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QUALITY MANAGEMENT PLAN
C1023: Microsoft Newport

Quinn Radiator Factory
Celtic Way
Newport
NP10 8BE

Issue 01

Date: 11/09/2023

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Author

Name	Position and Company	Signature	Date
Bryan Bradshaw	Colemans		11/09/2023

Client Acceptance *(if applicable)*

Name	Position and Company	Signature	Date

Project Manager/Director Acceptance

Name	Position	Signature	Date
Gareth Rowe	Contracts Director		

HSEQ Acceptance

Name	Position	Signature	Date
Bryan Bradshaw	Director - HSEQ		

Site Manager Acceptance

Name	Position	Signature	Date

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Revisions and Amendments Table

Issue	Date	Revision Details	Amendments By
01	11/09/2023	Initial	Pooja Vijay

Contents

1.0 Purpose

This Quality Management Plan describes the process by which quality shall be demonstrated by Colemans for the demolition project referred to as contracts no C1023 at Quinn Radiator Factory, Celtic Way, Newport.
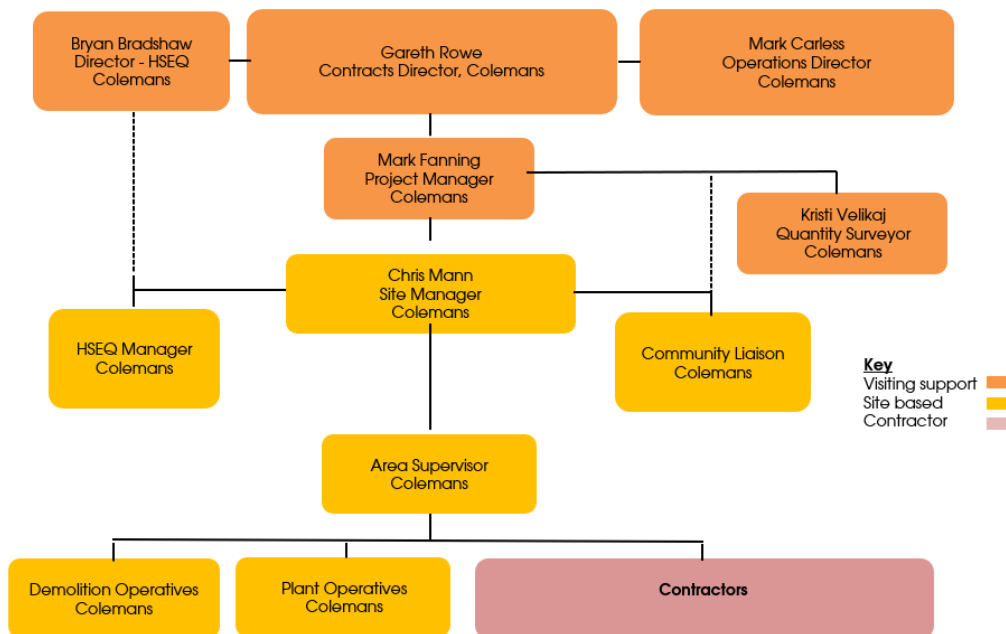
2.0 Scope

The scope of works under this plan include:

- Service and utility disconnections to structures to be demolished and redundant assets
- Pre demolition drainage survey
- Asbestos demolition surveys
- Ecological survey
- Establishment of site welfare, traffic routes, parking bays, muster point, fire points, spill kits and environmental monitoring stations
- Securing the site and boundary with 3-metre-high timber hoarding, demolition warning signs and security posts
- Protection of trees on site, with exception of trees to be removed under local authority agreement
- Structural investigation (as required to facilitate demolition methodology)
- Removal of all asbestos containing materials from the structures
- Soft strip of all internal furnishings and fittings within highlighted buildings
- Demolition of structures as per image 1.1a
- Removal of building slabs and shallow foundations in line with archaeological written scheme of investigation and necessary archaeological investigations.
- Crushing of site won arisings for reuse/grading on site (under material management plan)
- Post demolition drainage survey
- Removal of all generated waste
- Demobilisation

3.0 Project Quality Organisation Chart

Bryan Bradshaw
Director - HSEQ
Colemans

Gareth Rowe
Contracts Director, Colemans

Mark Carless
Operations Director
Colemans

Mark Fanning
Project Manager
Colemans

Kristi Velikaj
Quantity Surveyor
Colemans

Chris Mann
Site Manager
Colemans

HSEQ Manager
Colemans

Community Liaison
Colemans

Key
Visiting support
Site based
Contractor

Area Supervisor
Colemans

Demolition Operatives
Colemans

Plant Operatives
Colemans

Contractors

3.1 Competence and training

Competency requirements are to align with CGMS P555 'Role Profile'. This document outlines the competencies for roles within the business.

