

Quality Management System



@
Tom Chess T Group of
Companies Ltd

SUMMARY AND DISCLAIMER

There has never been a more exciting time to be in Tom Chess T Group of Companies Ltd. Fuel, electricity and power are the backbone of modern society. If you are missing any one of the three you can't compete in the global market, care for your people and grow as a society. At Tom Chess T Group of Companies Ltd we have committed ourselves to tackling the world's toughest energy issues.

This document provides an overview of the Quality Management System (QMS) that Tom Chess T Group of Companies Ltd has established to meet its commitment to quality. It describes the organization's key business processes as well as the mechanisms that have been put in place for effectiveness and control of these processes.

Tom Chess T Group of Companies Ltd audits, monitors, measures and analyzes these processes:

- to achieve planned results and consistently provide products meeting the customer and applicable statutory and regulatory requirements,
- to continually improve the effectiveness of its Quality Management System and enhance customer satisfaction by meeting customer requirements.

Scope: The Tom Chess T Group of Companies Ltd QMS applies across Tom Chess T Group of Companies Ltd and encompasses all of its products and services.

The content of this document is translated into a set of formal procedures within the Tom Chess T Group of Companies Ltd's Quality Management System. All Tom Chess T Group of Companies Ltd employees must comply with these procedural requirements. These procedures are available for all Tom Chess T Group of Companies Ltd employees in the Tom Chess T Group of Companies Ltd QMS Document Management System

This document is intended to provide general information regarding Tom Chess T Group of Companies Ltd's Quality Management System. Not all of the processes described will necessarily apply to all customers. This document does not constitute any offer, obligation, or representation. Tom Chess T Group of Companies Ltd's responsibilities to its customer will be as set out in the contract between them.

TOM CHESS T GROUP OF COMPANIES LTD AND QUALITYVISIONS

Potential

Tom Chess T Group of Companies Ltd is a contemporary wholly owned Nigerian Company registered by the Corporate Affairs Commission. The company is into Engineering & Architectural design and construction of homes, hotels, Petrol Filling Stations, LPG Refilling Plants etc. In addition to that we also offer a range of other services which include: Sludge and Tank Cleaning, Oil & Gas Haulage and Trucking Services, Information and Communication Technology (ICT) Services and Business Registration Services.



QUALITY AT TOM CHESS T GROUP OF COMPANIES LTD- THE VISION

To be the global industry quality leader based on our shared commitment to a culture of quality compliance that enhances both customer and shareholder value

Tom Chess T Group of Companies Ltd - CEO Statement of Intent

As one company and one team, we are personally committed to working together to solve problems and exceed expectations every time, every day, with a great passion for our customers.

Quality is the core of our business. Our actions today protect our legacy and enable our future. We are totally engaged to doing it right, being recognized as a leader for Quality in the eyes of our Customers and making sustainable improvements visible to them and able to address their needs and exceed their expectations.

Therefore, I am asking each and every employee in our business to make a personal commitment to building, maintaining and improving in Tom Chess T Group of Companies Ltd a high culture of quality aimed at error prevention and continual learning from past mistakes.

Our commitment begins by understanding fully, following fairly and executing faithfully our quality policy and procedures. Since each of us is responsible for the quality of the products and services we deliver to our Customers, I strongly encourage all the employees to stop the line to prevent passing a defect downstream internally or to our Customers, to continually simplify and improve our operations and infrastructure and ultimately to drive customer satisfaction and compliance to applicable internal, customer and regulatory requirements.

Our Customers deserve our full commitment to quality, and our shareholders expect nothing less.

Thompson Douglas

Executive Group Chairman/CEO

OUR CUSTOMER COMMITMENTS

Customer Satisfaction- Our Passion, Our Commitment

Tom Chess T Group of Companies Ltd is passionately committed to driving customer satisfaction with all products and services we offer—and building long-term loyalty by working with our customers to help them be successful.

In particular, Tom Chess T Group of Companies Ltd:

- defines the customer satisfaction attributes appropriate to the product or service delivered
- defines the sources and the methods used for data collection to evaluate Customer Satisfaction
- analyses customer satisfaction measurement results, as appropriate, in order to identify improvement opportunities
- reports to management in accordance with defined operating rhythms, including Quality Management Review

Tom Chess T Group of Companies Ltd conducts two types of surveys:

- **Relationship** - Conducted periodically on a sample basis to gauge overall customer satisfaction with Tom Chess T Group of Companies Ltd
- **Transactional** - Ongoing surveys to gauge customer satisfaction on specific events or projects, such as an outage, part sale, or repair
- For each type of survey, the Quality teams analyze the results (including comments) to identify key areas for improvement
- These teams work with regional, functional, and executive leadership teams to develop an integrated action plan to drive impactful improvement
- Action plans and subsequent results are reviewed routinely at all levels within the organization.



Customer Requirements

- Tom Chess T Group of Companies Ltd understands customer requirements associated with its products and services including those associated with their delivery and ongoing support
- This understanding will come from what is stated in the contract, defined by applicable statutory and regulatory Authorities and the customer's intended use of the product or service
- Tom Chess T Group of Companies Ltd has established channels for effective communication of customer requirements as well as changes thereto throughout its organization.

Regulations and Standards

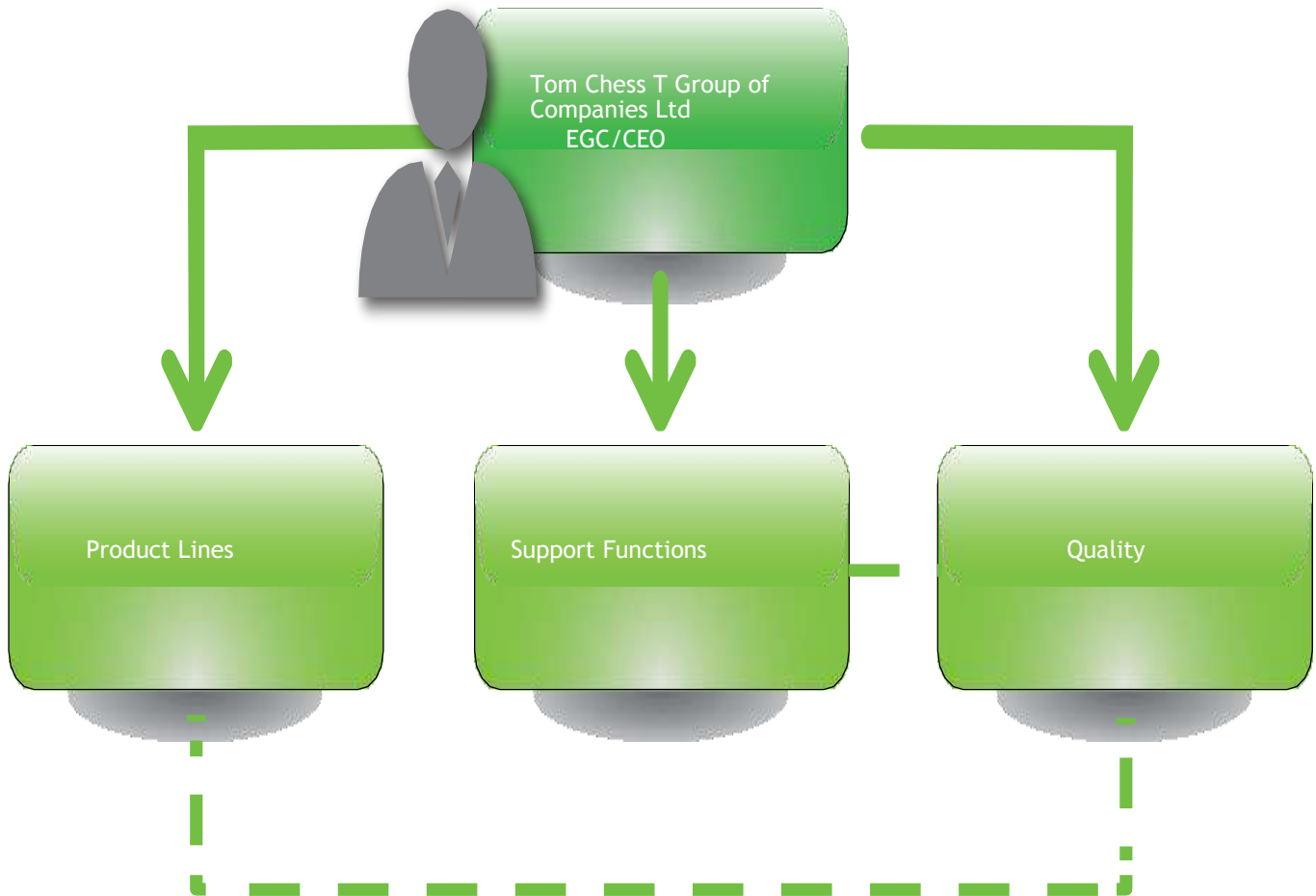
- Ensuring compliance with the applicable Regulations and Standards for every region where its products and services are sold is of paramount importance to Tom Chess T Group of Companies Ltd
- Management teams at all levels in the business are engaged in a continually improving process of reviewing the regulatory landscape, understanding technical applicability, training, auditing, and rigorous adherence to policies and procedures with the ultimate goal of ensuring that products and services are compliant with the applicable laws and regulations of the region and locally where they are being sold
- Tom Chess T Group of Companies Ltd understands that its customers count on Tom Chess T to provide products that are compliant and is committed to meeting that expectation.



THE QUALITY ORGANIZATION AND QUALITY POLICY

The Quality Organization

More detailed organization structure documentation is available upon request.



Quality Policy

Every Tom Chess T Group of Companies Ltd employee is committed to

- Passionately driving customer satisfaction with all products and services we provide and building long-term loyalty by partnering with customers to help achieve their success
- Ensuring strict compliance with laws and regulations pertaining to the quality, safety and performance requirements in every region where Tom Chess T Group of Companies Ltd products and services are offered
- Sustaining continuous improvement in the effectiveness of Tom Chess T Group of Companies Ltd Quality Management System.

We shall meet these commitments with the highest integrity, through clearly documented quality objectives, routine quality management reviews and an all-encompassing Quality culture that employs the Lean Six Sigma methodology.

Management's Commitment to Quality

Executive leadership at all levels of Tom Chess T Group of Companies Ltd deliver on their commitment to the successful development and implementation of the QMS and continually improves its effectiveness by:

- Deploying the Tom Chess T Group of Companies Ltd Quality Policy
- Establishing measurable quality objectives that enhance customer satisfaction
- Communicating to the business the importance of meeting customer and regulatory requirements
- Conducting management reviews at appropriate levels within the organization
- Ensuring the business has all of the resources it needs to achieve the goals of the QMS.

