specific project in the event of failure or non-conformance to specification.

### 5.15 Handling customer supplied product

Not applicable as no customer supplied product within this contract.

### 5.16 Continual Improvement

TMT Commercial Contractors are committed to continual improvement by implementing this plan.

## Appendix A

Planned Audits and Inspections

| Auditor | P11 | P12 | P13 | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P10 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mike Haoughton | | | 1 | | | 1 | | | 1 | | | 1 | |
| Jonathan Arthur | 1 | | | 1 | | | 1 | | | 1 | | | 1 |
| Jerome Broderick | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |