

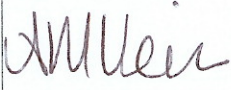

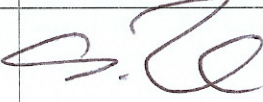
# **MANILVA** | **CONTRACTS**

**ISO 9001:2015**

**QUALITY MANAGEMENT MANUAL**

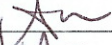


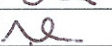
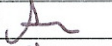



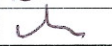

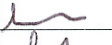


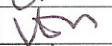
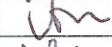
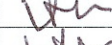
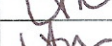

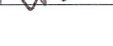



## Approvals

The signatures below certify that this quality management manual has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision

	Name	Signature	Position	Date
Prepared by	A Vieira		Office Manager	March 2026
Reviewed by	N Dichev		Contracts Manager	March 2026
Approved by	S Falzon		Managing Director	March 2026

## Amendment Record

This quality manual is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of additions or omissions is detailed below.

Page No.	Approved	Revision	Date
4		Quality Policy Added	02.16
22		Preventative Action reworded	03.16
19 & 20		Corrective Action reworded	03.16
7&8		Removed Inspection Measuring & Test Equipment	03.16
4		Revised Quality Policy/Mission Statement	04.17
5		Addition to Man Structure	04.17
5		Addition of roles/responsibilities	03.18
22		Preventative Action Removed	05.18
23		Change Control Procedure reworded	03.19
32		Removed QMS Structure flow chart	03.19
33		Added back QMS Structure flow chart	03.20
5		Nick Dichev Role Change Amended	03.20
All		Footer had not updated to 2021 – changed	05.21
4		Quality Policy Amended to inc Env/Electric Vehicles	03.22
5		Updated to include new staff members	03.22
5		Roles/Responsibilities amended as CM retired	03.22
5		Roles/Responsibilities amended as Foreman n/a	03.23
4		Quality Policy Amended to inc Fatigue/Mental Health	03.23
22		Addition of Information re O&M Manual	03.24
31		Feedback form V3 updated to V4	03.25
27		Training – reference to Covid removed as n/a	03.26
31		Building Safety Act Procedure 17	03.26

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## Introduction

Manilva Contracts Limited as a company offers services for the provision of painting and decorating with associated repair and restoration. The company acts as both a Main Contractor and a Sub Contractor. The company carries out work broadly within the whole of London and the South East of England.

## Quality Policy

Manilva Contracts Ltd provide services for painting/redecoration for London and the surrounding areas. Commitment to clients and to the highest levels of professional excellence will continue to be our prime objective. The establishment of a Quality Management Manual to BS Standard (BS EN ISO 9001: 2015) and regular monitoring/audits form part of that commitment.

Manilva strive to grow within the construction industry and wish to improve on current customer satisfaction by holding regular meetings to discuss projects, address any issues along with any client feedback. We also aim to maintain our client base and capture new clients by monitoring through external and internal audits, discuss and act on our findings at Management and project meetings. We have been members of prestigious external bodies such as Constructionline, CHAS, Safecontractor and DDC (formerly Azko Nobel) for many years and strive to maintain these standards of excellence. We are also committed to satisfy all legal requirements including the importance of following safety measures highlighted in The Building Safety Act 2022.

To achieve and maintain our objectives for growth and efficiency, it is of paramount importance that our quality systems and procedures are consolidated, documented and observed, and that these procedures are reviewed periodically and amended as necessary to continually improve the effectiveness of our Quality Management System. This is required to ensure that projects are planned, controlled with site meetings and successfully carried out and completed on time and in budget. Any project-related issues are promptly identified, discussed, noted and resolved. An Improvement Action log is kept to prevent recurrence.

As a company, we are committed to providing a high quality of service and this is maintained by the use of trained, competent and experienced employees. Staff will receive ongoing training and refresh old skills if necessary to ensure they are up to date with current requirements

Manilva will, where possible source local supplies and employ local labour to help with it's carbon footprint. All vans are updated every three years and will renew vehicles with electric greener options. Travel is considered and where we can public transport or car sharing will be used. Manilva take precautions with customer/client/staff details and have taken measures to ensure their data is protected outsourcing the IT and shredding services and will monitor regularly. A new Mental Health and Fatigue policy has been produced as Manilva recognize the need to support both staff and labour on all of its sites.

The co-operation and dedication of all staff will be tantamount to the success of the QMS and I will ensure this policy and the documented procedures are understood, implemented and maintained. The Quality Policy will be reviewed annually and is an "open" document as is the Quality Management System and a PDF version of this document has been inserted on to our website.

*Steve Falzon*

**Steve Falzon**  
**Managing Director**  
**3rd March 2026**

## Management Structure

The company is managed by the Managing Director, the site based Contracts Manager and the Office Manager (who also acts as the Quality Manager) who have overall responsibility for the implementation of the systems throughout the business as shown in our management flow chart. There is also an Administrative Assistant to help within the office and Consultant Quantity Surveyor to assist with the tendering and valuations.

Manilva's priorities are with clients and their needs and how to build and grow relationships in order to benefit both parties. We strive to win projects by remaining competitive, offering office based customer service and being members of recognised third parties/professional bodies and continue to be part of prestigious accreditors such as BSI, Constructionline, Safe Contractor and CHAS.

Manilva recognise that their new and existing clients, staff, sub contractors and labour are key to ensuring the processes are carried out. Manilva have in the past monitored performance by way of a customer feedback form, a sub contractors evaluation form and induction forms for staff and site inductions for labour. Manilva will continue to monitor and review these forms through the regular site meetings and office based meetings. We will continue to work with companies that we trust based on past performance, but actively look for new ones who may be beneficial in passing on savings to our clients.