**Quality is
everyone's
responsibility!**

Tom Chess T Group of Companies Ltd Quality Management Review

Executive leadership reviews at planned intervals the QMS regarding its continuing suitability, adequacy and effectiveness in order to satisfy the Quality Policy and achieve the quality objectives of the organization. Appropriate strategic decisions are then taken to improve the performance of the QMS and of product related to customer requirements. Inputs to Quality Management Review include

- results of audits
- customer feedback
- process performance and product conformity
- status of preventive and corrective actions
- follow-up actions from previous management reviews
- changes that could affect the quality management System
- Recommendations for improvement

Key performance Indicators reviewed are as follows

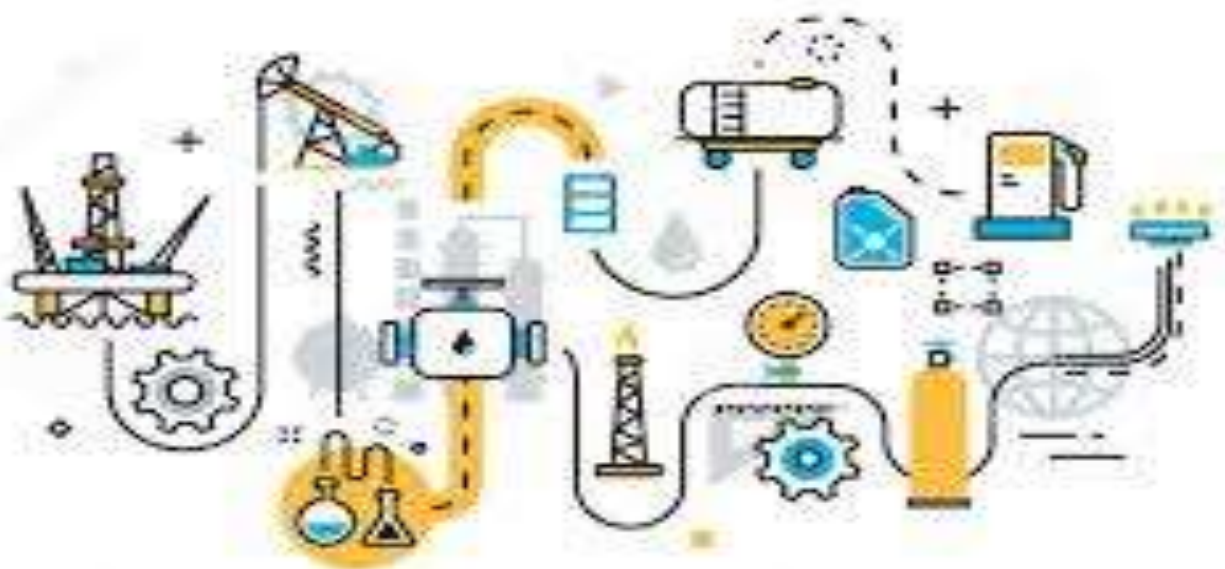
- Net Promoter Score (NPS)
- On-Time Delivery (OTD)
- Customer Issue Resolution
- Cost of Quality (COQ)
- Escaping Defects

- The KPIs are determined through customer feedback and defect trends
- They have operational targets and Lean Six Sigma projects assigned to them
- They are tracked through weekly team reviews, monthly reviews, quarterly operational reviews, and annual progress reports and validation



Review Rhythm ... How We Track Ourselves

- Management reviews at business level
- Senior Leadership reviews
- Internal Quality Reviews
- Customer overview and regional outlook
- Customer issue resolution reviews
- Commercial Reviews
- Human Resources Session
- Product Line Reviews
- Blue Prints Reviews
- Product Safety Council
- Compliance review board
- NPI reviews
- Process Improvements Reviews



QUALITY MANAGEMENTSYSTEM

Focusing on the Basics for a Strong QMS



Document Control

- With respect to controlled documents, Tom Chess T Group of Companies Ltd defines, establishes and maintains document control methods to enable users to readily identify and access the current revision of all such documents. Document management systems store current versions of such documents by unique identifier and revision level
- Controlled documents need to be:
 - Legible
 - Identifiable
 - Retrievable

A documented procedure defines controls for both internal and externally supplied controlled documents that include:

- Identification - Retrieval
- Storage - Retention time
- Protection - Archival and disposition
- Access authorization.

Training and People

- Tom Chess T Group of Companies Ltd Assigns resources to:
 - Plan, develop processes, and deliver products to meet or exceed customer requirements
 - Maintain and continually improve the quality management system
 - Enhance delivered quality and customer satisfaction
- Tom Chess T Group of Companies Ltd managers are committed to deploying personnel that are proficient in the procedures and technical capabilities required for the activities they are assigned
- Tom Chess T Group of Companies Ltd policies regarding Employee Health and Safety and Environmental Protection define implementation of requirements for adequate and safe facilities and plant activities.



Auditing

Focus for Internal Audits

- Compliance with Tom Chess T Group of Companies Ltd.'s Quality Management System Requirements
- Test effectiveness of the process: does the process work as intended and are planned results achieved?
- Risk-based Audit Planning based on status and importance of the process as well as results of previous audits
- Audit results, including timeliness and effectiveness of Corrective and Preventive Actions, are reviewed by management at all levels of the organization.

Audit Mechanisms

- Local audits: for high frequency, detailed process assessments
- Independent internal audits: full-time and volunteer auditors driving cross-organizational learning
- Customer and registrar audits.

Monitoring and Measurement

- Organizations within Tom Chess T Group of Companies Ltd define and implement monitoring and measurement needed to demonstrate conformity of product and the qualitymanagementsystem, and to identify opportunities for improvement by:
 - Setting specific and measurable quality objectives and verifying that these objectives are being achieved within the specified timeframes
 - Verifying that product requirements are met at the appropriate stages of production and/or service provision through in-process inspection and testing.

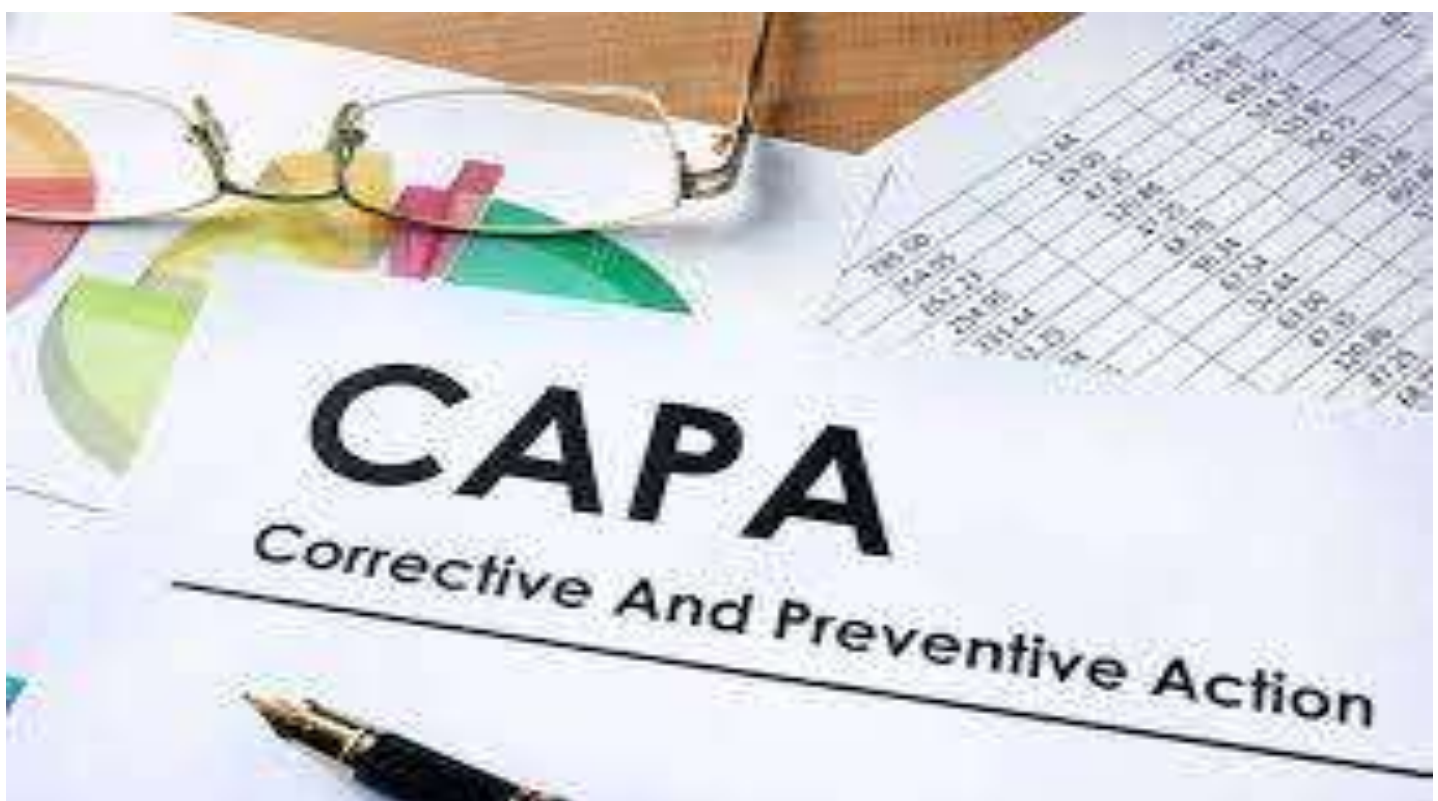


Continuous Improvement

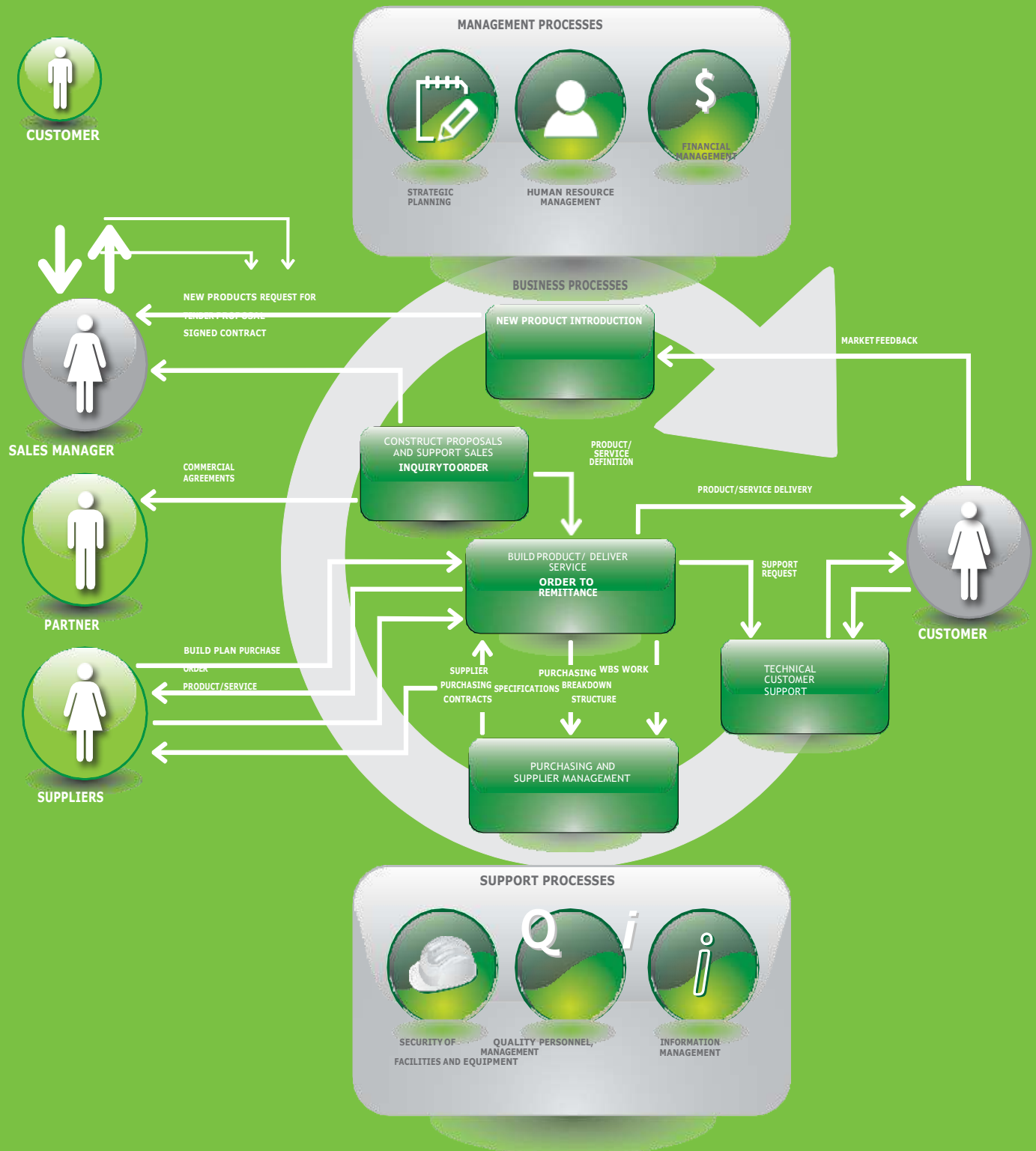
- Tom Chess T Group of Companies Ltd continually improves the effectiveness of its QMS through:
 - Quality policy and objectives
 - Audit results
 - Customer satisfaction results
 - Conformity to product requirements
 - Characteristics and trends of processes and products
 - Supplier performance
 - Results of data analysis
 - Corrective and preventive actions
 - Management reviews
- Tom Chess T Group of Companies Ltd utilizes Lean Six Sigma methodologies and tools along with other quality management activities to drive sustainable improvements.

