QUALITY MANAGEMENT PLAN

One Piccadilly Gardens

Project: 0026.54

Client No.

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1 PURPOSE

The purpose of this sec;on of the Quality Management Plan is to fully describe the specific Quality Procedures, Company Instruc;ons, resources and ac;vi;es 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 ac;vi;es and to ensure that it provides a high quality and safe service to its customers at all ;mes. The management system has been developed as the company has grown and will con;nue to change as circumstances change although its goal remains the same delivery of a service that our customers want and demand and the protec;on of our employees, the environment and anyone affected by our ac;vi;es.

Scope and objec5ves

The scope of TMT Commercial Contractors ac;vi;es is "The Provision of Building refurbishments and Construc;on related ac;vi;es. "Site Safety is of paramount importance to TMT Commercial Contractors, and it is vital that all of us give vigilance to safety maWers. Whilst the overall responsibility for the site safety lies with the TMT Commercial Contractors Director, it is essen;al 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 responsibili;es for the adhering to TMT Commercial Contractors Quality Management System and execu;on for each task are defined in Sec;on 3.

Suppor5ng Informa5on

Contractor: TMT Commercial Contractors **Client :** Legal & General Fund c/o Coleman Street London	**Contract Name:** OPG Refurbishment **Contract Scope:** Roof Terrance, Recep;on Upgrade, Cat A works **Client's Representa5ve:** Jus;n Fairhurst -Jus;n.Fairhurst@colliers.com

Quality Policy

TMT POLICIES & PROCEDURES

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.

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

Communica/on 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 induc;on to the project by the Project Manager.

Whenever the policy or any other associated Quality Assurance Informa;on 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 exis;ng lif and Stair well
- Crea;on of new roofop pavilion and external terrace
- Cladding installa;on
- PV Panels installa;on
- Full internal refurbishment
- Roof replacement works
- Modifica;on to the walkthrough enclosing Recep;on area
- Installa;on of Precast Façade

3 DOCUMENT REVISION INFORMATION

Revision	Date	Prepared By	Approval	Descrip5on Of Modifica5on
1	23/06/2026	JA	JB	Issued

4 GENERAL REQUIREMENTS

4.1 Internal and External Standards

There are many specifica;ons applicable to this project. DLG Architectural provide us with Project specific informa;on Prior to commencement.

4.2 Contractor's Quality Representa5ve

TMT Commercial Contractors have an appointed Quality Representa;ve, Jonathan Arthur - Project Manager.

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

The Project Manager is also responsible for ensuring any maWers concerning Quality are raised at the Management mee;ngs.

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 addi;onally covers all major contracts. This programme will be con;nually 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 ;me 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 life;me of the project. Revisions to the document will be ac;oned 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 documenta;on and/or requirements
- Agreed changes in project documenta;on
- To meet incoming or amended legisla;on
- Changes to TMT Commercial Contractors Project Management Structure where this will affect HSQE func;ons

All changes will be agreed with the appropriate L&G's Representa;ve.

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

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

Should TMT Commercial Contractors use Subcontractors then the procedure TMTPRO1011 - Purchasing would be adhered to. All subcontractors will aWend a site-specific induc;on prior to commencing work, and will be briefed and issued with all project specific documenta;on 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 sec;ons:

- A review of the project specific audit schedule, audit reports, site inspec;ons, and hold points for in spec;on and tes;ng.
- An internal non-compliance register / status report.
- A Client product temporary non-compliance register / status report and agreed compliance ac;on 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 Inspec;ons, Audit and Monitoring TMTPRO10012. This procedure defines the different types of inspec;ons 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 aWached 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 Inspec;ons – The Project Manager, will carry out site inspec;ons covering general safety, welfare, quality and environmental issues on site.

Site Management / Site Supervisor Inspec;ons – Site Management and Supervisors will carry out site inspec;ons covering general safety, welfare, quality and environmental issues on site.

Safe System of Work Inspec;ons – The Project Manager, will carry out inspec;ons 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 Inspec;ons – The Site Manager, will carry out office housekeeping and depot and yard inspec;ons covering general safety, welfare, quality and environmental issues.

Subcontractor Audits and Inspec;ons – 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 addi;on to the ini;al desk-top assessment prior to approval, and subsequent regular on-site inspec;ons 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 exper;se will be sourced to assist in the audits / inspec;ons as required.

5.3 Inspec5on and Test Plans

TMT Commercial Contractors has the objec;ve of providing its services in a manner ensuring quality, i.e. 'right first ;me' and so has developed and established documented Inspec;on and Tes;ng Procedures:

- An audit of the work and the relevant records are carried out throughout and upon comple;on to verify that the required inspec;ons and tests have been executed in accordance with the contractual requirements

ITP for Enabling works, Steel Frame installa;on, Pre cast Façade, Cladding installa;on, MEP installa;ons, Bespoke Joinery & Par;tons installa;on

5.4 Configura5on 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 reten;on policy for each type of document is recorded in JCNWLPRO1001 and backed up electronically.