## Roles and Responsibilities

### Managing Director

- Evaluating contracts upon receipt of tender
- Negotiate competitive price with subcontractors
- Develop and execute the company's business strategies
- Execute tender return in timely manner
- Instigate and attend Management Meetings
- Ensure company policies are communicated to all staff
- Ensure Health and Safety is maintained throughout each project
- Communicate and maintain trust relationships with staff and clients
- Oversee the company's financial performance
- Delegate responsibilities and supervise the work of staff/sub contractors providing guidance and motivation to drive maximum performance
- Regular meetings to analyse problematic situations and occurrences and provide solutions to ensure company survival and growth
- Ensure staff and subcontractors are paid in a timely manner
- Act as point of contact for clients on contractual matters
- Provide guidance on contract matters to project managers

### Contracts Manager

- Negotiate competitive price with subcontractors
- Act as point of contact for clients on contractual matters
- Meet where necessary with client
- Attend site meetings
- Communicate project progress with MD
- Assess and apportion labour to individual project needs

- To keep a watch over budget cost throughout project
- Provide guidance on contract matters to Site Supervisor
- Advise Site Supervisor/labour if specialist requirements are needed
- Attend Management meetings and feedback any relevant information in order to learn where necessary from issues. Identify areas of recurrent pressure
- Work with site and office to ensure correct health and safety paperwork is held on site and available to all operatives
- Ensure Safety of all on site with assistance from Site Supervisor
- Ensure H&S on site is up to date and report to office if any concerns
- Work with Office to ensure that works are carried out safely and alert if any concerns
- Ensure Site Supervisor has a specification or works and he has an understanding of each project
- Ensure tasks are completed on time
- Work with Office Manager to ensure project comes in under budget
- Maintain detailed and accurate site reports where applicable
- Ensure practical completion
- Carry out valuations
- Maintain client relationship to ensure continued business
- Check and sign off on subcontractor invoices and liaise with accounts department as to subcontractor payment
- Ensuring H&S up to date
- To produce detailed repair schedules

#### Office Manager

- Ensure smooth running of the office
- Respond to client queries and follow through with any requests
- Oversee day to day, greet visitors, manage Managing Director and Contracts Manager diary/meetings
- Organise meetings/take minutes
- Pay invoices in timely manner
- Ensure staff and subcontractors are paid in a timely manner
- Ensure staff cover in any absences
- Source best deals for utilities, sundries and office supplies
- Data entry of sales invoices to sage
- Data entry of purchase invoices to sage
- Maintain contract records and documents and keep a watch over budge cost throughout project
- Promote company to new clients
- Reconcile bank statements
- Record and pay CIS to HMRC
- Prepare and send CIS statements to subcontractors where applicable
- Meet with accountant quarterly to verify and reconcile statements
- Prepare bank statements for accountant in excel spreadsheet
- Create and maintain O&M for applicable projects

#### Administrative Assistant

- Deal with incoming post - stamp with date received and relevant job number if applicable and distribute accordingly
- Contact sub-contractors daily to ascertain which sites they are working at and add details to wages spreadsheet

- Allocate and pay for parking as and when required
- Check through enquiries email and print all trade and sub-contractor invoices – date stamp etc.
- Processing of suppliers and sub-contractor invoices – logging costs to relevant jobs and filing copies in job files
- Updating purchase order spreadsheet
- Forward to SF any tender requests that come through to enquiries email
- Setting up of new tenders
- Setting up of job folders
- Print off petrol invoices and check for any discrepancies
- Monthly payment of suppliers
- Monthly sub-contractors CIS
- Monthly company credit card statement
- Invoicing and retentions – when required
- Ad-hoc duties
- Payment of parking tickets
- Allocating daily labour costs to relevant jobs
- Completing credit account application forms when requested
- Archiving and filing
- Taking minutes
- Create RAMS and site files
- Create O&M folders

#### Quality Manager

- Maintain the Quality Management System (QMS)
- Liaise with MD and other staff throughout to ensure the QMS is functioning
- If appropriate advise on changes and how to implement them
- Devise with MD the quality procedures relevant to Manilva
- Review client feedback to ensure any issues acted upon
- Make sure the company is working as effectively as possible to keep up with competitors.
- Arrange management meetings and compile an agenda to work to
- Ensure the QMS is filtered down throughout to staff
- Prepare paperwork for all audits
- Meet with BSI external auditor annually
- Carry out corrections following on from external audits
- Carry out internal audits
- Monitor procedures and ensure still applicable to business
- Maintain all files regarding Quality

#### Management System

The management system comprises:

- This document incorporating the company's Quality Policy
- Procedures which define how the specific activities within the company are carried out and indicate the responsibilities of individuals for these activities.
- Measures where applicable for:
  - Preparing quotations
  - Tendering

- Undertaking the contract works
- Cost control
- An approved programme of internal audits designed to establish that authorised procedures are understood, being followed and are effective.
- Annual management reviews and project quality records to decide and initiate any changes needed to the management system to ensure its continued effective operation.

### Document Control

All documents are drawn up by Office Manager (QM) and approved by the MD for use. They are version controlled and in most cases, follow the identification and description process where the title and version are annotated at the bottom of the document.

Documents are rarely changed but reviewed annually to ensure applicability. A list of documents is held on the domain and documents are shared with the MD, Contracts Manager and Admin assistant. If any changes are made all are notified via email or memo. The old document is filed in “obsolete” folder on domain.

Although observations and modifications can be suggested, only the Office Manager has the authorisation to amend a document and the MD is the person responsible for authorising its use.

All documents are backed up via cloud storage and hard copies held in the office locked filing cabinets. Older documents are stored in house in storage boxes and Manilva use Datashred for the safe removal and destruction of documents after six years. An added security Manilva’s offices are alarmed with CCTV, PCs are password protected and hard and soft drive firewall protection with Kaspersky. In keeping with our aim to be more environmentally aware, most project documents are held on pc and only printed out if needed to cut down on waste. In an attempt to reduce waste, most documents are not printed out but simply scanned or moved over to the relevant folder on the domain.

Manilva never disclose personal information to any third parties and have taken the advice of it’s insurance broker and IT Consultant to protect against virus or passing on unwittingly of information.

All documents are held on a shared public domain and can be accessed by all at any given time. Staff have their own personal space which is private and only seen by the user so as not to confuse with official documents.

### Record Control

A record is defined as “a document stating results achieved or providing evidence of activities performed”. Records can start out as a document for example a questionnaire but become a record once information is filled in and returned. The Quality Manager is responsible for ensuring correct usage of records.

Our Quality Manager ensures that records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the QMS. Records remain legible, readily identifiable and retrievable and easily located. The QM also controls any changes to the record. Records are not to be disposed of by anyone other than the QM.