Corrective and Preventive Action

- In order to drive sustainable Corrective and Preventive Action, Tom Chess T Group of Companies Ltd has established and maintains a process for Continuous Improvement of its products, services, and processes. This process defines requirements for:
 - Screening non conformances, including customer complaints, audit findings, and results of internal and external quality control mechanisms
 - Analyzing and determining the causes of the non-conformances
 - Evaluating the need for corrective and preventive action—to prevent recurrence of the non-conformances and to prevent occurrence in related areas
 - Determining and implementing the actions needed
 - Verifying the effectiveness of the actions taken.



KEY BUSINESS PROCESSES



Inquiry-to-Order Process

Inquiry-to-Order (ITO) at Tom Chess T Group of Companies Ltd provides a standard and Consistent process for developing commercial opportunities

Tom Chess T Group of Companies Ltd follows a risk review process to balance customer requirements with GE capabilities and the ability to manage any identified risk

The ITO process is divided into five phases:

- Opportunity identification and screening
- Opportunity screening and bid/no bid decisions
- Quote and proposal development, submission approval
- Negotiated price and terms approval
- Hand-off to the Order-to-Remittance process

Order-to-Remittance (OTR)

Order-to-Remittance Process

- The Order-to-Remittance (OTR) process covers the execution of a sales contract from the time that the order is initiated to the time that final payment is received.

The OTR process is divided into 5 phases:

Resource allocation - that includes detailed technical definition as well as planning and scheduling of equipment, material and human resources

Procurement - of material resources to complete the order

Product realization - where in acquired resources are transformed into final product

Fulfillment - where in the product is delivered to the customer specified location and the terms of the contract are fulfilled

Receipt of Payment

Throughout the process, control points are in place to verify and validate whether customer and regulatory requirements are met

New Product Introduction Process

- New Product Introduction spans the entire product development cycle from the identification of a new business opportunity to the post commercial introduction of the new product.
- Execution teams exist for every defined program. Teams are responsible for achievement of all commercial and technical product objectives, including:
 - Meeting the product development and marketplace introduction schedules
 - Product performance, program cost, product cost, and financial objectives
 - Validation and verification performed throughout the process to confirm product meets requirements
- Specific reviews are utilized to continuously assess if the program is fulfilling requirements.

Supplier Quality

Tom Chess T Group of Companies Ltd expects the same high quality standards from our external suppliers as we produce internally. Tom Chess T Group of Companies Ltd.'s Sourcing function has established rigorous processes around supplier quality and oversight to enable and verify this quality level for all sourced components and services.

Supplier Approval Process

Approved to do business with Tom Chess T

- EHS/Labor
- Finance
- Technical Capability

MUTUAL NON-DISCLOSURE AGREEMENT

Protects proprietary information for both parties

INTEGRITY ACKNOWLEDGEMENT

Supplier's commitment to comply with Tom Chess T's requirements

EHS (ENVIRONMENTAL, HEALTH, SAFETY)

QUESTIONNAIRE

Provides basic EHS data for evaluation of EHS practices

GENERAL SUPPLIER PROFILE

Basic data to support quality, financial viability and overall risk

Qualification

Process

Released for Production

- Product Compliance
- Process Capability

CRITICAL HARDWARE REQUIRES

Characteristic accountability, Product quality plan, manufacturing process plan, Process risk (FMEA)

TEAM APPROVALS REQUIRED

Supplier quality engineer, design engineer, materials engineer

Surveillance Process

Sustaining Quality...

- Monitoring
- Auditing

PERIODICAL SURVEILLANCE REQUIRED

Quality systems assessment (if not ISO certified), Product audit - compliance to technical requirements, Process audit - compliance to special processes

ADDITIONAL AUDIT/INSPECTION REQUIREMENTS

DEFINED BY:

Customer requirements, risk, supplier performance, defects

QUALITY CONTROL MECHANISMS

Record Control

- Tom Chess T Group of Companies Ltd defines, establishes, and maintains records to provide evidence of conformity to requirements and the effectiveness of their QMS
- Records need to be:
 - Legible
 - Identifiable
 - Retrievable
- Documented procedures define controls for:
 - Identification
 - Storage
 - Protection
 - Retrieval
 - Retention time
 - Disposition of records

Control of Monitoring and Measuring Devices

- Tom Chess T Group of Companies Ltd utilizes a wide variety of Measuring and Test Equipment (M&TE) to inspect and measure product quality in development, production, and service work. This includes measuring instruments, software, measurement standards, reference material, and auxiliary apparatus or combination thereof
- The M&TE is calibrated at specified intervals or prior to use against measurement standards traceable to international or national standards. If no such standards exist, the basis used for calibration is recorded. The calibration status is visually identifiable and a register is maintained of all M&TE requiring calibration. M&TE is protected from damage and deterioration during handling, maintenance, and storage
- When M&TE is found not to conform to requirements or an out of tolerance condition occurs, appropriate actions are taken.

Control of Nonconforming Product

- A product or service is considered nonconforming when it does not meet specified requirements. Once identified, non-conformances are recorded and dispositioned through Tom Chess T Group of Companies Ltd.'s quality systems
- Recorded non conformances are reviewed regularly for the purpose of understanding the defect and providing a basis for continuous improvement.

Quality Manual

The Quality Manual (QM/MAN) details the scope of the Quality Management System and includes the Documented Procedures (QM/PROC) together with a statement of the interaction and implementation of the various procedures.

Document Control

The Quality Director shall control the issue of all documents that are included within the Quality Management System, in accordance with the agreed Documented Procedure.

Record Control

The Compliance Director shall maintain documents (QM/RECORDS) to record the effectiveness of the Quality Management System and shall ensure that the services provided conform to the Documented Procedures (QM/ PROC).

Project Files and Electronic Quality Plans shall be maintained for all projects to provide evidence of conformity to the Quality Management System.



RESPONSIBILITY AND COMMUNICATION

Management Commitment

The Management Board and the Compliance Director are responsible for implementing and developing the Quality Management System and shall ensure that everyone, within the organization, understands the importance of using the system to achieve Client, and other, requirements.

The Management Board and the Compliance Director shall also be responsible for ensuring that the Quality Objectives are established and that the integrity of the Quality Management System is maintained when changes or improvements are implemented.

Client Focus

The Directors and the Compliance Director are also committed to the importance of clearly establishing their Client's requirements, for all projects, and for ensuring that these are met, where possible.

Quality Policy

The Management Board and the Compliance Director shall ensure that the Quality Policy provides a commitment to comply with the Quality Management System and that the Quality Management System will be continually reviewed and improved.

The Management Board and the Compliance Director shall also ensure that the Quality Policy is communicated to everyone in the company.

Planning

The Management Board and the Compliance Director shall ensure that measurable quality objectives are established for all services provided.

Responsibilities

Company Board

The Management Board is responsible for ensuring the Quality Management System; that the documented procedures are implemented, and that all employees understand the importance the Quality Management System plays in meeting client expectations.

The Management Board shall appoint a Compliance Director who shall ensure all sections of the Integrated Management System, including the Quality Management system are adhered to.

Quality Committee

The Compliance Director shall chair a Quality committee, which shall ensure, the Quality Management System is implemented and maintained; issues raised and company changes assimilated into the system.

Compliance Director

The Compliance Director shall ensure that the Quality Management System is implemented and maintained; and that an awareness of the system is promoted throughout the organization.

The Compliance Director shall appoint Office Managers responsible for the coordination of quality management in each office.

Training and Development Committee

Appointed by the Management Board, the Training and Development committee are responsible for developing and maintaining a Training and Development Management System that supports amongst other things the requirements of the Quality Management System.

Health and Safety Committee

Appointed by the Management Board the Health and Safety Committee are responsible for developing and maintaining a Health and Safety Management System that supports amongst other things the Health and Safety requirements of the Quality Management System.

Tools and Support Platforms Committee

Appointed by the Management Board the Tools and Safety Platforms Committee are responsible for developing and maintaining a Management System that supports amongst other things the infrastructure, tools and support platform requirements of the Quality Management System.

Delivery Standards Committee

Appointed by the Management Board, the Delivery Standards Committee are responsible for developing and maintaining a Management System that supports amongst other things the Product Production requirements of the Quality Management System.

Management Generally

The whole management team has a responsibility to implement, maintain, review and continually improve the Quality Management System.

In particular they have a responsibility to ensure that agreed Client's requirements, where possible, are met and that all projects are realized in accordance with the Quality Management System.

Key Account Holder (KAH)

A senior member of staff shall be appointed as a lead consultant for each project and shall be responsible for ensuring that all agreed Client requirements, where possible, for that project, are met and that the project is realized in accordance with the Quality Management System. The KAH shall be responsible for the 'day to day' administration of the project and that all of the activities of the design team are co-ordinated.

Project Officers

All consultants shall be responsible for assisting the KAH in the realization of projects to meet the Client's requirements and in accordance with the Quality Management System.

Office Managers

An Office Manager is appointed for each office that is responsible for the coordinating the Quality Management System within that office and communicating any issues or improvements to the Quality Committee.

Management Review

General

The Quality Committee shall review the Quality Management System, at least once every twelve months, to ensure that it remains suitable for the purposes of the organization and that it is effective.

The opportunity for changes to the Quality Management System shall also be considered during the review. The findings of the System review shall be tabled at the Management Board by the Compliance Director.

Review Input

The review of the Quality Management System shall be based on the following information -

- Results of internal audits
- Client 'feedback'
- Project reviews
- Preventive' and 'Corrective' actions issued
- Matters arising from previous Management Reviews
- Changes within the organization that could affect the system
- Suggested improvements

Review Output

Records of the management reviews shall be maintained and these shall include decisions made in respect to the following:

- Improvements/changes to the Quality Management System
- Improvements of 'Product'/'Deliverables'
- Resource requirements
- Resource Management

General

The Management Board and the Compliance Director shall be responsible for establishing the resources needed to implement, maintain and improve the Quality Management System and to ensure that all Client requirements are met, where possible.

Resource Management

Adequate systems shall be put in place to ensure all staff is aware of the relevance of their roles and how they contribute to the effectiveness of the Quality Management System.

The Training and Development Committee will run a Training and Development management system that:

- Adequately determines the competence required for all staff performing work that affects the quality of the services, product or deliverables provided
- Ensures adequate training is provided for staff and records of education, training and experience are maintained
- Ensures the effectiveness of training is reviewed

Infrastructure Tools and Support Platforms

The Tools and Support Platforms Committee shall develop and maintaining a Management System that monitors and maximizes:

- The suitability of workspaces together with supporting facilities
- The suitability of design software and hardware
- The adequacy of technical information/documents

Work Environment

- The Management Board will encourage creative work methods and opportunities for greater involvement to realize the potential of people in the company
- Through the Health and Safety Committee, the Management Board will run a management system that adequately manages all aspects of Health and safety in the business including: Safety rules and guidance, including the use of personal protective equipment, Environmental conditions, hygiene and cleanliness
- When considering work environments the management team will take into account the benefits of ~~corect~~ ergonomics, social interaction and adequate facilities

PROJECT PRODUCTION

The Marketing & Distribution of oil and gas products, Waste water treatment (Rehabilitation & Upgrade), Environmental Cleaning Services, Engineering Services (Building, Electrical, Mechanical) , Sludge Cleaning services, Land Reclamation and Remediation, Exploration of Oil and Gas as well as Haulage, represent the normal 'product' and 'deliverables' of the company.

The Delivery Standards Committee is charged with maintaining and reviewing the processes and procedures associated with the development production and delivery of our product. They will also ensure these processes align with the integrated management system.

Project Planning

Prior to the commencement of the project the KAH shall hold a formal meeting, to be attended by all members of the Tom Chess T Group of Companies Ltd project team, and produce a "Project Start Up Plan" which shall record the basis on which the project is to be expedited and the know project risks.

A quality plan shall be produced for each project which shall provide the following information:

- **Project Directory** - The names and contact details of all consultants working on the project
- **Project Team** - Details of the internal team and any additional resources required for the successful completion of the project
- **Project Overview** - A brief outline of all the key elements of the project
- **Confirmation** - that all design, monitoring/inspection and validation procedures, relevant to the project has been completed

Client Requirements

All commissions shall be confirmed in writing setting out the brief, the terms and conditions, including limitations and fees together with details of proposed time scale for implementation and completion. All commissions shall comply with the Tom Chess T Group of Companies Ltd contracting policy.