Competency of contractors is to align with similar requirements for similar roles or typical the contractors training matrix, taking into account industry qualifications for the given sector and discipline.

For example, demolition operatives are expected to hold CCDO cards (Certificate of Competency for Demolition Operatives), whereas, Scaffold operatives are expected to hold CISRS cards (Construction Industry Scaffolds Record Scheme) and Plant Operatives CPCS cards (Construction Plant Certification Scheme).

Specific competencies are required dependant upon the role such as fire marshals; first aiders; lift supervisors which require individuals to attend courses and show their knowledge and competency through on site experience.

Temporary Works competency requirements are managed and documented in line with CGMS F818 'Temporary Works Competence Guide'.

The HR & Training Coordinator manages the overall training of individuals and maintenance of their records. Records will be available to view through the following mechanisms:

1. Attached to the individuals site induction or within the site induction file (paper/electronic). In the case of subcontractors, these will usually be sent across by email and then retained in the folder stated
2. Contained within company electronic training folders for individuals
3. Company training matrix
4. Company e-learning portals

3.2 Nominated persons roles and responsibilities:

Note this list is not exhaustive – general assigned responsibilities and duties are detailed within 'P555 Role Profiles'.

Director – Contracts / HSEQ

- Sign the contract
- Ensure project is handed over from Precontracts Team to Contracts team
- Ensure sufficient time and resource is allocated in the planning phase
- Ensure sufficient time and resources are allocated, including experience in order to achieve project scope and KPIs/objectives
- Ensure project scope is achievable and understood by wider project team
- Ensure project deliverables and objectives are achievable and understood by wider project team
- Ensure project team are delivering quality, with works completed on programme, as safely as possible and free form risk to the environment
- Ensure where shortcomings or gaps are identified, remedial action is implemented to drive continual improvement
- Ensure company policies, procedures and standards are adhered to and all accreditations maintained
- Ensure legal requirements and stakeholders are fulfilled
- Ensure customer satisfaction with performance
- Ensure project completion review is undertaken to establish learnings for continual improvement

Project Manager

- Ensure contract folder has been created and PCI information transferred across in line with SSP
- Ensure the SSP is fully developed and handed over to the Site Manager and that the Site Manager is inducted to the SSP/site
- Ensure the programme is updated as necessary and works planned.
- Ensure that resources are used efficiently
- Ensure RAMS are developed for activities on site, ensuring sufficient time is allowed for quality review under CRRM

- Ensure RAMS have been fully approved under the company CRRM process before being issued to the Site Manager
- Fulfil the role of TWC
- Ensure that key site-based roles responsible for delivering quality of outcome are fulfilled, such as TWS, Lift Supervisor, First Aider and Fire Marshal
- Ensure sufficient time is allocated for onsite attendance and ensuring methodology is being followed and standards maintained
- Ensure changes in scope are captured on
- Ensure only approved contractors are used on the project
- Ensure subcontract orders or subcontractor variation orders are competed
- Ensure subcontract invoices are submitted within specified durations
- Ensure Confirmation of Verbal Instruction (CVI) and Request for Information (RFI) are completed as necessary
- Ensure subcontractor RAMS are suitable and have been quality checked before issuing to site
- Ensure project progress meeting minutes are completed together with supporting data/information
- Ensure the site team are achieving KPI's/objectives and if not, a remedial action plan has been put in place
- Ensure applications for payment are submitted in relevant time
- Completion of one EasiApp per month
- Completion of the H&S file

Site Manager/Supervisor

- Check suitable welfare facilities are available
- Ensure that all persons sign in and out
- Ensure resource for the day is sufficient for planned activities
- Induction of all workers/visitors (including competency check)
- Conduct the daily task briefing (pre & post)
- Undertake regular toolbox talks
- Check Coleman RAMS comply with CRRM
- Quality check sub-contractor RAMS
- Conduct RAMS briefings
- Issue of permit to work and subsequently close out when finished or expired
- Check that plant and equipment inspections are completed and where faults are identified, items quarantined, and remedial action undertaken
- File paperwork and electronic documents in the SSP or electronic contract folders
- Ensure any RAMS or drawings that are superseded are withdrawn from use
- Issue 2-way radios to ensure all work groups have access to authorised comms
- Check all workers are following the safe system of work and working safely