Records can be hard copy or computer based. Hard copies are stored in house in locked cabinets, they are kept for six years and disposed of by way of shredding either in house or if larger quantities via Datashed. Hard copies are kept out of sunlight and areas that might cause damage to the data. They are also stored in a manner that is easy to retrieve.

Computer based records are held on a public domain that only staff can view. PCs are password protected and firewalled. We also hold protection via Kaspersky. Computer based records are stored under varying headers and clearly "filed" based on year or older folders are moved to "obsolete" sub folders.

The MD and Contracts Manager are responsible for ensuring that external documents such as tenders and if applicable drawings/plans and quotes are correct. The MD and CM will advise the QM/AA of snagging and/or retention period which is also noted in an excel spreadsheet. Once a project has been completed, the QM checks and notes retention period (if applicable) and once invoiced can move the project folder into "Completed Jobs"

### Process control

The development of the project is monitored from the office and on site. Most jobs follow a programme of works. All documents defining the requirements for the works are monitored and stored within relevant job folders.

When a tender becomes a confirmed job and if applicable, we carry out a site inspection with client and the client will amend specification to site specific requirements (if applicable) and issue contract instruction to incorporate amended specification. At this time we will re-cost (in line with change control procedure) and bring costs forward in future valuation.

On receipt of agreed contract instruction costs the revised specification is passed down the chain to the various site operatives via the Contracts Manager/Site specific foreman/supervisor. Where changes affect brief, programme or cost the clients authority in writing is requested.

Standards of workmanship are monitored and controlled and are subject to client approval. The process of contracts is reviewed on an ongoing basis by the Managing Director, Contracts Manager and operatives involved ensuring compliance with brief, cost and programme.

Site visits required of authorised persons from local, statutory and other authorities are recorded where applicable. Manilva have excluded 7.6 Control of monitoring and measuring equipment from this manual. Large equipment is hired from companies who hold their own insurances and this has proven more cost effective to us, savings which is then passed on to our clients.

### Non-Conforming Service

All services found to be defective or non-conforming are dealt with as soon as possible to ensure that they are not incorporated in the finished work/project. The cause/reason for any non-conformity is recorded where possible and typed up in the form of a snag sheet. Where necessary it is analysed, reported at source and management meetings and action taken to prevent reoccurrence. Non-conformances (ie snags) are recorded on file notes/PC. Effectiveness of action taken is verified at the next management meeting review and internal audits. These records form part of the feedback review and are regularly assessed to prevent unacceptable trends on future projects.

Non-conformity and client complaints are reviewed for:

Complainant

Problem

Corrective Action

Comments

Inspections are carried out at various phases of project to ensure that there no non-conforming services.

#### Handling, Storage, Packaging and Delivery

All materials and products received by the company for use on site are suitably stored and protected. Suppliers requirements where stated are adhered to. Materials and products are generally delivered directly to site where they are checked for type, quantity and quality.

#### Internal Quality Audits

Internal audits of the management system are carried out on an annual basis to an established programme. The purpose is to establish that the authorised procedures and instructions are understood, being implemented and are effective and to initiate timely corrective action where necessary. Priority is given to areas of activity in which problems have been experienced. Audits are based on check lists. Findings are recorded for discussion/review on domain.

Non-compliances are recorded and are discussed with the staff members concerned.

Audit reports are carried out in accordance with the Audit Plan. The auditors where possible, will not have direct managerial responsibilities over the section being audited.

#### Training

Staff are trained on the basis of needs and requirements of the company and individual projects. Qualifications, technical skill and experience are also considered appropriate to the work they are required to carry out. All site operatives are given site specific induction training including a description of the company's working methods and the system. A staff training matrix is held to ensure qualifications are updated when nearing expiration. This also assists when the need to re-train arises to see who holds specific qualifications.

Personnel records are maintained. Updating and further training are reviewed annually. Training arrangements are approved by the Managing Director.

All personnel are made aware of the company's Health and Safety policy and are requested to sign that they have read, understood and agree to comply with its provisions. Site based labour are given tool box talks on H&S and encouraged to make known any issues to CM or the office.

#### Analysis of Data

Feed- back from contract meetings will be analysed and procedures will be adapted accordingly. This will also be the case following any customer surveys or meetings. This to include feed- back from customers on cost comparisons.

## LIST OF COMPANY PROCEDURES

### Enquiries/ pre-contract

1. Enquiries
2. Tendering Process

### Contract Stage

3. Receipt of order
4. Purchasing
5. Health and Safety
6. Valuation/Cost Control/Final Accounts
7. Claims, Complaints, Corrective Action, Non Conformance

### Support Procedures

8. Document Control
9. Change Control
10. Management Review
11. Quality Records
12. Audit Procedure
13. Recruitment and Training
14. Subcontractors/suppliers
15. Vehicle Maintenance
16. Equipment Maintenance
17. Technology & Carbon Footprint
18. Feedback Review

#### PURPOSE

To define the procedure to be adopted on receipt of enquiries to submit tenders or quotations for works

#### SCOPE

Covers the methods of dealing with;  
-Painting & Decorating

#### PROCEDURE

On receipt, incoming emails/letters, correspondence and all other documents relating to projects are stamped (if received via post) then hand written with date and tender/job number (if applicable). Admin Assistant is given the initial enquiry and potential projects (tenders also known as quotes or estimates) are given the next sequential number, logged onto a spreadsheet and written in the Tender book. AA will email MD, CM and OM with the documents, return date and tender number where to find on the public drive on PC. A spreadsheet is held on domain so that the status of all documents is clear at all times. Hard copies are filed once dealt with in folders relating to job/project.

Once a Tender is won it then becomes a Job and transferred to a job folder. Information is subject to a change control procedure to ensure that changes have appropriate authorisation and that their effect on cost and programme are considered.

After payment of the final invoice the contract files are closed. All document cases/boxes are identified by job title and/or number and period of retention noted (if applicable). Documents to be kept in archive. Documents are disposed of at the end of the statutory period – usually six years. All completed jobs and tenders are kept electronically on domain. Financial document are kept in storage for statutory period of six years. After six years, files are shredded confidentially by a company called DataShred. All hard copy documents are kept in locked cupboards.