Determination of Requirements

When discussing a new project the Key Account Holder shall ensure that the Client's precise requirements, including delivery requirements, are agreed.

In addition to the Client's requirements, recognition of other specific project requirements, together with any statutory requirements, shall be confirmed and shall form the basis of the Project Brief and/or limitations or other issues.

Client Communication

The Key Account Holder shall ensure that effective communication arrangements are in place so that Clients are kept fully informed of the status of projects and that any Client 'feedback' or complaints are immediately acted upon.

Design and Development

Standard Procedures for managing the planning and the development of individual projects shall be maintained.

Project design stages shall be detailed in the relevant standard procedures together with the requirements for review and verification for each design stage, reference is also made to the responsibilities for design and review.

The functional and performance requirements, for each project, shall be established at an early stage and recorded as part of the project brief in the Quality Plan together with any specific statutory, or regulatory, requirements.

Where appropriate, information from previous similar designs may be used as a design input. Design input shall be reviewed in accordance with the relevant standard procedure.

Purchasing

Purchasing Requirements

The company does not purchase any products or materials that directly affect the quality of the design services provided but does purchase 'sub-contract' or specialist design and/or consultancy services.

Purchase of sub-contract and specialist and/or consultancy design services shall be in accordance with the Tom Chess T Group of Companies Ltd Sub-contract Procurement Policy. A controlled copy is maintained in the Policies Library.

For purchase of oil and gas products, **the procedure guide for the determination of the quantity and quality of petroleum and petroleum products at custody transfer points by Department of Petroleum Resources (DPR) 2019** must be strictly adhered to

Purchasing Information

All purchases shall be made via platform in accordance with the standard procedure.

Purchase 'requests' for sub-contract and specialist services shall be made using Tom Chess T Group of Companies Ltd.'s standard Purchase Order including:

- A detailed description of the services to be provided together with delivery requirements and costs.

- Terms and Conditions of Engagement with contract staff and sub-contractors.

Verification of Purchases

Services provided by subcontractors and specialist consultants and / or contractors shall be reviewed as part of the normal project design reviews to ensure that they meet the specified requirements.

Production

Production Control

Preparation of drawings, specifications, reports and contract documents etc. and other 'deliverable' products shall be in accordance with the relevant Standard Procedures.

Production Validation

Standard Procedures are also provided for checking and for the approval of each appropriate stage of the project in the form of key stage audits as shown on the work process maps.

Identification and Traceability

All drawings, specifications, project documents and contract documents shall be identified with the name of the Company and contact details for the originating office together with the issue status and revision status of the document.

All drawings and documents for each project shall also be identified with a unique project reference number.

Client Property

All existing record drawings, documents, and Operating & Maintenance Manuals, etc. provided by a Client, for use or reference whilst undertaking the project, shall be retained, safely stored and returned to the client on project completion.

The project engineer shall note the documents provided.

Preservation of Product/Deliverable

All drawings, specifications, documents and design data etc., which are produced, as part of a project, shall be properly preserved during the course of the project.

Preservation shall mean the proper safe storage of all documents and data and identification in accordance with the relevant Standard Procedures.

Preservation shall also include the safe storage of drawings, specifications, reports, correspondence and data for the required period of liability following the completion of the project.

Control of Monitoring/Measurement Devices

Projects shall be monitored by implementation of reviews in accordance with the

Appropriate Standard Procedures

Monitoring and measurement necessary to confirm that projects are being correctly interpreted, by an installing contractor, and that the installed systems meet the project brief shall normally be carried out by the contractor.

The Guide for static measurement (tank gauging) of petroleum and petroleum products contained in the procedure guide for the determination of the quantity and quality of petroleum and petroleum products at custody transfer points by Department of Petroleum Resources (DPR) 2019 must be strictly adhered to.

The company does not maintain any monitoring or measurement equipment that requires regular calibration and does not undertake any definitive measurements.



MEASUREMENT, ANALYSIS AND IMPROVEMENT

General

Standard procedures are in place for the continuous review of the Quality Management System to ensure that it remains effective and that, necessary improvements can be identified and implemented.

Monitoring and Measurement

Client Satisfaction Audits

Client feedback is gathered by Key Account Holders and any other employees who come into contact with the Client or his representatives.

There is no formal method of actively obtaining client feedback, but records of feedback received are logged on the company information platform, allowing issues to be monitored against project, client or KAH.

Customer feedback reports form part of the standard agenda for monthly Board Meetings where it is discussed, actioned and closed out.

The company monthly feedback report is tabled for review at the Management board meeting.

Internal Management System Overview Audit

Internal audits of the Quality Management System are being carried out in accordance with the relevant Standard Procedures to ensure that it meets the requirements of the ISO Standard and the requirements of the Company.

The internal audits shall also establish whether the system is being effectively implemented and maintained.

Results of the internal audits shall be reviewed by the Quality Committee during an annual Quality Management Review Meeting and any corrective actions, together with 'follow up' action agreed.

Records of the Quality Management Review Meeting shall be maintained.

The Quality Committee shall hold six monthly review meetings with relevant stakeholders to discuss any matters relating to the efficiency of the quality systems.

Monitoring and Measurement of Processes

The various Standard Procedures, that are used to apply the Quality Management System, shall be continually reviewed to ensure that they are appropriate to the particular process.

Comments on the suitability and implementation of the various procedures shall be co-ordinated by the Quality Committee members for discussion, at the Quality Management Review Meeting, so that any necessary corrective action can be agreed.

Monitoring and Measurement of Product

All projects shall be carefully reviewed at each appropriate stage of the process, in

Accordance with the relevant Standard Procedures, to ensure that the Client's requirements and project brief are being met

Records of project review meetings, detailing actions agreed shall be maintained as part of the normal project correspondence.

Confirmation that each stage of the project process has been satisfactorily completed shall be recorded in the Quality Plan. No project design drawings or reports shall be released, or issued, until they have been signed in accordance with the relevant Standard Procedure as having been checked for compliance.

Control of Non-conforming Product

Any project reports or designs, including drawings, specifications and contract documents etc., that are identified during the project review procedures as not complying with the Client's requirements or project brief, or that are considered to be non-conforming in any other respect, shall not be authorized for release or issue.

All non-conformities shall be recorded and appropriate action shall be taken in accordance with the relevant Standard Procedure.

Non-conforming designs and reports shall be reviewed, after the appropriate corrective action has been implemented, before being authorized for release or issue.

Any non-conformity in a project or report identified after delivery shall be recorded and appropriate corrective action shall be taken.

Analysis of Data

Appropriate data shall be collected and analyzed, as part of the management reviews, to evaluate the effectiveness of the Quality management System.

Improvement

Continual Improvement

The Management Board and the Compliance Director are fully committed to the continual improvement of the Quality Management System.

Corrective Action

The Company maintains an audit spreadsheet and a QM Improvement and Corrective Action spreadsheet.

All non-compliances noted during audits are recorded on the audit spreadsheet. These will normally be closed out through discussions and meetings with the auditee and the audit closed out.

Any corrective actions that have to be taken to address non conformities are recorded on the QM Improvement and Corrective Action Log.

Preventive Action

As part of the review of the Quality Management System, potential non-conformities, or

other possible deficiencies shall be determined and any necessary corrective action shall be agreed in accordance with the relevant Standard procedure.

Quality Plan is held within the Tom Chess T Group's business platform under Project.

A controlled 'read only' copy of each of the documents listed above shall be available to all staff on the Company Intranet.

The Quality Committee shall ensure that all staff, including new staff entrants, are fully aware of the requirements of the Quality Management System and that they are able to gain access to the documents. All staff shall be asked to confirm that they are able to access, and that they understand the documents.

Issue and revision references shall be shown on each page of the documents. Issue references shall only be changed when the particular procedure is replaced and revision references shall be changed when individual pages are amended.

The Quality Committee shall maintain a register of all issues and revisions of the documents.

Uncontrolled 'hard' copies of the documents, or extracts from the documents, shall only be provided, for marketing purposes etc., with the approval of the Compliance Director

Any required amendment to the Quality Management System document or any additional forms, standard letters etc., required shall be notified immediately to the Quality Committee so that the appropriate amendments can be issued.



DOCUMENTATION CONTROL STANDARD PROCEDURE

Objective

The objective of this procedure is to define the responsibilities and actions necessary to ensure that information obtained, from manufacturers and suppliers and materials used in preparing designs and specifications, is up to date and accurate.

Responsibility:

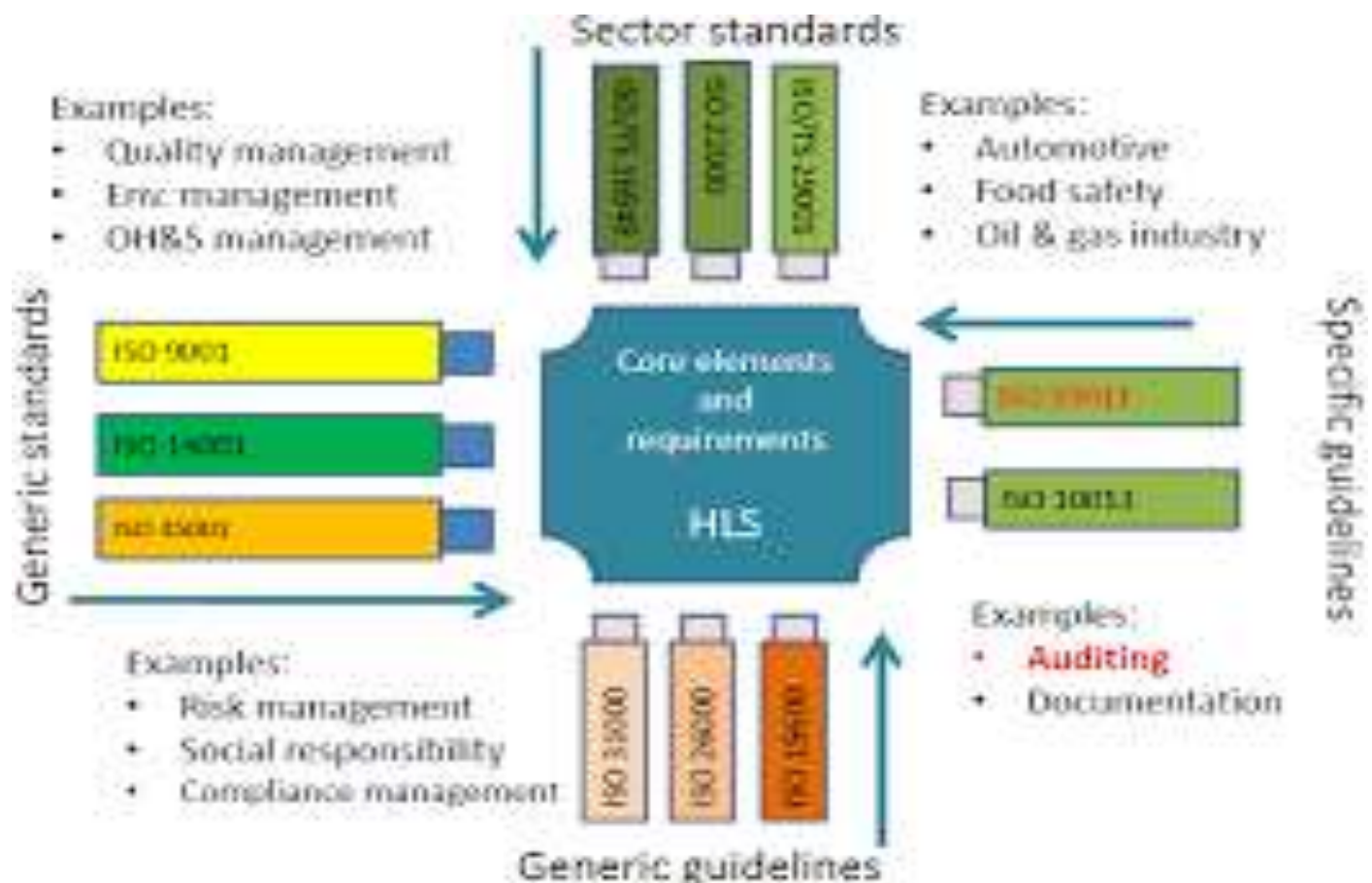
Technical Knowledge Bank Committee

Responsible persons:

All Engineers and Consultants

Action

- Engineers and Consultants shall obtain manufacturers' information from the manufacturer or via the internet
- Suppliers Information may also be obtained from the information database, which is regularly updated
- Any required amendment to the Quality Management System, document or any additional forms, standard letters, etc., shall be notified immediately to the Quality Committee so that the appropriate amendments can be issued



DOCUMENTATION CONTROL (TECHNICAL STANDARDS) STANDARD PROCEDURE

Objective

The objective of this procedure is to define the responsibilities and actions necessary to ensure that all Nigerian Standards, Building Regulations, Legislation and Design Guides etc., referred to when preparing designs and specifications, are up to date and accurate.