- Promote hazard reporting and the use of HazzApp (noting Site Manager/Supervisor has a target of 1 EasiApp and 3 HazzApp's per week), ensuring open items are suitably closed
- Report all accidents, incidents and near misses to the Project Team
- Keep the Supervisors diary and allocation sheet up to date
- Conduct weekly checks
- Fulfil role of the First Aider
- Fulfil role of the appointed Fire Warden
- Fulfil role of the Temporary Works Supervisor (TWS)
- Liaise with the Client and their representatives as required on a day-to-day basis
- Ensure site rules are complied with
- Raise requisitions/orders
- Conduct CAT/genny checks

Quantity Surveyor

- Ensure only approved contractors are used on the project
- Ensure subcontract orders or subcontractor variation orders are competed
- Ensure applications for payment match valuations
- Ensure subcontract invoices are submitted within specified durations
- Ensure Confirmation of Verbal Instruction (CVI) and Request for Information (RFI) are completed as necessary
- Ensure purchase orders are completed and issued properly
- Ensure requisition costs are tracked
- Monitor costs to ensure the budget isn't exceeded
- Settling the final account

HSEQ Manager

- Ensure RAMS have been approved and authorised as per company CRRM procedure for activities on site
- Review RAMS in line with CRRM
- Review subcontractor RAMS
- Ensure that the project is meeting its HSE objectives
- Ensure HazzApp and EasiApp targets are achieved
- Manage audit schedule
- Approve supply chain and perform due diligence
- Ensure non-conformances are investigated and corrective action implemented
- Ensure processes and works are in line with RAMS, legislative requirements, and company/industry standards
- Ensure accidents, incidents and near misses are investigated and lessons learnt
- Ensure complaints are logged and investigated
- Ensure the DPHSP remains up to date and relevant

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- Ensure the DEMP remains up to date and relevant
- Ensure this QMP remains up to date and relevant
- Ensure ITP remains up to date and relevant
- Keep the daily hazard boards and noticeboard up to date
- Coordinate emergency drills
- Ensure site rules are complied with
- Keep the Site Waste Management Plan up to date and ensure waste notes are retained
- Monitor carbon footprint and drive efficiencies
- Liaise with stakeholders
- Produce KPI reports for meetings

Community Liaison

- Be the focal point for direct communication with members of public or stakeholders
- Ensure contact log is maintained
- Oversee letter drops to members of the public
- Update community noticeboard
- Oversee the public relations email
- Oversee the public relations telephone line
- Assist project team with social value objectives relating to local community

Operatives/workers/visitors

- Do not start work until you have been inducted, briefed about the works, and signed the daily briefing, RAMS and permit to work.
- Only carry out work you are authorised and trained to do following the instructions of your supervisor
- Do not carry out any tasks that cannot be completed safely or for which you are not trained
- Ensure you have the right tools for the job
- Ensure you have the right training for the task
- Complete plant and equipment pre use inspections – reporting any safety issues to the Supervisor
- Do not misuse equipment or interfere with anything provided in the interests of health & safety or environmental preservation
- Report to us any shortcomings in the site arrangements, or general SSOW controls
- Do not access areas you are not permitted to access
- Report all accidents, incidents or near misses
- Attend inductions and briefings as required
- Follow instructions given and safety signs/symbols
- Wear the required PPE and look after it
- Turn up to work fit and well not under the influence of drugs/alcohol
- Do not remove items you are not permitted to take

Within the organisation the Project Manager is responsible for resolving all technical issues and is responsible for ensuring that a Quality Project plan is constructed and maintained giving detailed activity plans to meet the requirements and timescales of the overall project.

3.3 Communication

The following mechanisms are the agreed means by which communication is to be recorded.

Contact mechanisms	Level of formality	Requirements
Client sharing platform	SharePoint	Where the project has been set up on SharePoint, SharePoint should be used to house all communications and act as a mirror image of the SSP structure
Email	Formal	Any emails between parties are to be saved in the relevant SSP folder rather than individual outlook folders – always CC relevant persons Always ensure email title is relevant to the topic Important emails should be sent with delivery/read receipts and high importance Email instructions do not replace other approved processes or mechanisms such as RAMS, CVI, RFI, subcontract orders etc
Telephone	Informal	Verbal instructions or agreements should always be documented and formalised using approved processes or mechanisms
In person	Informal	Verbal instructions or agreements should always be documented and formalised using approved processes or mechanisms

Within our CGMS we have identified the following communication processes and how the communication is stored (list is not exhaustive – refer to SSP)