Enquiries generally come in the form of written or electronic invitations to submit tenders or quotations. Enquiries for quotations can also be received verbally over the phone. Enquiries are also made to establish if Manilva Contracts are interested in tendering or quoting for specific works. All enquiries are stamped on receipt to record date and given a tender/estimating number (if applicable). The tender is then referred to the Managing Director who determines if an invitation to tender or quote should be accepted.

In the absence of Managing Director other staff may receive verbal enquiries and are to take note of the following information:

- Prospective Client's name
- Contact name
- Telephone Number/e mail address
- Date and time of enquiry
- Site address
- Other relevant information i.e. tender return date

## PURPOSE

To define the requirements for preparing and submitting tenders and for completing and maintaining the quality plan.

## SCOPE

Covers tenders for Manilva acting as main contractor and as a sub contractor

## PROCEDURE

Tender invitations generally include full documentation/specification/schedule of works prepared by the client or his representative describing in detail the work to be priced.

The Managing Director will check that all documents are completed and will take all other actions in this procedure unless stated otherwise. A decision is made whether to proceed with the tender. If not the client will be notified as necessary.

Rejection or acceptance of a tender will be based on the following criteria:

Client Acceptability	- Financial Status - Payment Record - Working relationship
Programme Requirements	- Workload - Time Scale
Internal Considerations	- Labour Commitment - Company Financial Considerations
Specification Requirements	- Nature and scope of work
Conditions of Contract	- Onerous Conditions - Liquidated Damages - Insurance Requirements

The Managing Director then carries out the process in accordance with the schedule of works. Sub-Contract works are identified and then sent out for pricing. The costs of the works are prepared on data sheets and all necessary information is assembled.

A site survey is carried out if appropriate to determine site conditions and to establish the extent of the works.

The MD decides the final costs and considers contractual commitments and labour requirements. Qualifications and exclusions are noted. The final tender is the assembled and submitted by return due date – usually by the Admin Assistant or Office Manager.

Tender due dates are recorded electronically and in the tender book. These are reviewed on a regular basis. Some smaller quotes/tenders are instant so do not have a return date.

#### PURPOSE

To define the requirements for receiving an order/instruction

#### SCOPE

Covers Manilva acting as main contractor and as a sub contractor

#### PROCEDURE

On receipt of an order the Contracts Manager/Managing Director will take the following actions.

1. Allocate Resources
2. Appoint the person to be in charge of the project on site
3. Determine the number and nature of operatives to carry out the works
4. Prepare a programme for the works showing commencement and completion dates. Alternatively discuss and agree main contractors programme.
5. Check and confirm that the suppliers and subcontractors are available to meet the programme.
6. Check with the client that all necessary approvals have been received.
7. Place preliminary orders or letters of intent as appropriate.
8. Transfer appropriate tender/quotation information to Job file
9. Arrange/attend pre-contract meeting with the main Contractor/Client as appropriate.

#### Informal Instruction to proceed without costs agreed

On receipt of an instruction the Contracts Manager/ Managing Director will write to the client confirming a description of the work and a time scale.

## PURPOSE

To establish the method of purchasing materials for sites and for hiring plant and equipment, and office purchases.

## SCOPE

covers all materials, products, goods, equipment, plant and suppliers services.

## PROCEDURE

### Purchasing For Contracts

Quantities and details of materials, service and plant are taken from the job specification, drawings, schedules and other contract documents provided and/or taken off internal cost/estimate sheets.

The Contracts Manager/MD will identify any critical items on long delivery or needing to be delivered early. Delivery requirements for sub-contractors plant hire and any special items are established. The client or Main Contractor is informed if there are any critical changes in delivery.

Most projects have an outgoing spreadsheet held within the specific job folder on PC. This is updated by the AA regularly to show all costs associated with the project.

### Orders

The Contracts Manager/MD/AA or QM place all orders.

Wherever possible, purchases are made from established suppliers on the approved list are all under instructions to supply materials or goods to authorised personnel where appropriate with an official order. Orders for example for paint delivery may be placed by telephone if a job name is provided which is then used as a reference to allocate cost to job.

When the client or Main Contractor issues revised information or instructions, the Contracts Manager/MD will immediately evaluate the effects on purchasing requirements. He will then advise the client/Main contractor of the implication on cost and programme. At the same time he will revise the schedule accordingly and place, cancel or modify orders as appropriate. He will also instigate the change control procedure.

### Purchasing for office

Purchase of goods and administrative supplies for internal use is carried out by the Admin Assistant with the Managing Director's authorisation where applicable. Purchases where possible are made from known suppliers who have previously given satisfactory service and based on best prices/delivery.

### Purchase of Services

Specialists firms or consultants to be appointed by the Company shall be engaged by written appointment (which can be in form of PO/Email or letter) authorised by Contracts Manager/Managing Director. Such firms shall be selected according to capability, past performance, availability and ability to meet the project and quality requirements.

#### PURPOSE

To outline Manilva's responsibilities and obligations to staff, clients and the public.

#### SCOPE

This is a synopsis of our full health and safety procedure which can be viewed in full online via our website [www.manilvacontracts.com](http://www.manilvacontracts.com) or by request

#### PROCEDURE

##### Health and Safety

All works are to be carried out in accordance with Manilva Contracts Health and Safety policy. All personnel are required to comply with this policy.

Individual site specific risk assessments and method statements are drawn up and held on site folders. Induction sheets and tool box talks are carried out at the beginning of a project. Site operatives are given time to read and sign their understanding of the particular project.

A copy of the company's current Health and Safety policy will be in the site folder for information.

Periodic inspections may be made by Health and Safety Executive without prior warning. The person in charge on site will record details of the Health and Safety Officers comments on a file note and report back to the Contracts Manager/Manager as appropriate.

Where possible all relevant operatives shall be proved to be competent for their assigned tasks. Training will be provided with tool box talks and training if necessary

Manilva instructed HS Direct who are health and safety specialists to advise and ensure we keep up to date and abreast with monitoring changes in regulations and legislation. HS Direct will assist in all aspects of health and safety and meet annually to ensure adequacy of Manilva's policies to ensure they are apt and relevant.

#### PURPOSE

To define the procedure for valuation of the works carried out on site and for submitting interim and final accounts.