Responsibility:

Technical Knowledge Bank Committee

Responsible persons:

All Engineers and Consultants

Action

- Engineers and Consultants shall refer to, or obtain technical information for incorporation into a project design from the 'internet' based technical information service that the Company subscribes to.
- Detailed information shall normally be obtained from, or checked against, the 'controlled' documents but where necessary, with the approval of the Technical Knowledge Bank Committee copies of the latest publication may be obtained
- Current versions of Design Guides and Regulations issued by Professional Institutions shall be considered as "controlled documents". Legislative and statutory requirements shall be checked to ensure that the latest documents are being used. Internal hard or soft copy legislative documents are uncontrolled.



INCOMING AND OUTGOING MAIL STANDARD PROCEDURE

Objective

The objective of this procedure is to define the responsibilities and actions necessary to ensure that all correspondence received and issued is properly recorded and distributed.

Responsibility: Admin Manager

Responsible persons: All staff

Incoming Mail/Action

- All incoming correspondence, except envelopes marked private or confidential, shall be opened by the Admin Manager who then sorts accordingly and is distributed to the various departments. All incoming mail is to be date stamped and scanned to the recipient
- All Private and Confidential mail is date stamped on the envelope and handed to the addressee
- All post received for staff members who are not located at that specific office is sent to them via the internal post
- The addressee shall be responsible for ensuring that action required by the correspondence received is taken. Either directly, or by reference to more senior staff
- The addressee shall pass any relevant correspondence to other employees where necessary and shall identify any action required by them
- Other members of the staff receiving circulated correspondence shall take any necessary action as requested

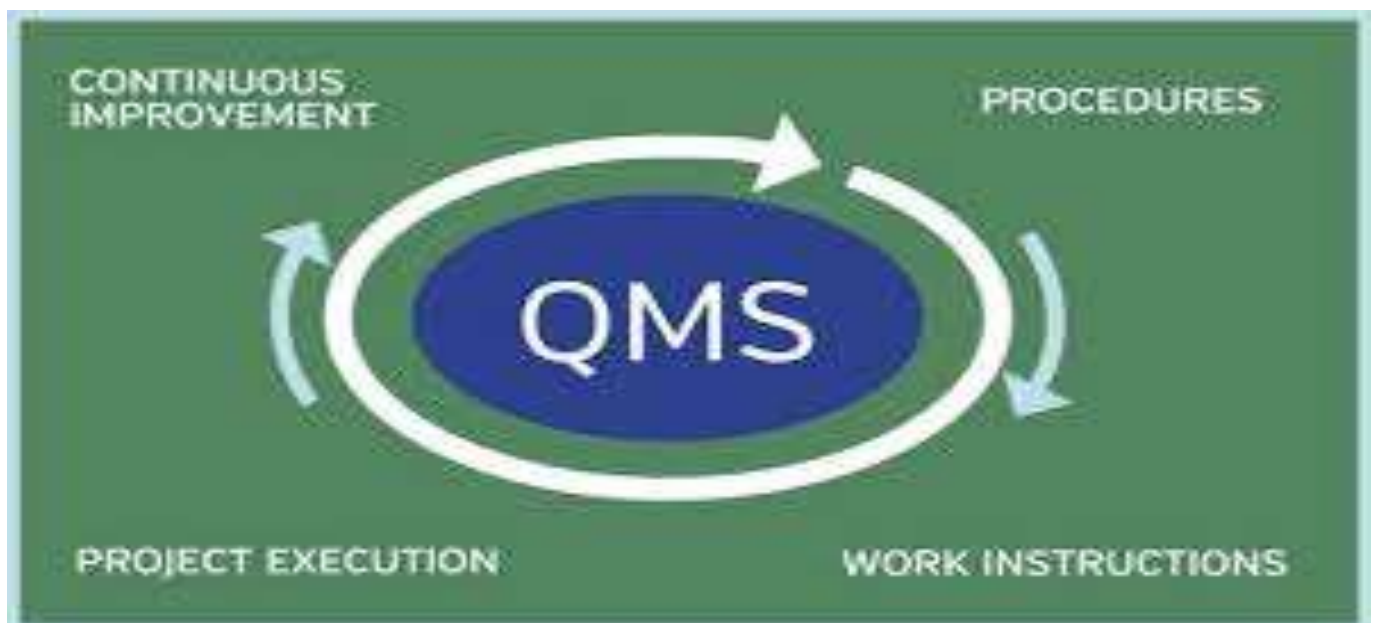
Outgoing Mail/Action

- Staff responsible for issuing correspondence shall provide clear and legible instructions to the Administration Staff to enable documents to be easily typed
- All hand written drafts of letters and other documents shall clearly show the project reference number together with the filing reference, the project title, names of all parties that are to receive copies and details of any enclosures
- Letters and all other documents shall be created, using the company standard templates and shall be immediately saved onto the computer network in the correct project 'folder.' The unique file reference shall be indicated on all correspondence.

- A draft copy of all letters/documents produced shall be handed to the author for checking and shall then be returned to the Administration Staff showing any corrections required
- On completion of any corrections the Administration Staff shall ensure that the document is saved electronically in the appropriate project file as defined elsewhere

Electronic Mail (e-mail)

- All project related 'e-mail' messages including associated attachments, received or sent by any member of the project team, shall where relevant, be forwarded to other members of that project team and shall be 'saved' to the relevant project / project directory using the tool message save. 'Hard copies' of 'e-mails' shall not normally be produced and copies shall not be provided for 'manual' filing
- The recipient of any project related 'e-mail' shall be responsible for any action required or shall forward the message to another member of the project team together with a request for action
- All staff who expect to be away from the office on annual leave, an out-of-office message should be set up to respond automatically to e-mails, advising who to contact in their absence
- The Team Secretary at Head Office is responsible for monitoring the Company Information Mailbox and shall forward all relevant 'e-mails', that have been diverted to the Company Information Mailbox to the addressee, or relevant person
- All project related 'e-mail' messages, written by any member of the project team, shall where relevant, be forwarded by him to other members of that project team and shall be 'saved' to the relevant project directory
- All staff members shall be responsible for maintaining their 'Mail Boxes' and shall regularly delete old messages after saving all project related messages



TELEPHONE AND TYPING PROCEDURES

STANDARD PROCEDURE

Objective

The objective of this procedure is to define the responsibilities and actions for making telephone calls and for recording telephone messages to ensure that they are passed to the appropriate staff members.

Responsibility: Admin Managers

Responsible persons: Receptionist/Admin Staff

Telephone Calls/Action

- Any telephone conversations that have significant project implications shall be confirmed by email to the appropriate person and these shall then be treated as normal correspondence for circulation as appropriate and filing
- All staff members that are away from their office, or likely to be away from their desk for a significant amount of time, shall ensure that incoming calls to their telephone are diverted to their 'Voice Mail' number
- When a member of staff is not available, the administration staff member shall forward the call either to the recipient's mobile number or to their voice mailbox. Where these are deemed to be of an urgent nature a telephone messages shall be clearly recorded and forwarded by email with the date, time, the name of caller and telephone number and the action required
- All telephone calls should be answered within 3 rings and is answered with the relevant time of day greeting, followed by "Tom Chess T Group of Companies Ltd"

Typing Procedures

- All documentation for typing must be either emailed or placed in the In-tray for the Administration Staff to deal with
- All typing completed by the Administration Staff must be returned to the originator for checking before finalizing
- All typing must be completed on Tom Chess T Group of Companies Ltd standard documents using the correct company standard templates and formats
- Address labels for any outgoing correspondence must be typed before going into the post tray

QUALITY SYSTEM RECORDS STANDARD PROCEDURE

Objective

This procedure relates to the establishment and maintenance of Quality Management System Records to provide evidence of conformity to requirements and the effective operation of the Quality Management System.

Responsibility:
Quality Committee

Action

Records shall be maintained on a soft or hard file system of the following:

- All external Audit Reports.
- All internal Audit Reports.
- A QM improvement and corrective action log detailing all changes and amendments to the quality procedures.
- Client feedback.



PHOTOCOPYING/PRINTING STANDARD PROCEDURE

Objective

The objective of this procedure is to define the responsibilities and actions for the usage of all photocopying and printing facilities.

Responsibility:

Quality Committee

Responsible persons:

All staff members

Action

- All photocopying shall be carried out internally in the first instance
- When it is necessary to use external facilities, these services shall be purchased via the Tom Chess T Group's business platform and subject to the appropriate authorization
- In circumstances where costs are recoverable against the project, they shall be recorded and details forwarded to the Finance Department. A Purchase order must be raised for all the external printing
- The default setting of all photocopies shall be to print double-sided in black and white



PROJECT RECORDS STANDARD PROCEDURE

Objective

This procedure relates to the establishment and maintenance of Project Records to provide evidence that the implementation and delivery of the Project meets the requirements of the Quality Management System.

Responsibility

Quality Committee

Responsible persons:

All Staff

Action

Records relating to the Project shall be filed electronically within the project filing structure on the system.



QUALITY SYSTEM REVIEW STANDARD PROCEDURE

Objective

The objective of this procedure is to define the responsibilities and actions necessary to ensure that the Quality Management System set up by Tom Chess T Group of Companies Ltd remains efficient, and that it meets the requirements of the ISO Standard.

Responsibility: Quality Committee

Responsible persons: Quality Committee

Action

- A formal meeting to review the Quality Management System shall be held annually with the Quality Committee. This review shall encompass all the areas of the system, including those, which are reviewed during the year, as opposed to being formally audited
- The results of audits and reviews carried out during the year shall be discussed at the review meeting and any comments shall be minuted
- The results of any Client Satisfaction Surveys, obtained at the Client Satisfaction Meetings, shall be reviewed at the committee meeting
- The review of procedures or possible corrective actions shall be discussed and reviewed
- The current status of the preventive and corrective actions shall be reviewed
- Minutes of the review meeting shall be taken by the Quality Committee and maintained on file
- Any corrective action considered necessary shall be minuted along with the name of the person responsible. The Compliance Director shall ensure that the required action is completed and that it is recorded by signing against the appropriate item in the minutes
- A schedule of reviews and internal audits shall be drawn up by the Quality Committee, for each twelve month period, taking into consideration the status and importance of the processes to be audited
- An auditor shall be nominated, by the Compliance Director to carry out each

internal audit. The auditor shall ensure that the latest copy of the procedure is

available with the results of any previous review

- The auditor shall discuss the procedures with all staff working to it, and examine all relevant records and documents to ensure that the procedure is fully understood
- Any Non-Conformity shall be forwarded by the auditor to the Compliance Director. This will either require immediate action or will be reviewed at the annual review meeting. Corrective action, where necessary shall be agreed with the Quality Manager and shall be implemented, and followed up, by the Auditor
- On completion of each internal review the auditor shall complete an audit report and file this on the system
- Unscheduled reviews may be carried out any time as required by the Compliance Director following major amendments to the Quality Management System or the adoption of new policies by the Directors. No other scheduled or unscheduled reviews shall be carried out unless authorized by the Compliance Director



STAFF RECRUITMENT AND TRAINING STANDARD PROCEDURE

Objective

The objective of this procedure is to define the responsibilities and actions for the selection and recruitment of staff, and the requirements for staff training to ensure that a high level of competence is maintained.