Item	Location	Details
Contract	Refer to SSP folder 0.09	Contract
Project handover	Refer to meeting agenda – retained in SSP electronic folder 0.01	Attendee list and meeting invite confirms those in attendance. General agenda and risk and opportunities evidence communication of deliverables
SSP	Refer to SSP folder 0.03	Evidence that SSP has been quality checked and Site Manager inducted to the SSP
Programme	Refer to latest programme – retained in SSP electronic folder 0.10	Generally, issue of programme is via email and attachment to progress meetings
Key contact details	Refer to section 1.4 of the DEMP or 2.2 of the DHSP – refer to key contacts pinned up on noticeboard	Names and contact details of key persons and companies involved in the project
Pre-construction information	Refer to SSP electronic folder 1	Folder evidences that tender information is transferred across to contracts
RAMS	Refer to signature sheet – retained in SSP electronic folder 3	Signatures evidence document has been communicated and content understood
Designs and TW	Refer to SSP folder 7	Evidences design requests, design checks, appointments
Permit to work	Refer to signature sheet – retained in SSP electronic folder 3	Signatures evidence document has been communicated and content understood
Toolbox talks including learning events	Refer to signature sheet - retained in SSP electronic folder 2.18	Signatures evidence document has been communicated and content understood
Briefings	Refer to signature sheet – retained in SSP electronic folder 2.18	Signatures evidence document has been communicated and content understood
Inductions	Refer to questionnaire sheet – retained in SSP electronic folder 2.13	Signatures and test scores evidence induction passed
Objectives	Refer to commitment sheet pinned up on noticeboard – refer to SSP electronic folder 2.03 – refer to DEMP & DHSP	Signatures evidence communication
Hazards and inspections	Refer to Hazard board or HazzApp dashboard	Monthly data bundle release evidence communication. Closure of items evidence communication. Meeting

		minutes evidence communication
Aspects and impacts	Refer to SSP folder 6.04	Evidence environmental aspects and impacts considered
Complaints or queries	Refer to project contact log – retained in SSP electronic folder 2.18 Refer to central non-conformance log (see Director HSEQ)	Contact log evidence communications between site and member of public Non-conformance report evidences communication of issue and remedial actions
Meetings	Refer to minutes– retained in SSP electronic folder 0.06	Attendee list confirms those in attendance and email of distribution confirms distribution
Handovers	Refer to SSP folder 2.17	Evidence handover between Supervisors
Handback	Refer to SSP folder 2.17	Evidence of partial and full site handback to Client satisfaction
Incidents	Refer to SSP folder 2.16	Evidence notifications
Equipment checks sheets	Refer to SSP folder 8	Evidence checks and defects
Emergency arrangements	Refer to DEMP/DHSP. Refer to induction sheet – retained in SSP electronic folder 2.13. Refer to RAMS retained in SSP folder 3. Refer to arrangements pinned to noticeboard	Emergency arrangements are detailed across several documents
Visit by authorities	Refer to SSP electronic folder 2.14	Evidence on site attendance of regulators
Letter drops	Refer to SSP electronic folder 2.18	Evidence content of public communications
Photographs	Refer to SSP electronic folder 0.12	Library of photographs
RFI	Refer to SSP electronic folder 2.11	Evidence In a formal capacity request for information
CVI	Refer to SSP electronic folder 2.11	Evidence in a formal capacity confirmation of verbal instructions
Subcontract order	Refer to SSP electronic folder 12	Evidence orders raised
Purchase order	Refer to NAVS	Purchase orders are linked to project account or contractor
Requisitions	Refer to NAVS	Requisitions are linked to project account

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4.0 Project Quality Management

Colemans integrated management system is registered and independently assessed by BSI as meeting the requirements of:

- ISO 9001:2015 – Certificate number FS687480; expires 21/12/2023
- ISO14001: 2015 – Certificate number EMS687478; expires 21/12/2023
- ISO 45001: 2018 – Certificate number OHS687481; expires 21/12/2023
- PAS99:2012 – Certificate number IMR687482; expires 21/12/2023

The management system (CGMS – Coleman Group Management System) components will be utilised on this project on a day to day basis. This includes:

- Tender to Contract handover (CGMS F755)
- Project folder structure to follow SSP (Site Starter Pack folder) structure (CGMS P701).
- Programming and look ahead
- This QMP and ITP
- RAMS will be developed in line with company CRRM process (CGMS P554 / G473)
- All workers and visitors will be inducted (CGMS F406) with records of competency checked
- Employees competency defined (CGMS P555)
- All workers subject to daily briefings (CGMS F403) and tool box talks (CGMS F257) /learning events
- Utilisation of permit to work control processes
- Utilisation of check sheets and inspection sheets
- Frequent inspections, hazard reporting and audits (CGMS F049)
- Use of Supervisor handovers (CGMS F534)
- Use of partial and full area handovers (CGMS F532 / 530)
- Project progress meetings (CGMS F714)
- Project completion performance review (CGMS F708)