#### SCOPE

Covers all work carried out by Manilva

#### PROCEDURE

Valuations for interim payments are prepared by the Managing Director/Contracts Manager and are generally based on the percentage of the work completed, including agreed variations to date plus if applicable an allowance for unfixed materials on site. The cost of exceptional items stored off site may be included in valuations by prior agreement.

The Contracts Manager/Managing Director is responsible for assessing from site progress information the percentage of work complete.

On receipt of instructions involving extra work the additional cost is evaluated and the client/main contractor is informed. Such costs are included on the next appropriate valuation and issued in the form of a contract administrators instruction (CAI).

Where applicable most projects have an outgoings spreadsheet – this is used for internal purposes and used to check if the project is running in budget.

At practical completion date a Final Account is prepared and submitted for payment. This will include release of half of any retention sum

A retention spreadsheet assists in ensuring that no retention periods are missed.

At completion of making good defects at the end of the defects liability period, a final invoice is submitted for the balance of retention monies.

## PURPOSE

To define the procedure for claims, complaints and non conformance

## SCOPE

Covers all areas covered by Manilva

## PROCEDURE

### Complaints

Bad workmanship. Complaints and defects occurring during the contract period.

Complaints from the client, their representatives or main contractors about the standard of workmanship or alleged non conformance with the specified requirements will be responded to immediately. Where applicable the work item will be responded to immediately. Where applicable the work item will be amended and brought up to standard. In event that Manilva Contracts dispute the standards being demanded the Contracts Manager/Supervisor will investigate and resolve the matter with the client or if necessary take action. If possible an arrangement will be made for manufactures representative to visit site.

At the discretion of Manilva Contracts and at no disadvantage to the customer the items may be repaired rather than replaced. In all cases the supplier will be notified and at the discretion of the CM/Supervisor a claim may be investigated against the supplier for consequential costs. Complaint forms are available via the office and also in individual site folders. Complaints are logged on a complaint log (Improvement Action Log) by the QM and dealt in a timely manner.

### Contractual Claims

The submission of claims under the contract for extensions of time and other claims to the client and or main contractor are subject to the Contracts Manager/Managing Director's decision. Applications for extensions of time will be submitted during the course of the contract. These applications will be pursued as they occur and not left until the end of the contract.

### Claims for Liquidated Damages

Any liquidated Damages imposed by the client will be investigated by the Contracts Manager/MD and discussed with the client. A decision will be then made to decide if an ex-contractual claim is to be initiated for an extension of time to counteract the claim for liquidated damages.

### Third Party Claims

Third party claims against Manilva for loss or damage to goods or property, personal injury or death, will be referred by the CM/MD to the company's Public Liability insurers. The need for claims by Manilva Contracts against others will be decided by the CM/MD and action taken accordingly.

### Accidental Damage

On receipt of a claim against the company for accidental damage to goods or property, either written or verbal, the recipient will note the details and advise the complainant that the matter will be referred to the person running the project. Refer the details to the MD/CM/Office Manager.

Under no circumstances should operatives or persons running the job become involved in discussion or argument or admit any liability concerning complaint.

The Contracts Manager/Office Manager will then:

Investigate the claim

Establish the merits and value of the complaint

Either individually or in consultation will agree the responses. A record of the conclusion will be made on a file note and if necessary the matter will be referred to the insurance company.

### Complaints against Staff

Complaints against staff are investigated by senior personnel in consultation with the person concerned and others as necessary.

Depending upon the nature and seriousness of the complaint the appropriate action will be taken and the complainant advised accordingly.

### Faulty Products

Any materials found to be faulty either during installation, application or within the defects liability period will be replaced with an equivalent product to be obtained free of charge

### Non Compliance

Procedures are in place to identify the responsibility and authority to deal with non-conformities and prevent future non-conformance. Corrections will be re-validated and appropriate action/s taken. Follow up will be noted and brought to the attention of the Management Team.

### Corrective Action

Manilva Contracts Ltd realise that occasionally events happen outside of anyone's control so procedures are in place to eliminate the cause of non-conformities to prevent recurrence. In our line of work we try to identify at the outset of a project based on previous performances/projects that may occur. We look for corrective action when conducting a site inspection and consulting with site operatives. A risk assessment and method statement are drawn up by the QM or CM and passed to site foreman which is held on site file. Manilva have a customer feedback form which is looked at in management meetings prior to audits and assess. Our form deals with non conformities, investigates complaints and looks to determine root cause why the problem occurred and how we prevent it happening again. In some cases we can propose an alternative appropriate solution.

Once Management review and are satisfied the correction action has been applied, the matter can be closed.

#### Corrective Action – Selection of Tender

If unsuccessful we ask client/managing agent for a tender analysis outlining where we were placed. Under the data protection act most companies have not divulged information lately but where we can we note on domain where we have failed in order to be more competitive in the future.

#### Corrective Action - Standard of Work

Most works are carried out with schedule of works written by a surveyor. Site meetings are held with the surveyor in attendance to snag our standard of work – this is normally done at site meetings while the job is going on or in the case of smaller jobs at completion stage. Snagging is a regular part of our work and we attend to as and when they arise. The Foreman/Supervisor has a site specific snag sheet which is held on our site folder. We give the client the opportunity to de-snag. At that stage client will pass off in form of payment. Our tools include paint brushes, hand tools and ladders for short term use. All operatives are fully briefed by site foreman how to use appropriately and accurately if not obvious to the individual. Any faulty items are immediately removed from site. Replacements require office approval and a PO to control expenditure.

Manilva instruct H&S specialists HS Direct to ensure we keep up to date and abreast with monitoring changes in regulations and legislation. HS Direct attend the office annually to advise on H&S matters and provide ongoing support. They also advise over the telephone or attend site to carry out Site Specific assistance.

Regular site meetings and visits help identify a potential problem. If a problem is reported it is recorded on the form to the CM or the QM. The Contracts Manager or MD will work with the Site Foreman or operative to investigate and decide on what action is taken. Once the solution has been found the CM or the MD will check back to see how effective the resolution was. Once the form has been filled out it is reviewed at company meeting and discussed with final corrective action noted.

A document is something that is being currently worked upon and is therefore subject to editing and change. Documents do not have retention periods because they are solely needed for current business purposes. Examples of documents include:

- Blank forms (Invoices/Letterhead/Purchase Orders/Memos)
- An approved suppliers list
- Draft policies or procedures

All records start as documents, although all documents don't necessarily become records. Those that become records provide evidence of an event or decision. Unlike documents, records need to be kept once that event has happened or decision been made. The length of time they need to be kept is set out in a retention schedule.