Responsibility

Training and Development Committee

Responsible persons:

Management Board and Directors

Staff Selection/Action

- A Director, or other nominated senior member of staff, shall interview all applicants for staff positions and shall record the interview on form IAF1. A copy is sent to HR via email with a copy saved on local personnel files
- If the interviewer regards the candidate as a possible new employee an Authority to Recruit (ATR) form is completed and signed by the Human Resources Manager
- Following completion of the ATR, an offer of employment, subject to a six month probationary period, shall be made in writing. If the applicant is considered unsuitable, a letter of rejection shall be sent as soon as possible, within the probationary period
- Appointments will be based upon the standard form for terms of appointment, which shall include the Company's Contract of Employment, Health and Safety Policy, Job Description and employee Handbook. The contract should be signed by the applicant confirming he/she has understood and agrees to abide by the terms
- After a new staff member has completed the required probationary period, a Director shall confirm or cancel the appointment
- Staff inductions take place for all new members of staff. As part of the induction the employee is required to sign acceptance of the following documents:
 - Job Description
 - Reference Details
 - Induction Checklist
 - Professional bid criteria for fee earners
 - Emergency contact details

- Criminal declaration form
-
- Beneficiary form for Life Assurance

HR will track the completion of induction for all regional offices. Completed forms are saved in the individual personnel folder.

Staff Records

- Staff employment records shall be maintained by the Human Resources Manager and shall include personal details, salary, emergency contact details, beneficiary details and tax (PAYE) information
- Where necessary, relevant personal information shall be maintained on the company database and accounts system for payroll purposes

Performance Reviews

- All staff shall be provided with reviews to establish, and review, job related skills, performance and objectives with regard to training and career development
- Personal Development Plans (PDP's) shall normally be carried out by Line Managers, or a Director, and the results shall be recorded on the agreed Performance Reviews; which shall then be retained by the Human Resources Manager as part of the staff member's development record
- Review forms shall be available at subsequent reviews and shall be reviewed and updated to monitor progress against agreed objectives
- Procedures shall be those as included in the requirements of the Performance Development Review plan Document held on the Company intranet

Training

- The Company, in conjunction with the individual concerned, shall identify training requirements that are necessary to meet all business development objectives and shall be co-ordinated by the HR Manager
- The Company shall actively encourage the Continuing Professional Development (CPD) of staff and shall provide the opportunity for attendance on agreed training courses and seminars
- CPD, together with any other specific training requirements, shall be discussed and agreed with all staff members as part of their annual personal development plan. The Line Manager conducting the PDP shall then advise the HR Manager and arrange for the staff member to attend agreed courses etc.
- Where agreed, members of staff shall attend further education courses and the Line Manager responsible for that member of staff shall monitor the progress throughout the course. All Reports and examination results shall be monitored by

the Line Manager and copies shall be retained in the employee's personal file

COMPUTER SOFTWARE REGISTRATION STANDARD PROCEDURES

Objective

The objective of this procedure is to define the responsibilities and actions necessary to ensure that all commercial computer programs and other "software" used by the Company are registered with the suppliers, that all available updates to the programs are monitored and that a register is kept of all the software used.

Responsibility

ICT Manager

Responsible persons:

Tools and Support Platforms Committee.

Action

- The ICT Manager shall maintain a register of all commercial computer programs used by the Company
- The register shall detail the name of the program, its purpose, version number, issue date and license/serial number/number of copies. The name of the supplier shall also be shown with the number of any telephone support line provided by the supplier
- The Tools and Support Platforms Committee shall monitor the use of all programs to ensure that they meet the needs of the Company
- Any requests for new or updated software shall be submitted to the Chair of the Tools and Support platforms Committee
- Under no circumstances shall unauthorized programs be used
- The loading of programs or data provided by manufacturers, suppliers or other sources onto any of the company computers shall only be carried out with the permission of the ICT Manager
- All disks from unknown or unreliable sources shall be checked for computer viruses before use by the ICT Manager



WORK ENVIRONMENT STANDARD PROCEDURE

Objective

The objective of this procedure is to define the responsibilities and actions necessary to ensure that the work environment has a positive influence on motivation, satisfaction and performance of the staff in order to enhance the performance of the company.

Responsibility

Director

Responsible persons:

Line Managers/Office Managers

Action

Creation of a suitable work environment taking in consideration of the following issues:

- Creative work methods and opportunities for greater involvement to realize the potential of people in the Company
- Safety rules and guidance, including the use of personal protective equipment "PPE"
- Ergonomics
- Workplace location/Desktop assessments Social interaction facilities for people in the Company Environmental conditions, hygiene and cleanliness
- Annual risk assessments shall be carried out in each office to ensure that the majority of these conditions are met



CONTRACT PLANNING STANDARD PROCEDURE

Objective

The objective of this procedure is to define the responsibilities and actions necessary to obtain, and document a detailed brief from the Client and to ensure that the service to be provided will meet all of the client's requirements.

Responsibility

Delivery Standards Committee

Responsible persons:

Directors, Key Account Holders

Action

- Following an enquiry from a potential or existing client on a proposed professional engagement, the Key Account Holder shall register the interest onto the companies' business platform
- Depending upon the project stage it shall be entered onto the system under one of the three following categories:
 - Best Bet
 - Pipeline
 - Firm Order



CLIENT'S REQUIREMENTS STANDARD PROCEDURE

Objective

This procedure shall ensure that the full project requirements of the Client are fully understood and agreed before acceptance of the commission.

Responsibility

Delivery Standards Committee

Responsible persons:

Directors and Key Account Holders

Action

- Obtain from/develop with the Client a detailed brief of the requirements for the Project. This shall include all relevant information including product type, design data (in case of Engineering services), commencement/completion dates, budgets, specialist requirements, etc.
- The client shall be advised of any statutory requirement or Regulation which may possibly affect the project
- The Client shall be advised of any possible limitations or other matters that, due to

certain constraints, will limit the effectiveness of the final project

- The project shall be reviewed to ensure compliance with the Client's requirements
- When a brief has been agreed with the client, the Key Account Holder or Director shall draw up a formal agreement for signature by both parties

In accordance with company policy, all projects shall be formally contracted. This would generally be by one of the following routes:

- Under the Tom Chess T Group of Companies Ltd terms procedure.
- Under client terms that have been passed through our insurers and any departures or risks identified by them, signed off by an executive director.
- Work instruction under a framework agreement which went through option 2.

ISO 9001 – QUALITY MANAGEMENT SYSTEM (QMS)



ISO 9001 – the world's most recognized Quality Management System Standard. ISO 9001 has been adopted by over 1 million organisations across the world

PROJECT DESIGN STANDARD PROCEDURE

Objective

The objective of this procedure is to define the responsibilities and actions necessary to ensure that the required procedures and actions for the project are carried out according to the Quality Management System, and that the requirements of the Client's brief are fully met.

Responsibility

Delivery Standards Committee

Responsible persons:

Directors and Key Account Holders

Quality Plan

As soon as instructions are received from a Client to proceed with any works, a quality plan shall be produced.

The responsible persons shall plan and implement each project in accordance with the companies 'Work Process Maps' document.

Calculations/Action

- In case of an engineering project, where possible all calculations necessary for the design of the structural engineering elements and the building services including IT shall be carried out using the approved computer programs as provided by the Company. A final “printout” of the results of all calculations shall be filed in a project calculation file that is to be kept in the central filing system
- Each “printout” shall show the date, the project reference number and title, revision and the Project officer's initials
- All calculations shall be verified and signed by a senior member of the Project Team of the same discipline. Calculation sheets should be titled, sheets numbered, discipline specified. All superseded calculation sheets should be suitably marked
- All data files shall be stored on a separate directory of the computer's hard disk under the project reference number
- Manual calculations may be carried out for expediency but shall be confirmed where possible by the approved computer programs
- All manual calculation sheets shall be referenced, scanned and filed electronically in the project calculation file.
- These shall show the date, project reference number and title, Project Officer's name and description of the calculation
- Where it is possible, standard calculation sheets shall be used for manual calculations

Construction Design Management (CDM) Regulations

- During the design process the design team will produce a Health and Safety Construction Plan about which the design will be developed
- The project engineer shall produce a designer's risk assessment which shall be issued to the design team for incorporation in the plan
- All design risk assessments shall be completed on the company standard forms which are maintained within the technical area of the intranet
- All engineering staff shall actively ensure that designs are inherently risk free and shall seek the advice of the in house experts where necessary



QUALITY PLAN STANDARD PROCEDURE

Objective

The objective of this procedure is to define the responsibilities and actions for completing and maintaining the Quality Plan for each project.

Responsibility:

Delivery Standards Committee

Responsible person:

Key Account Holders / Project Officer / Administration Staff

Action

- The Key Account Holders shall be responsible for preparing and maintaining a Project Quality Plan for each project.
- The Project Quality Plan shall be started when instructions for a project are received from the Client
- The Project Quality Plan shall be constructed by the Admin Team and Key Account Holder directly onto the Tom Chess T Group's business platform. The plan shall contain all the relevant project details as required and shall be used to monitor the process of the project from inception to completion

The Tom Chess T Group's business platform contains the following tabs which form the Quality Plan

General Tab

This section is essential and is where the project is defined. It gives information on the client, key personnel, type of engagement and PI level.

Team

The KAH enters details of all staff and who may work on the project and their roles. This shall be updated each time information changes.

Company/Contacts

The KAH enters details of all outside companies and contractors who may work on the project and their roles. This shall be updated each time information changes.

Project Directory

The KAH/Admin team enters the names and contact details of all design team members and other interested parties. This shall be updated as information changes.

This can be a linked document to the project directory if provided by others and saved on the system.

Site Address

The KAH/Admin team enters the project site address.

Files

This area allows documents to be linked to the project. The brief for the project shall be linked here, for example.

General

The general tab requires certain fields to be completed before a project number can be issued. These are highlighted.

Feedback and Complaints

The KAH enters brief details of any feedback received from the client for review by the management board.



PROCESS CONTROL STANDARD PROCEDURE

Objective

The purpose of this procedure is to describe the basic techniques associated with drawing and design as used by the Company as a construction company.

Responsibility:
Delivery Standards Committee

Responsible persons:
Directors, Key Account Holders, Project Officers, CAD Officers

Drawings

- As far as possible all drawings shall be produced in accordance with standard procedure using the computer aided drafting (CAD) system as provided by the company
- Manually produced drawings shall only be issued under exceptional circumstances for the sake of expediency
- Where paper copies are required these shall be plotted in ISO standard sizes to suit the purpose. Electronic issue of drawings is preferred

Standard Documents

- All specification documents shall be prepared generally in accordance with the relevant Standard procedure
- Any other documents of a similar nature such as reports shall be prepared using the agreed standard formats and templates provided by the company

Calculations

- Generally calculations shall be prepared using the 'Computer' programs provided. Calculation sheets must be coded and filed accordingly
- Manual calculations, if required, shall be carried out on standard Calculation Sheets.

Surveys/Dimensional Surveys

- Measured Surveys, when required for a project, shall be carried out using accepted standard items of measuring equipment
- The results of measured surveys shall when appropriate be recorded on drawings or record sheets, which have a format suitable for the type of measured survey under consideration
- The results of measured surveys shall be retained in the Project Contract File, in the appropriate folder/section

Reports and Schedules

- The company may be involved in technical appraisals and reports, which do not necessarily include a design element
- All reports prepared shall follow the standard company format and on the standard company templates, where appropriate



PURCHASING STANDARD PROCEDURE

Objective

To define those services which are purchased by the company, their impact on product realization and review procedures

Responsibility:
Finance Director
Responsible persons:
All authorized personnel

Definitions

The Director has decided that the following goods and services are “purchases” for purposes of this Procedure:

- Petroleum products
- Office Consumables (stationery, drawing reproduction, photocopying etc.)
- Premises Costs (office cleaning, utilities etc.)
- Consultant Professionals
- Solicitors
- Accountants
- Bankers
- Insurers
- Recruitment Agencies

Action

- All purchases shall be made using the appropriate Purchase Order. The company policy for order limits and authorized sign off shall be strictly followed
- Services provided by sub-contractors and Professional Consultants shall be subject to the verification process
- Services provided for office support facilities shall be reviewed on regular basis to ensure cost service and delivery parameters are maintained

The Company Financial Authority Matrix defines the authorization levels and routes purchasing



PURCHASE VERIFICATION / COMPETENCE ASSURANCE SUB - CONTRACTED CONSULTANT PROFESSIONALS STANDARD PROCEDURE

Objective

To establish assurance both to clients and within the company of the competence of subcontracted Consultant Professionals employed on a project. Competence includes technical ability, adequate resources and health and safety competence as required by

relevant statutory provisions, dependent on the services being provided.