Additionally, the following roles will be based on site to monitor standards and bring consistency:

- Full time site-based Site Manager
- Full time site-based Area Supervisors
- Full time site based HSEQ Manager
- Full time site based – Client Site Manager
- Site based Public Relations Coordinator/Manager
- Visiting support – Director HSEQ
- Visiting support – Director Contracts/Operations
- Visiting support – Transport Manager
- Visiting support – Contractor Managers
- Visiting support – Client Managers and Consultants

- Visiting support – Accreditation bodies and external auditors

4.1 Change Control

The Quality Plan shall be reviewed on a quarterly basis by the HSEQ Manager and shall be updated as required. Changes to procedures on the design, control etc shall be undertaken following discussion with appropriate Coleman employees / or design consultants who will be advised of those agreed changes.

Any significant changes shall be briefed to site-based staff by the HSEQ Manager / Site Manager as appropriate. Any required changes shall be briefed to sub-contractors as appropriate to their works and the impact any changes may have on them. Any briefings shall be documented, and copies held on site. Updated copies shall be held at head office and on site with the previous version removed from use and circulation and maintained for record purposes.

Any changes instigated by the Inspection Test Plan (IPT) will be confirmed by site instructions for any works requiring immediate attention in relation to safety, emergency, security, or practicality.

Where temporary Supervisors are covering another Supervisors area, a supervisor-to-Supervisor handover must be documented to demonstrate key information has been shared and discussed.

All RAMS reviews must follow the CRRM process with old revisions removed from circulation and marked as 'superseded' or 'withdrawn'. The same process should be followed for the review and reissue of the QMP, DEMP and CHSP.

All documents must follow simple but clear issue numbering. New issues require a new issue number and the new date applied.

All documents/drawings issued for information or tender purposes are to be upgraded and approved for the build, installation or construction phase.

No works are to take place unless they are included in the scope of works, have been formally instructed and are captured within a safe system of work.

5.0 Planning and controls

The programme will be created based upon the sequential activities on site, from planning phases to delivery and will enable permissions, notifications and RAMS to be submitted or in good time ensuring key milestones are met.

Planning will take into consideration any requirements such as stakeholder requirements, ITP's calibration etc which have a bearing on the programme and quality and safe systems of work.

Specific planning sessions will take place at regular frequencies such as:

- Daily coordination meetings (site based - planning of the days works)

- Prestart activity review (site based – HRA level 3 review)
- Weekly project/resource planning (office based – planning of resources)
- Monthly progress meetings (site based – general progress and planning review)
- 6 weeks look ahead (site based – general look ahead planning session)
- 3 weeks look ahead (site based – HRA level 2 review)

6.0 Document Control

6.1 Control of Documents and Records

Documents are to be managed and controlled in line with CGMS P028 'Document Control'

Templates are to be used from the CGMS and not created as new unless authorised and approved by the System Manager/Director of HSEQ.

Revoked documents must be removed from circulation.

Project documentation will be issued and logged on CGMS F551 'RAMS Tracker'

Documents are to be issued via the mechanisms described in section 3.3

The SSP will be used to house both paper documents and electronic versions in mirror image folders. Paper documents will be housed in the site SSP lever arch folders whilst electronic copies will be held in the project folder on the company K:Drive

Confidential personal information will be retained in personal files with access requested via company HR.

Photographs of the site are only permitted with authorisation and must only be taken on company devices in connection with work. Confidential or controlled documents or sensitive materials must not be removed from site.

All project documents/records are to be retained and sent back to the head office for scanning on completion of the project. A quality check will be conducted to validate scanning before paper versions are shredded confidentially by an approved supplier. Electronic versions will be retained indefinitely.

6.2 Control of internal and external standards

- The PCI, contract and scope of works is to clearly define any Client or Client designers specifications that determine the quality of finish expected. Such specifications are to be understood to ensure suitable resource can be assigned to provide the necessary output. Typically, specifications will be listed within the design package and/or RAMS

- For substances such as fuels/oils details of specification such as SDS are held on site

- Purchasing should follow CGMS POL612 'Sustainable Procurement Policy'

- Contractor expectations/requirements are to be clearly defined within the subcontract order

- The site management team, supported by visiting project support functions are to ensure standards are maintained and inputs/outputs as expected

General standards and legal requirements affecting aspects of the work will be detailed within he project DHSP/DEMP/RAMS, but for reference, the following standards and codes of practice are followed as a minimum:

- BS6187 Code of practice for full and partial demolition

- BS5228 Code of practice for noise and vibration control on construction and open sites

- Project planning application consent

- Project contract/scope - (CWL 01/02 Quinn Building Demolition Pre- Construction Information Plan- RED)

- Microsoft Project and Contractor requirements (as per PCI)

- ISO 14001 Environmental System Requirements

- ISO 9001 Quality Management System Requirements

- ISO 45001 Occupational health and safety management systems requirements

- PAS99 Specification of common management system requirements as a framework for integration

- The Construction (Design & Management) Regulations 2015

- The Control of Asbestos regulations 2012

- Environmental Protection Act 1990

- The Waste (England and Wales) Regulations 2011

- IAQM Monitoring Dust from Demolition Sites

6.3 Configuration management

This section describes the activities used to control the configuration of the items required within this contract and will include as a minimum: Asset identification and traceability - Assets used during the project include consumables and items used during the establishment of cutting / demolition areas such as slings, chains, cranes, trusses etc. Prior to accepting any items, checks are made against the items and accompanying paperwork to ensure that they are fit for purpose, they conform and that they correspond to the asset numbers on the individual items. Records are also maintained of the items such as chains and slings within Colemans inspection regime.

Change control procedure – any changes to documentation are controlled using revision numbers and a list is maintained of all revisions made.

Any proposed changes to documentation which affects the proposed works is sent to the review authorities as assigned under CRRM procedures for approval prior to issue and any associated works commencing.

Document control and retention arrangements, including those controlling this document – All project related documents such as inspections and audits are held on site for review until the close of the project.

Drawings are given a unique reference number and revision number as appropriate. Copies of drawings are held on site. Any changes to drawings are passed to the site with details of the required changes included within covering correspondence to ensure both parties are aware of and understand the required changes.

Contract Review – Contract/commercial reviews are undertaken within Coleman on a monthly basis. During the work Coleman shall check that the company is meeting the Client requirements, that identified problems and remedial actions have been undertaken successfully and that financial reviews have been completed.

Design Control – Coleman competent individuals shall design the works, taking into consideration other activities which may be affected. Within this process Coleman shall involve relevant advisors as appropriate to the design to ensure that it meets the requirements of the Client and is appropriate for the task. To ensure that the designs are controlled. Any revisions are documented on the form and shall be resubmitted for approval.

Purchasing Control – Sub-contractors supplying a service are required to undergo Coleman internal sub-contractor (PQQ) assessment which include a review of their financial, quality, health & safety and environmental standing. All purchases are controlled via our internal purchase system which requires a purchase order to be raised by and signed off authorised persons upon obtaining comparable quotations.

7.0 Design

Temporary works design will follow the protocol incorporated in BS 5975:2019 and incorporate the requirements of the relevant legislation. CGMS P801 and P802 procedures are followed for design and temporary works and associated forms which include design change management.

In brief, a project specific Temporary Works Co-ordinator (TWC) and Temporary Works Supervisor (TWS) will be appointed. There will be a review of future works to determine the need for any temporary work, followed by compilation of the necessary information form which a design brief will be produced and temporary works register.

Once designed the level of checking required and arrangements will be developed and responsibilities assigned, including the need for any independent checking by competent third parties.

The TWC is ultimately responsible for ensuring all TW procedures are followed

7.1 Design inputs and outputs

Design input data is identified and clarified taking into account applicable statutory and regulatory requirements and the client's Company Standards.

Design output data is documented and submitted in three stages:

- Outline Design

- Detailed Design

- 'As Built' Design

7.2 Design review

Designs are reviewed internally at each stage of the process from receiving the specification, through the data provided, calculations and drawings. The review also takes into consideration site checks to ensure that the intended design is workable and does not in itself cause any restrictions or risks.

7.3 Design verification

Coleman shall assess our designs to confirm that they will function as required. The verification process includes the design from inception through to submission of the forms for verification.

Coleman shall track all documentation, date of issue for verification and current status.

7.4 Design validation

All designs shall be validated by the appointed competent person who validates the designs prior to works commencing. This process includes an inspection of the item and is repeated for each new design / change in design.

8.0 Purchasing

For all purchasing requirements, Colemans will identify milestones within the programme that will drive, in conjunction with lookahead planning meetings, requisitions and orders for goods/services. This will ensure goods/service requirements are known and order in sufficient time to avoid programme delays.

Purchasing should abide by the sustainable procurement policy.

9.0 Control of materials and equipment

9.1 Deliveries and handling

Deliveries and material movements are to be agreed prior to commencement on site, the Project Manager / Site Manager will communicate anticipated arrangements, based on the Project Traffic & Logistics Plan.