Examples of records include:

- Completed forms
- Completed Schedule of Work/Form of Tenders
- Reports
- End of year accounts
- Letters and emails that have been sent
- Finalised and approved policies and procedures

All documents are drawn up by Office Manager (QM) and approved by the MD for use. They are version controlled and in most cases, follow the identification and description process where the title and version are annotated at the bottom of the document. It is recorded on a spreadsheet referencing author, title and version

Documents are rarely changed but reviewed to ensure applicability. A list of documents is held on the domain and documents are shared with the MD, Contracts Manager and Admin assistant. If any changes are made all are notified via email or memo. The old document is filed in "obsolete" folder on domain.

Although observations and modifications can be suggested, only the Office Manager has the authorisation to amend a document and the MD is the person responsible for authorising its use.

All documents are backed up on the cloud and copies are held in filing in the office . Older documents are stored in house in storage boxes and Manilva use Datashred for the safe removal of documents after six years. An added security is ensured via the specialist IT services of Mark Wallis of WGS.

Manilva never disclose personal information to any third parties and have taken the advice of it's insurance broker and IT manager to protect against virus or passing on unwittingly of information. Our telephone system (m) is also protected against hacking.

All documents are held on a shared public domain and can be accessed by all at any given time. Staff have their own personal space which is private and only seen by the user so as not to confuse with official documents.

### Quality Assurance Manual Procedures

The manual is available for external issue to clients, potential clients and/or others as decided by the Contracts Manager/Managing Director. A list of names, Dates of issue and revision reference will be kept and maintained by the QA Manager.

The procedures are for internal use. Controlled copies of the Procedures will be issued by the QA Manager to named recipients.

All issues and reissues are to be signed by the QA Manager as authorised and are to be listed by him/her.

Any revisions to the manual will be recorded and retained by the QA Manager. Any revisions to the procedures will be recorded and noted on the relevant procedure. The QA manager will retain a copy of the procedure.

Holders of controlled copies are responsible for prompt insertion of supplied revised sheets and return of superseded sheets to the QA Manager.

Unauthorised copies of the Quality Assurance Manual and Procedures are prohibited to prevent use of superseded information. Uncontrolled photocopies maybe permitted by the QA Manager. These must be marked 'UNCONTROLLED COPY'.

#### Archiving

Archiving shall be initiated on the instruction of the Contracts Manager/MD.

On completion of all work following receipt of final payment, all files, drawings and other project documents are stored, packed, and clearly labelled indicating project title, job number and date stored. Hard copies are kept in a locked cupboards. A note is made on the domain outlining date/project details/job number and storage box number for ease of reference. All documents are kept for a minimum of six years.

No documents are to be destroyed without the prior agreement of the Contracts Manager/MD.

#### Reference information

All trade and technical information is retained at the discretion of the Contracts Manager/MD and filed in the relevant section of the information section.

The current status is checked by individual members of staff where relevant. In an attempt to reduce waste, most projects and files will be held on PC rather than printed to save paper eventually phasing out the need for a hard copy job folder.

#### O&M Manual

As most projects require an Operational Manual (known as O&M), admin staff will draw up a word document referencing pertinent points during the project, listing staff and subcontractors involved along with any data materials/guarantees for passing onwards to the client.

## PURPOSE

To identify how future changes would affect the QMS and set out who is responsible for control of change. To ensure that no unnecessary changes are made to the QMS, that all changes are authorised and by identifying who our interested parties are we anticipate change and affects this might have to Manilva.

## SCOPE

Covers the procedure Manilva follow with regards to changes to the QMS

## PROCEDURE

Management meetings are held annually and generally just before Manilva update their QMS. As all staff are invited to attend, this ensures all departments/areas of operation are covered and that any suggestions of change can be brought up at management level. As minuted, Management discuss their interested parties as often change is brought up through the following channels:

- Customer feedback
- Customer complaint
- Product and service failure
- Employees and other interested parties' feedback
- Innovation or change to company scope, specialties etc.
- Internal or external audit results
- Identified nonconformity
- Identified opportunities for improvement

The annual management meetings are therefore a vital tool in identifying, discussing and reviewing changes both proposed and implemented.

Should any changes to the QMS be proposed the following process shall be considered as appropriate:

- Identify the need for change, and the most effective way of addressing this
- Evaluate the impact of the proposed change, including any unintended consequences
- Review the proposed change, identifying the potential benefits vs. the risks associated, and plan the implementation of the change
- Carry out the change according to the plan made, and manage throughout to determine the effectiveness
- Release the change once risks have been managed and all affected interested parties are satisfied with the change made

Although staff at all levels are involved in the identification of beneficial changes, ultimately the Managing Director has control over all changes proposed and whether these are accepted and considered beneficial to the company. Once change has been identified and accepted the Quality Manager will review and assist in the implementation of all changes, updating documentation and informing all interested parties of the change.

#### PURPOSE

To define the requirements for review of the quality system and to initiate management actions needed.

#### SCOPE

Covers the methods of reviewing the effectiveness of office procedures, quality standards and to define the corrective action required.

#### PROCEDURE

A comprehensive review of the whole Quality Management System and Quality Policy is carried out at 12 month intervals by the QA Manager, Contracts Manager and Managing Director. Staff are encouraged to attend to ensure that their opinions are heard and applied as and where necessary.

The quality management system is reviewed for continuing suitability and effectiveness.

The QA Manager reports on the following quality matters where appropriate.

Internal audits completed

Feedback reviews held

Problems identified and not resolved

Client and other complaints

Unacceptable trends

External audits by certification body where applicable

Comments received from staff and others

Notes are produced of all Management Review Meetings

Modifications and additions proposed to the QA Manual and procedures are examined, discussed and incorporated where appropriate.

The Quality Manager shall ensure all mandatory standards are addressed at review meeting to be included into the current upcoming policy. Exclusions should be looked at and fully outlined also.

The QM will ensure current performance and improvement opportunities related to audits and findings from non conforming procedures are noted by all at Management level. Managers to filter policies down to all, including site personnel in order for standards to be maintained.