Responsibility:

Compliance Director

Responsible persons:

Key Account Holders and Project Officers

Definitions

To be assured that sub-contracted Professionals engaged to fulfill particular aspects of design or other professional sub-contracted services are competent, the Key Account Holder or designated Project Officer shall make suitable and sufficient enquiries to determine the following:

- Technical ability
- Health and Safety competence
- Adequacy of resources

Action

Sub-contracted Consultant Professionals shall only be engaged in accordance with the Tom Chess T Group of Companies Ltd Sub Contractor Procurement Policy which is maintained in the Policies Library.



TIME SHEETS/EXPENSES STANDARD PROCEDURE

Objective

The objective of this procedure is to define the responsibilities and actions necessary to ensure that time spent on individual projects is correctly recorded and allocated, and that "out of pocket" expenses are also correctly allocated to each project.

Responsibility:

Finance Director

Responsible persons:

All Staff

Time Sheets/Action

- All staff shall record the normal working hours for each week (i.e. 37.5 hours) against all projects worked on that week.
- All timesheet entries shall be completed in accordance with the Tom Chess T Group of Companies Ltd Timesheet Procedure Manual
- Time shall be recorded to the nearest ½ hour
- When a new project is set up, a resource schedule is created by the KAH. This will contain the names of all those to be associated with the project to allocate relevant time to it
- Staff are required to enter time against the appropriate stage of the project that they are working on
- Time sheet information is sent to the KAH for approval following which it is used within the business platform for invoicing, resource allocation etc.
- All staff shall ensure that timesheets are completed on a weekly basis

Expenses/Action

- All out of pocket expenses incurred shall be recorded
- All expenses entries shall be completed in accordance with the Tom Chess T Group of Companies Ltd Expenses Policy
- All expenses are to be charged to the relevant project or overhead code to which the expense relates too
- All Expenses Claim Forms shall be completed promptly at the end of each month so that they are available for authorization

DRAWING PRODUCTION STANDARD PROCEDURE

Objective

The objective of this procedure is to define responsibilities and actions to ensure the efficient production of drawings, and sketches. The procedure also defines how subsequent amendments to those drawings should be carried out and recorded.

Responsibility:
Delivery Standards Committee

Responsible persons:
CAD Operators, Key Account Holders and Project Officers

Action

- The Key Account Holder and Project Officer shall agree with other members of the Project Team the minimum number of drawings that are necessary to accurately show the requirements of the project and at what scale(s) they are to be produced
- Where appropriate all final drawings shall be produced using the computer aided draughting (CAD) system but for expediency freehand sketches may be produced subject to the agreement of the Key Account Holder, scanned and filed within the CAD Directories
- The Project Officer shall ensure that requirements shown on different drawings are, as far as possible coordinated
- Before any drawings are issued they shall be signed to confirm that they have been checked
- Drawings shall be produced on standard sheets showing the Practice title panel unless a Client specifically instructs the Design Team to use his own drawing sheets
- All drawings and sketches issued shall show the drawing number and revision status, scale, date, project title, drawing title and CAD file reference
- All relevant staff shall refer to Tom Chess T Group of Companies Ltd CAD User Manual which defines numbering systems, nomenclature and procedures in connection with the production of electronic documents
- The Project Officer shall ensure that copies of amended drawings are issued according to the agreed distribution, and that the reason for any major revisions is noted in the Project Quality Plan

Drawing Sign-off

- All drawings for distribution outside the office must be signed as approved by the Key Account Holder
- Each Engineer who has created a drawing shall have their initials entered in the

"Drawn by" box together with the initials of the CAD operator who created the electronic drawing

- The checked/approved box shall have the project Engineer's initials added electronically after he has checked the information contained on the drawing. The box shall also contain the initials of the Key Account Holder responsible for signing-off the project
- The Key Account Holder is responsible for ensuring that all drawings have been checked and that all technical audits have been completed
- At each of the Key stages when drawings are issued externally, the CAD Department shall save one set of A3 copies of all drawings, which shall be electronically signed by the Key Account Holder, and retained for record purposes in a dedicated folder
- Wherever possible Preliminary and Tender drawings issued externally shall be sent in pdf format to minimize the risk of external tampering. Contract drawings may be provided as dwg format on request



SPECIFICATION PRODUCTION STANDARD PROCEDURE

Objective

The purpose of this procedure is to define the responsibilities and actions for the preparation of project specifications, bills of quantities and other documents to enable

contractors', invited to submit tenders for the proposed works to correctly interpret the design and the Client's requirements.

Responsibility:

Delivery Standards Committee

Responsible persons:

Key Account Holders and Project Officers

Action

- The Key Account Holder shall obtain from the Client any special conditions of contract or preliminaries that are to be included in the project specification or tender documents
- The Key Account Holder/Project Officer shall be responsible for the compilation of the specification and shall ensure that all other members of the Project Team complete the relevant sections according to the project programme
- Unless instructed by the Client, all project specifications shall be compiled from the Company standard Specifications, which are available on SharePoint
- The Company Standard Specifications and each project specification shall comprise the following sections: -

Part 1 - Preliminaries

(Part 1 may not be required if the Main Contract Preliminaries are Issued by others)

Part 2 – Preambles

References to Standards, etc.

Part 3 - Particular Specification

(Individual Work Sections)

Part 4 - Reference Specification

(Computer generated)

- Part 1 shall comprise the standard preliminaries edited as necessary to meet the Client's requirements, or particular clauses provided by the client
- Part 2 shall comprise standard Preamble Clauses. These shall be incorporated, as required

-
- Part 3 shall comprise job specific clauses for each work section, edited as necessary, to describe the scope of work, system objectives and description, and special design parameters. Separate schedules shall be appended to this part of the specification detailing, for example, all items of mechanical and electrical plant and equipment
 - Part 4 shall comprise the relevant clauses from the standard Reference

Specification and these shall not be edited. Any special requirements shall be described in the Particular Specification

- The Company Standard Specification forms part of the Quality Management system and the issue, and subsequent revisions, shall be controlled by the Knowledge Bank and IP Committee
- Printed copies of the Company Standard Specification shall be issued as controlled documents by the Knowledge Bank and IP Committee
- Requests for revisions to the Standard Specification shall be submitted to the Knowledge Bank and IP Committee and no unauthorized amendments shall be made to the controlled documents
- The project specification shall be stored in the appropriate project sub-directory on the administration drive of the computer network system and 'back up' files shall be taken in accordance with the relevant Standard Procedure
- Specifications for civil/structural engineering projects and building surveying projects shall be compiled using the National Building code
- Before issue, all project specifications shall be checked by the Key Account Holder/Project Officer
- Each page of the project specification shall be sequentially numbered and shall show the date, issue and revision number
- If agreed as part of the brief, Bills of Quantities shall be produced for the project according to the Standard Method of Measurement
- Where amendments are made to the specification during the course of its production, the revision log at the front of the document shall be duly completed



DESIGN CHANGE CONTROL STANDARD PROCEDURE

Objective

The objective of this procedure is to define the responsibilities and actions for monitoring and recording any changes to the client's brief, or changes that result from the design

development, that affect already completed design work.

Responsibility:

Delivery Standards Committee

Responsible persons:

Key account holders & Project Team Members

Action

- The Project Officer shall ensure that all amended drawings received from other members of the Design team are examined and that any significant changes are recorded in the Design Change Order. The Project Officer shall also ensure that all other members of the Project Team are aware of the changes
- Any verbal instructions, from the Client or other Project Team Members that affect the design of the engineering, building fabric or building services shall be confirmed in writing before any changes are carried out
- Changes in the Client's brief, or changes resulting in design development by other members of the project Team, shall be recorded by the Project Officer in the Design Change Order
- The Project Officer shall advise the Key Account Holder of significant changes and if necessary Key Account Holder shall write to the Client advising of any effect on the design programme and fees
- Where changes require drawings to be amended, copies of all previous versions of drawings shall be maintained on the computer system
- All members of the Project Team shall record all time spent on design changes under the appropriate category on the time sheets
- The Finance Department is to be advised of all situations that involve fee changes



TENDER INVITATION STANDARD PROCEDURE

Objective

The objective of this procedure is to define the responsibilities and actions for the

preparation of tender documents, invitation of tenders, the analysis of those tenders and the making of recommendations to the Client. The procedure also defines the actions for the selection and approval of contractors.

Responsibility:

Sales Management Committee

Responsible persons:

Key Account Holder/Project Officers

Tender/Action

- The Key Account Holder shall ensure that all project drawings, for tender purposes, have been checked and initialed and that the specification(s) have been completed, and checked, to enable tenders to be invited in accordance with the agreed programme
- The Key Account Holder shall ensure that all tender invitation documents, letters of invitation and tender summary forms, are available together with all specific documents required by the client
- Where tenders are invited by another member of the Design Team, the Key Account Holder shall ensure that all required information is made available in accordance with the agreed programme

Selection of Tenderers/Action

- When asked to suggest/recommend contractors, for inclusion in a list of companies to be invited to submit tenders, only contractors who are known by Tom Chess T Group of Companies Ltd and who have a satisfactory performance record shall be selected. Where appropriate the Quality management Committee shall maintain a record of 'approved' contractors
- The performance of Contractors shall be monitored by the Project Officer and details of any non-performance against the programme, standard of workmanship or any non-compliance with the specification shall be reported to the Quality Manager

Tender Enquiry/Action

All Contractors selected shall be contacted before invitation to establish their willingness to submit a tender by the agreed date for the return of tenders

Invitation to Tender/Action

The Project Officer shall complete and assemble a set of the following documents, for each contractor selected, to ensure that tenders are invited on the agreed date:

- Standard tender invitation letter.
- Contract documents and forms of tender to be completed by Tenderers.
- Specification.
- Summary of tender forms to be completed by Tenderers.
- Copies of each drawing as listed in the specification (where applicable).
- Addressed envelope for the return of the tender with the appropriate tender number clearly shown.
- A complete set of all documents and drawings shall be forwarded to the Client and other members of the Design Team, if appropriate.

Tender Analysis/Action

- On receipt of returned tenders, the Project Officer shall, if required by the project brief, prepare a spread sheet showing each tender set out as the summary of tender. The total tender sums, and sub totals, shall be calculated and independently checked
- The Project Officer shall compare each tender and check for anomalies and omissions
- On completion of the analysis, the Key Account Holder shall write to the Client, and other members of the Design Team as appropriate, making recommendations about which Contractor should be considered for the works. The letter shall show the total tender sum submitted by the recommended contractor, the pre tender estimate, and any particular comments and shall enclose a copy of the tender summary

Acceptance of Tender/Action

- The Project Officer shall write to the successful contractor requesting he submits a priced Schedule of Rates, together with other supporting information, within the time period stated in the specification
- Where appropriate the Key Account Holder shall advise the unsuccessful Tenderers of the 'percentage' value of their tender against that of the accepted tender
- When requested by the client or design team the Project Engineer shall take part in Value Engineering exercises to gain re-assurance that the most appropriate costs have been agreed for the project

CONTRACT CONTROL STANDARD PROCEDURE

Objective

The objective of this procedure is to define the responsibilities and actions necessary to ensure that the requirements of the project and the Client's requirements are correctly interpreted by the appointed sub-contractor(s), and that work is carried out to a satisfactory standard. The procedure also defines the actions required for the cost control of the project.