Items used in the achievement of Colemans contractual requirements shall be stored in a manner to prevent damage or incorrect/incompatible usage.

Any nonconforming or suspect goods are identified as such and segregated from conforming goods pending return to the supplier following CGMS P081.

9.2 Storage and Preservation

Items used in the achievement of Colemans contractual requirements shall be stored in a manner to prevent damage or incorrect/incompatible usage.

9.3 Traceability

Colemans provide few items / products which will remain on site permanently or temporarily. Any such items will be sourced from reputable suppliers with paperwork detailing the agreed design and specifications. Items which have serial numbers which can be traced back to the supplier and their internal quality assurance and quality control procedures, associated documentation recording the details will be maintained.

10.0 Workmanship

A high standard of workmanship shall be provided and maintained throughout the project by utilising skilled personnel including management of the project, design, implementation and inspection. All site based employees shall be competent to undertake the works, including sub-contractors.

The competency of individuals is reviewed prior to commencing onsite and copies of relevant cards and certificates are held on site and maintained at Head Office and shall be accessible to site management via the mitre Finch database.

To ensure a high level of quality is maintained, the site activities are supervised at all times by site supervisors who play an active role in supervision of the works, on a day-to-day basis and in programming the works to achieve the targets required. This enables any issues to be raised by Colemans personnel, sub-contractors and the client to be dealt with as a priority, enabling a safe system is followed whilst providing a quality-controlled level of work.

Inspections are undertaken by a variety of Coleman employees depending upon their role and level of skill required to undertake the inspections. Any defects are identified and actioned ASAP. The results of the inspections are reviewed to determine any emerging patterns which require actioning. This review may take the form of an audit or be included in the site inspections. Good practices may also be identified in this review enabling positive feedback to the team.

10.1 Setting out

Only approved external contractors / consultants will be used if the resource is not available within Colemans. Any equipment used in this process is calibrated to the required standards and is managed by the engineer. Copies of calibration and service records are to be provided where requested.

10.2 Tolerances

Any required tolerances will be included in the scope or design and are measured accordingly. Generally, the tolerances will be incorporated into a design scheme by reference to the appropriate BS, EN or ISO standard.

10.3 Inspections and checks

With regard to temporary works inspections and checks these will be a combination of statutory and procedural inspections and checks. Statutory checks are laid down in the regulations, LOLER, PUWER, H&SW etc and will be incorporated into site procedures with the relevant records maintained. Procedural inspections and checks will be incorporated into the relevant temporary works scheme either by reference to a relevant standard or by specific requirement on the drawings.

HazzApp and EasiApp as well as internal audits will be used for general work area or task specific inspections.

10.4 Handover and hand back

When an area of work is completed, it will be inspected prior to handover to any contractors / sub-contractor or Client. Timescales for notification periods will be agreed between Coleman and the client. All handovers are to be recorded on CGMS F536 'Area Handover'.

Should it be necessary due to absence for temporary Site Management cover, the parties concerned are to ensure that a suitable and sufficient face to face handover is undertaken and recorded on CGMSF534 'Supervisor Handover' to mitigate any inconsistency or unfamiliarity with site.

11.0 Measuring and monitoring – quality control

11.1 Inspection and Test Plans (ITP)

Inspection and test plans shall be produced to describe the sequence, method and acceptance criteria for product inspections and the associated records. Agreement of inspection and test plans shall be agreed with the client in advance.

Coleman & Company shall demonstrate that our products are compliant to designs and specifications. Inspection and test plans and associated records provide the documented evidence that compliance checks have been made.

11.2 Control of non-conforming product

Non-conformance is regarded as a failure to meet the requirements as specified, for example:

- A failure by a supplier to provide the materials as ordered

- A failure to fulfil their obligations under the contract

- A failure by a specialist consultant to deliver as per contract

- A failure by a member of company staff to fulfil their obligations

- Any third party reported problem

A record is raised for each non-conformance. CGMS P081 is complied with. Once a defect has been identified an investigation shall be undertaken into the root cause of the non-conformity. The report will be issued and the corrective and preventive actions must be completed within the agreed timescale. Outstanding non-conformances will be discussed during the monthly progress with the client and their representatives. Non conformances will be entered on to the nonconformance log.

Conformity will be determined via pre-use checks, audits and inspections, in addition to regular review.

12.0 Measuring and monitoring – quality assurance

12.1 Internal audit

Coleman & Company undertake quality audits of it's activities copies of which shall be kept at our Head Office and those pertinent to the contract shall be kept on site and shall be made available to the Client's representatives.