#### PURPOSE

To define the requirements for maintaining records relating to Quality Assurance.

#### SCOPE

Covers the management of Quality Records

#### PROCEDURE

Quality Assurance records regarding office audits, notices of no-complaints, corrective action and comments are filed and maintained by the Quality Assurance Manager.

Complaints and claims are kept in the appropriate project file and copied to the Quality Manager to log and ensure complaint dealt with as quickly as possible.

Records of sub-contractors, suppliers and consultants performances are maintained and filled by the QM.

All quality records are retained for a minimum of six years subject to a decision by the Contracts Manager/ Managing Director and reviewed by the QM for trends and suggestions.

#### PURPOSE

To define the procedure for implementing and monitoring the Quality Assurance system.

#### SCOPE

Covers the method of conducting internal audits and issuing non-compliance notices, implementation of corrective action as required and assessment of the effectiveness of the quality system.

#### PROCEDURE

Internal audits are carried out at planned intervals by the Quality Manager to ensure that approved QA procedures are being fully implemented throughout the company. It is important to carry out audits as a way of safeguarding/checking that complying with it's own standards as well as ISO standards and check they are being implemented effectively and maintained.

Audits will be carried out against the approved internal audit programme indicating the company procedures and the clauses of ISO 9001:2015. Manilva will continue to audit as per audit programme.

The programme records of audits are to be kept by the Quality Manager.

The Auditor may not audit his/her own department. Findings of the Audit are to be confidential.

Management will review the audit and take corrective action if necessary. Follow up audits should be scheduled and findings should be outlined in detail and held on Improvement Action Log.

Non-compliance notices (email or memo) will be issued by the Quality Manager to the person/department being audited to indicate items that are not confirming to the QA requirements. A copy will be kept Notices are required to be dealt with promptly to avoid deterioration in standards. After items indicated on non-compliance sheet and discussed at the next Management Meeting.

Non-compliances are monitored by the Quality Manager to prevent the development of unacceptable trends.

#### PURPOSE

To define the procedure for ensuring that staff are trained to carry out their allotted tasks.

#### SCOPE

Covers quality training and external training of office and site operatives.

#### PROCEDURE

New members of staff will be made aware of the Quality Management System along with Manilva's Health and Safety Policy during their induction.

New staff are taken on for a trial period of three months, after a review they are formally invited to join and their hours of work and pay are outlined clearly. They sign to agree to terms. An induction will be given on first day of attendance.

The MD will conduct a personal review for each member of staff annually (using their start date as point to follow up annually). Any member of staff can bring any issues to their line manager or MD at any point. The MD and the member of staff will discuss their role and determine whether training would be beneficial.

Generally special skills or certified training would be outsourced. Where specific training needs are identified by the company appropriate training will be organised and a record will be maintained.

## PURPOSE

To define the requirements for using contractors and major suppliers

## SCOPE

Covers the method of assessing subcontractors and major suppliers.

## PROCEDURE

### Subcontractors and Major Suppliers

Manilva will evaluate and select sub contractors and suppliers based on their ability to supply service/product in accordance with the project requirement.

The company has a number of historically approved subcontractors and suppliers that are used where possible.

When established subcontractors or suppliers are not available or other specialists are required the Contracts Manager or Managing Director will source alternative companies

Subcontractors will be required to complete Subcontractor questionnaire and return with relevant supporting documents. Documents and references are checked by the Admin Assistant and the subcontractor evaluation log updated.

Note: If the subcontractor is new to Manilva, the Admin Assistant where possible should take up at least one reference. The questionnaire should be sent out every three years and checked for expired certificates/insurances.

Where applicable, Quotes are obtained from at least two subcontractors to determine which company to use. The final decision is made at the discretion of the Managing Director

Evaluation of checked documents will be carried out by the MD/CM. Reason for approval will be demonstrated through the Sub Contractor Evaluation Log/Supplier Evaluation Log.

Sub Contractor and supplier performance will be monitored informally over the period of the specified project. Significant issues arising will be logged on the Improvement Action Log and corrective action will be implemented accordingly.

Sub Contractor performance will be reviewed at Management Review Meetings including review of Sub Contractor Evaluation log and need for any changes.

If a subcontractor is awarded a project, they are informed in writing (either by email, purchase order or an Award of Tender letter.

#### PURPOSE

To define the procedure for ensuring that the company vehicles are properly maintained.

#### SCOPE

Covers all company vehicles

#### PROCEDURE

This procedure relates to the vehicles owned by Manilva Contracts Ltd

Each vehicle has a designated driver who is responsible for:

- Maintaining the vehicle in a clean and presentable condition
- Driving the vehicle in a safe and legal manner.
- Retaining and parking it safely and legally at all times including over night.
- Reporting to the office when services are due.
- Reporting any incidents, accidents and/or defects that may occur.

The Admin Assistant is responsible for:

- Ensuring that road tax is renewed on time
- Ensuring maintenance is arranged in accordance with manufactures instruction and at the intervals stated.
- Ensuring fines are paid on time
- Reporting to the office when services are due.
- Reporting any incidents, accidents and/or defects that may occur.

In the event of a breakdown or accident the driver shall take action to minimise all risk and must report immediately to the Admin assistant, Office Manager/Managing Director for instructions. The Admin Assistant and Office Manager will make the necessary arrangements for vehicle recovery, repair or replacement, driver collection and, if appropriate, work reallocation.

A Road Safety Policy is given to each driver which outlines their responsibilities as well as what Manilva's obligations are. Each driver is asked to read the document and sign to say they will agree to drive in a safe and responsible manner. Manilva will ensure that the vehicle is safe to drive but the driver must advise if any issues with the vehicle itself.

#### ASSOCIATED DOCUMENTS

- Fuel Card and Vehicle Log
- Road Safety Policy

#### PURPOSE

To define the requirements for controlling and maintaining plant and equipment.

#### SCOPE

Covers all equipment owned or hired for use within the company's business.

#### PROCEDURE

Hiring of equipment is a regular requirement. This is carried out through established and known suppliers. The responsibility for maintenance of the equipment remains with the supplier who is required to supply certificates where appropriate.

Sub contract and self employed labour are required to supply their own hand tools. These are held to the responsible for the regular maintenance of their own equipment.