5.5 Design Verifica5on

The Project Manager will ensure that all Scope of Works Packs meet the relevant Clients specifica;ons 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 conflic;ng areas rela;ng to the specifica;on, 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 submiWed 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 iden;fiable. All changes shall be authorised and the iden;ty of the personnel involved will be shown. The Project Manager will control the circula;on of all documents through Document Control/Document TransmiWal Process.

5.6 Design Valida5on

Prior to issuing the Designs to the Client, the Design pack will be submiWed for QC by another Design Engineer. Any amendments are made and the design pack gets submiWed 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 Poten5al Studies

Not applicable to this project.

5.9 Ini5al Sample Submission

An ini;al sample of a TMT Commercial Contractors design pack was submiWed 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 objec;ve of providing its services in a manner ensuring quality, i.e. 'right first ;me' and so has developed and established documented Inspec;on and Tes;ng Procedures:

- An audit of the work and the relevant records are carried out throughout and upon comple;on to verify that the required inspec;ons 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 calibra;on status
- Records of the results of calibra;ons and tests are generated and maintained
- Work is re-inspected should any equipment be suspected or found to be defec;ve

5.11 Process Control Plans

TMT Commercial Contractors will ensure:

- Reference to recognised standards, codes of prac;ce and Quality Plans
- That site administra;ve procedures correlate with those of Head Office
- The establishment of a monitoring and control process at set control points at which an inspec;on 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 Sta5s5cal Process Control (SPC)

TMT Commercial Contractors has the objec;ve of providing its services in a manner ensuring quality, i.e. 'right first ;me' and so has developed and established documented Inspec;on and Tes;ng Procedures:

- An audit of the work and the relevant records are carried out throughout and upon comple;on to verify that the required inspec;ons and tests have been executed in accordance with the contractual requirements

Sta;s;cal Informa;on will be compiled as per Network Rail requirements and made available to all appropriate par;es.

5.13 Recording and availability of test records and quality data

The Project Manager will ensure that:

- Records to demonstrate the achievement of quality objec;ves are generated and maintained
- Records are generated and maintained to demonstrate the conformity of a service to the specifica;on required of the contract
- Records are stored in a manner that allows ready retrieval as required
- Records are not disposed of un;l their maintenance is no longer legally or financially required

5.14 Storage, handling, tagging, packing & delivery

TMT Commercial Contractors shall ensure that dis;nc;on is made between contracts or parts of a contract by the alloca;on of and reference to a unique contract number for drawings, specifica;ons 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 specifica;on.

5.15 Handling customer supplied product

Not applicable as no customer supplied product within this contract.

5.16 Con5nual Improvement

TMT Commercial Contractors are commiWed to con;nual improvement by implemen;ng this plan.

5.17 Hold Points and Council Inspection Requirements

Hold Point	Activity / Stage	Inspection / Requirement	Council / MCC Involvement and Timing
HP01	Precast façade panels – full-size sample	Full-size precast façade panel to be provided on site, including the proposed colour, texture and finish, for review against the approved sample and project specification.	The sample shall be available on site for inspection by **11 January 2027**. TMT shall coordinate the Council/MCC inspection and record any comments before façade installation commences.
HP02	Mastic finish – sample application	Provide samples of the proposed mastic finish, both as a standalone sample and applied to the actual product/material, to allow the colour, appearance and finish to be assessed against the approved requirements.	The sample and applied finish shall be available on site for inspection by **11 January 2027**. TMT shall coordinate the Council/MCC inspection before the mastic finish is applied to the permanent works.
HP03	Flashing and abutment details to existing	Review the relevant flashing and abutment details against the approved drawings and specification, including any physical sample or mock-up required to demonstrate the proposed finish and interfaces.	The relevant details and any required samples shall be available for review by **18 January 2027**, where applicable. TMT shall coordinate the Council/MCC review before installation or concealment of the relevant works.

Non-compliance and agreed way forward

Where the Council/MCC considers that compliance with the approved sample, specification or agreed quality requirements has not been achieved, the matter shall be referred to TMT and the Contractor. An alternative way forward shall be agreed with the Council/MCC before the affected material or finish is installed. This may include providing a revised sample for further inspection, amending the proposed finish or implementing other agreed measures.

The affected works shall not proceed until the matter has been resolved and the agreed outcome has been recorded in accordance with the project quality procedures.

TMT shall coordinate the Council/MCC inspections and retain records of comments, agreed actions and the outcome of each hold point. The Contractor shall ensure that all required samples and finish applications are available by the dates stated above and that the relevant hold points are incorporated into the construction programme and Inspection and Test Plans (ITPs).

Appendix A

Planned Audits and Inspec;ons

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