Responsibility:

Delivery Standards Committee

Responsible persons:

Key Account Holders, Project Team Members

Pre-Contract/Action

- Where required to do so the Project Officer shall ensure that all design drawings are amended in accordance with the Design Change Control Procedure applicable to the project. The drawings shall only be 'issued for contract purposes' if instructed
- The Key Account Holder shall nominate a Project Officer to attend/convene any 'pre-contract' meeting and that Project Officer shall ensure, if relevant, that 'contract issue' copies of drawings are available for distribution at that meeting
- Any notes taken at the pre-contract meeting shall be, circulated to other members of the Project Team and filed in the project file
- The Project Officer shall complete the relevant sections of the Project Quality Plan to show the names, addresses and telephone numbers, etc., of the Contract Team

Contract Administration/Action

- The Project Officer/Engineer shall attend site as necessary, as required by the agreed brief, to monitor works and to ensure that they correctly interpret the project requirements. Other members of the Project Team shall also visit site to monitor the works/installation, where necessary
- Any notes taken at site meetings shall be distributed to other members of the project team and placed, in date order, in the project "Meeting Notes" file
- All site reports and minutes received from the Project Team or others shall be monitored by the Project officer and any corrective action necessary shall be taken
- Any non-compliance with the design or specification shall immediately be notified in writing to the Contractor and Project Manager in the first instance

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- Instructions issued by the Client or requests for change recorded by any member of the Project Team shall accord with the agreed procedure for the particular project and shall be confirmed by the issue of a Draft Instruction / Site Instruction.

- Whenever possible a firm quotation from the contractor(s) for work involved shall be issued with the draft instruction
- All draft/site Instructions shall show the project title, project reference number, a unique numbered serial number, the date and a precise description of the instruction
- The Project Officer shall insist that any sub-contractor(s) regularly update a set of "as installed" drawings on site to show all variations and deviations from the original intent

Cost Control/Action

The Project Officer shall maintain a 'Contract Cost Control' sheet and this shall show:

- A cost summary showing the contract sum and agreed variations.
- Summary of instructions issued against P.C. and Provisional Sums.
- Summary of Draft Instructions and associated costs issued to date.
- A financial statement showing the anticipated final contract value.
- The 'Cost Control Sheet shall be updated each time a draft Instruction is issued and shall show the serial number, date, description and cost implication of the instruction
- Contractor(s') claims for payment shall be processed according to the agreed procedure for each project

Material Control/Action

- The Practice shall require the contractor(s) to be totally responsible for the on-site inspection of all materials when delivered to site
- Any item which does not conform to the Project Specification shall be rejected by writing to the contractor, who shall be responsible for replacing the item(s)



MANUAL AND ELECTRONIC FILING STANDARD PROCEDURE

Objective

The objective of this procedure is to define the responsibilities and actions for the filing of

all project correspondence and general administration correspondence efficiently, and to ensure that all correspondence can easily be located and retrieved.

Responsibility:

Office Managers

Responsible persons:

All staff

Correspondence Filing/Action

- At the commencement of the project, a request is sent to the admin team to create project folder. This referenced with the project number and title. Within it are contained the company standard filing structures for tender, CAD and project data. The filing structure is fixed for all projects but by agreement, additional sub-folders may be added
- All project correspondence shall be kept in the electronic filing system and members of the Project Team shall be responsible for ensuring that all electronically copy filing is filed
- Hard copy drawings shall not generally be kept in the central filing system. Drawings shall only be filed in the central filing system if they are from an external supplier. Where necessary, important drawings shall be scanned and retained in the CAD file
- Administration staff shall ensure that all typed correspondence is correctly filed in date order and that it is placed in the correct file and file section
- Files for each project shall be divided into sections and for large projects these sections shall be separate file folders. A single file folder shall be used for small projects but these shall be divided in the same manner
- File section folders shall be provided and clearly labeled with the project reference number, description and file section number



CLIENT SATISFACTION STANDARD PROCEDURE

Objective

Through qualitative feedback we aim to understand the level of service needed to retain

and nurture our Clients in today's competitive market.

By giving the client a voice and showing that, where applicable, we have taken the appropriate action to ensure their needs are met, we aim to improve their overall satisfaction and ultimately our long term relationship.

Responsibility:
Director

Responsible persons:

Directors and Key Account Holders, Quality Committee

Action

- Ensure that the client brief is fully understood and accepted, prior to the any audit; the forms should be sent to the external Clients and/or Project Team before any face-to-face audit
- Through impartial questioning of the client and key members of the external Project Team we aim to gain valuable feedback on our performance. The sharing of this feedback will enable us to reward and/or train individuals and develop working practices that will result in an outstanding and continuously improving service
- Feedback will then be discussed with the Management Board and with the relevant Key Account Holder
- Client feedback is a standard agenda item for Board meetings. The board discusses minutes, actions and closes out these matters
- The Quality Manager reviews the minutes of Board Meetings and ensures that all client feedbacks have been resolved and closed out

Complaints

The company takes all complaints very seriously. Whenever these are received they shall be escalated to the appropriate Director who shall be responsible for ensuring that the appropriate actions are taken and the issue closed out. All complaints shall be minuted at board meetings

INTERNAL (QUALITY/TECHNICAL/CLIENT SATISFACTION) AUDITS STANDARD PROCEDURE

Objective

This procedure describes the conduct of the quality system reviews and internal audits to

establish, with documentary evidence, the effectiveness of the operation of the Quality System. Quality Reviews are conducted by the specific committee within the Integrated Management System and on a pier to pier basis by both Office Managers and engineers.

Responsibility:
Compliance Director

Responsible persons:

Quality Management Committee, Training and Development Committee, Delivery Standards Committee, Office Managers

Review Planning

Reviewing the compliance with and the appropriateness of, the Quality Management System is managed through the following discrete processes.

Training and Development Review

The Training and Development committee are responsible for undertaking reviews of the company's training requirements and their implementation. Records of personal training requirements within Personal Development Plans and Inductions are held by the HR manager who sits on the Training and development committee. Records of CPD sessions are held at an office level by the Office Managers.

Internal Audits

- Internal audits shall be arranged by the Quality Management Committee or their delegated representative in accordance with the audit review programme
- The auditor shall employ whatever method considered suitable to ensure the relevant procedure being examined is being adhered to and the process correctly followed. The response shall be recorded together with any supplementary notes or comments to assist the auditor in compiling the report. The report shall identify the auditor, the purpose of the audit, the staff interviewed together with a brief summary of the findings and a detailed description of any non-compliance found. Corrective action shall be agreed with the Quality Manager and the staff members notified as appropriate

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- Any 'non-compliance' shall be recorded as detailed elsewhere and these shall be discussed and resolved immediately with the Compliance Director or added to the agenda of the annual review

Product Delivery Reviews

The Delivery Standards Committee, (DSC) are responsible for undertaking reviews of the company's product delivery policies and their implementation.

Technical Product reviews are undertaken on a peer to peer basis with audits and observations being undertaken by the DSC.

It is the Company's intention to carry out technical product reviews of the project documentation

The decision on which projects require such audits is decided by the Director.

Administration Reviews

Office Managers undertake regular reviews of system compliance within their own office and peer to peer reviews across offices.

Review observations are filed in the Quality Management Portal and entered on the review log.

The Quality Committee shall undertake an annual inspection of the review observations for trends and salient issues adapting the system and or reporting to the Board as appropriate.

Any findings that cannot wait for the QM Committee inspection of review observations shall be issued as a corrective action request

Quality Management System Review

The Quality Management Committee shall conduct a review of the Quality System at least once a year and this shall cover the operation of the Quality System throughout the Company together with its suppliers and principal clients.

The review shall be based on:

- The results of meetings held with senior management, the results of internal audits, comments provided by suppliers and clients and the findings of the Quality Manager in the administration of the system
- Deficiencies in the system, as identified by any problems at 'project' level, any client complaints, management/ operator complaints about the operation of the system
- Failures in the operation of the system, as indicated by 'overdue' actions, incomplete paperwork, unreported defects and non-adherence to agreed procedures
- Consideration of potential problems as identified by audits and review meetings
- Effectiveness of the system 'controls' in dealing with non-conformance and corrective actions
- Effectiveness of the system in achieving the quality policy objectives of the Practice
- Recommendations for improvements to the system and its operation including a schedule for implementation of any changes

CORRECTIVE ACTION STANDARD PROCEDURE

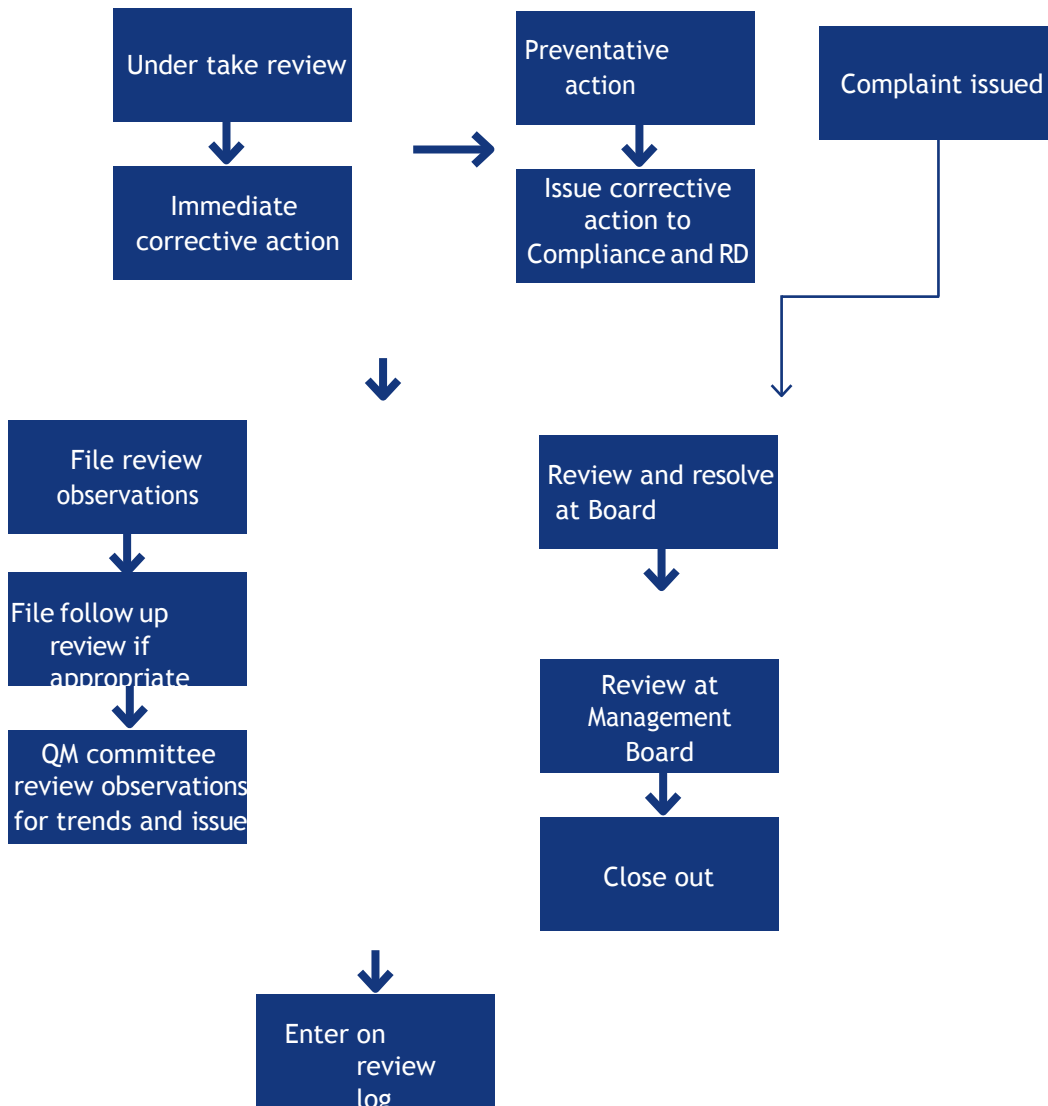
Objective

This procedure describes the corrective action to be taken in the event of a complaint being received from a client.

Responsibility:
Quality Committee
Responsible persons:
Client Service Directors/Key Account Holders

Corrective Action Identification

Corrective actions shall be managed in the following manner:



PREVENTATIVE ACTION STANDARD PROCEDURE

Objective

This procedure covers the process of preventative actions to be implemented by the Company.

Responsibilities:

Quality Management Committee

Responsible
persons:

All staff

Action

- All staff shall advise the Quality Management Committee of any possible non-conformity that may arise during the process of their work for the company
- On being informed of the possible non-conformity, the matter shall be reviewed by the Quality Management Committee
- Any reported non-conformities that are considered to be practicable, shall be discussed between the Quality Management Committee and the necessary action implemented





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