Typical areas of the contract which are subject to audit include maintenance of lifting equipment and supporting documentation; inspections of scaffolding; document control; plant inspections including sub-contractors, achievement of objectives etc. The audits shall include review of procedures, record keeping, actions taken and potential for non-compliances.

The audit programme will be developed as part of the contract and will be planned in advance. Audits may be undertaken by a nominated individual who is independent of that particular area of works. The audit will include liaison with the employee / manager of that area of works and the outcome shall be reported to them, including, and identified actions required. Where actions are required, a suitable date for completion shall be agreed and shall be reviewed to ensure that it has been successfully completed and has achieved the required standard.

Any changes to Coleman Group Management System (known as the CGMS) which may impact upon the project shall be advised to all pertinent staff.

12.2 Inspection

Coleman shall document how we are to monitor and measure our tests and inspections. All equipment shall be compliant with current working tolerances. A record of equipment will be maintained, recording the last date of test and calibration and a hold copy of current test certificate. Hardcopies are maintained onsite and are updated at Head Office.

Typical inspection records are indicated below this list is not exhaustive:

	Pre use	Daily	Every 7 days	6 months	12 months
Temporary works	✓		✓		
Structural fixings	✓				
RPE	✓	✓			
Harness/lanyard	✓	✓		✓	
Toilets and welfare		✓			✓
Fire extinguishers			✓		✓
Spill kits			✓		
Plant	✓	✓			✓
Flooding reports		✓			
Noise, dust, vibration monitors		✓			✓

12.3 Measuring Equipment

Typical measurement equipment includes survey equipment, used by Coleman or its engineers. The measurement equipment is calibrated to the required standards and copies of the certificates are held on site in addition to copies being held at our Head Office. All calibrated items are annotated with a calibration sticker for identification purposes.

12.4 Progress meetings and Management Review

Progress meetings will be scheduled at regular intervals (i.e. monthly) with attendance expected from the wider project team and duty holders. The purpose of these meetings will be to discuss progress and performance to date, and to look ahead to upcoming activities. Minutes of the meetings will be retained and distributed to attendees for reference. Any required actions will be established and a time frame for completion set.

Coleman undertakes internal meetings to discuss progress and compliance with the project programme and constraints. Further reviews are undertaken monthly at the Progress meetings to assess compliance and ensure the objectives are being met. Information pertaining to project compliance will be an input for the annual management review.

12.5 Project Objectives

The following objectives also contained within the DEMP and DHSP have been agreed. The achievement of objectives is to be discussed and monitored during progress meetings. A remedial action plan is to be documented where objectives have not been achieved.

- Completion of project on programme
- Zero cases of lost time injuries or reportable incidents
- Zero validated complaints from local receptors as regards statuary nuisances
- Zero cases of unplanned disruption to local residents/businesses, which includes the implementation of effective community consultation and engagement mechanisms:
  - Letter drop
  - Community information conference
  - Project hoarding information boards
  - Hotline & email – public relations
- Zero cases of damage to local infrastructure
- Minimum of 95-98% non-hazardous waste recycling rate
- Use of HVO fuel to reduce associated fuel emissions by up to 90%
- Registration with the Considerate Contractor Scheme
- Use of eco hybrid energy efficient cabins
- 1 EasiApp (HSE inspection) and 3 HazzApp's (hazard reports) per week with closure of actions with 7 days
- Replanting of one tree through accredited schemes for every tree removed

- 100% use of FSC accredited timber products for site hoarding
- 10% of workforce live within 30 mile radius

12.6 Project KPI reports

The following KPI reports are required to be produced by the project team for review and discussion during progress meetings. The exact dates of production and meetings are to be agreed between the site team and Client.

- Monthly: Microsoft Management Safety Report template
- Monthly: Noise, dust, vibration charts
- Monthly: HazzApp and EasiApp project report
- Monthly: Waste and sustainability project report

12.7 Analysis of data

Data received form monitoring and measurement is reviewed by the competent person undertaking the activity, or by an auditor. Where anomalies are identified, they are recorded, and the issue raised with the Site Manager / Project Manager / Engineer as appropriate. Any actions required are agreed and implemented with a review of the outcome to ensure it is successful. The actions and reviews are documented as a non-compliance.

12.8 Corrective and preventive action

Corrective action, which is the immediate action taken to rectify the situation /nonconformity; and preventive action which is the improvements required to prevent a reoccurrence may be required because of any of the following:

- Internal Audit

- Complaint

- Management Review

- Third Party Audits/Assessment

- Non-conformance

- Accident or Incident

The effectiveness of the corrective or preventive action taken is to be verified before the report is closed.