The company keeps certain amount of access equipment in its stores. (Ladders steps etc). These are inspected at issue and return and noted on ladder register.

## PURPOSE

Following on from The Building Safety Act 2022, Manilva have realised the importance of implementing safety measures and will be incorporating elements to all major projects where they are named as "Principle Contractor" and "Principal Designer".

## SCOPE

Covers all major contracts

## PROCEDURE

Once an instruction has been received by the client or surveyor, Manilva will request a pack containing Pre Construction Information held for the project. The Office Manager (H&S Manager) will read through the documents to ensure that the information is in date and relevant to the works being undertaken. The H&S Manager will challenge any information that might be missing and important to the safety of the works.

Once all information has been received and H&S Manager is satisfied they will draw up a construction phase plan which will include any risks associated with the works and how works can be carried out safely.

Prior to works commencing and where appropriate H&S Manager will attend site to carry out a pre start site survey noting areas of risk including works at height and fire risk assessment.

Toolbox talks will be given at induction and staff, labour and subcontractors will be reminded again to report any incidents including near misses and any concerns to the H&S Manager at Manilva's office. If any issues are raised they will be dealt with in a timely manner.

Weekly inspections will be recorded and held in the folder

Following completion of works, O&M will be handed to the client and / or surveyor for this project. Manilva will hold an electronic copy of this on the job folder on their own portal.

## ASSOCIATED DOCUMENTS

Pre Construction Information

Construction Phase Plan

Selection of Subcontractors if applicable and ensure training in specialism

Risk Assessment

Method Statement

Toolbox Talks

Training appropriate to the works

Site Rules

O&M

#### PURPOSE

To learn from the contract experience and disseminate relevant information to other members of the company.

#### SCOPE

Covers all major contracts as defined by the Contracts Manager/MD

#### PROCEDURE

Reviews of projects are carried out by the Contracts Manager/MD on an ongoing basis. Feedback reviews are undertaken for major contracts following hand over of project.

The Contracts Manager/MD will undertake the reviews.

Projects are reviewed to assess and establish:

Comparison of actual costs with tender/quotation

Programme achievement

Office and site team performance

Working relationships

Sub-contract/supplier performance

Contractual issues

Defects, delays and abnormalities

Corrective action taken

Clients feedback/satisfaction

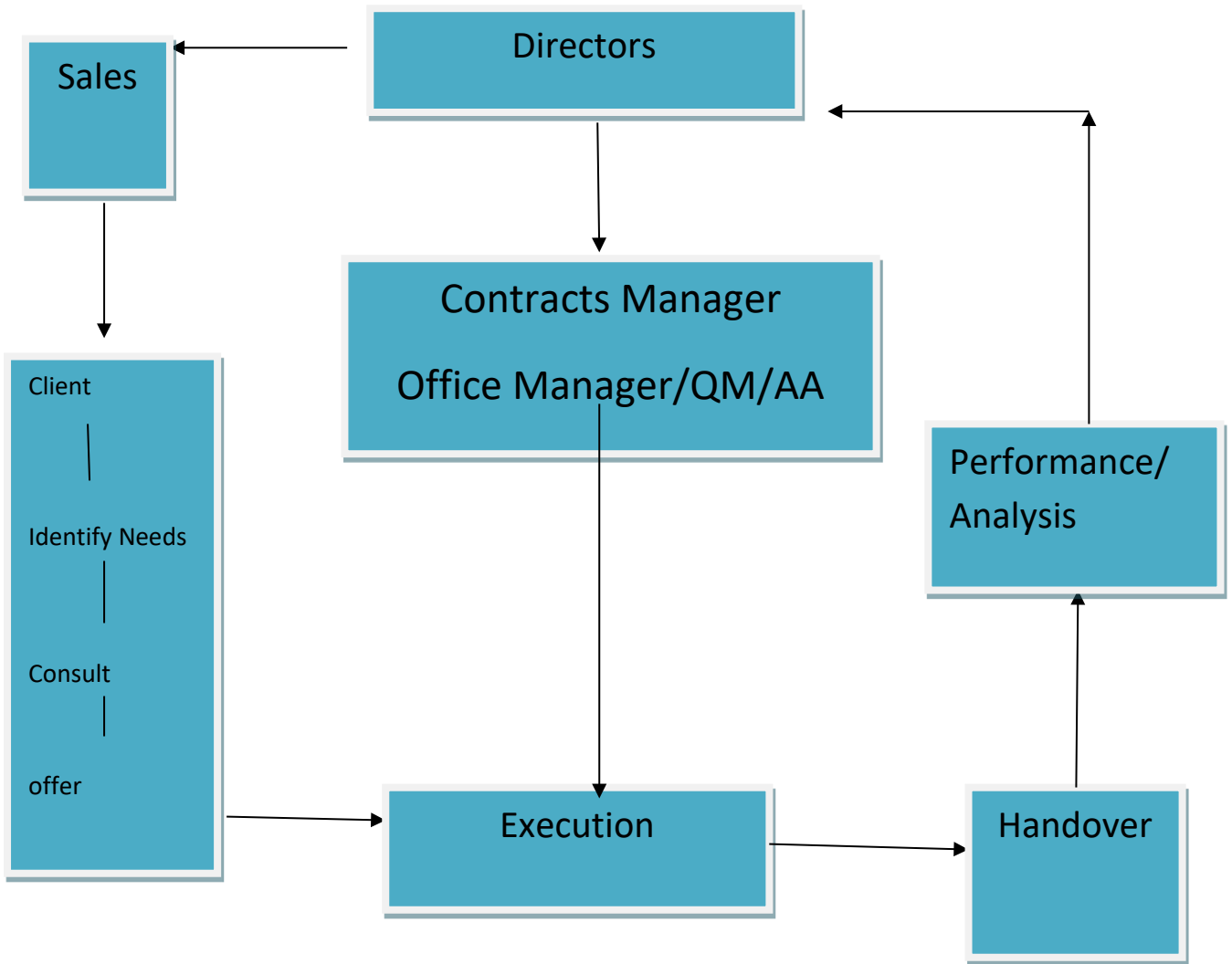
The Contracts Manager/Managing Director decides and initiates any desirable future actions to improve performance and control and to prevent the development of unacceptable trends.

Records of review are maintained.

#### ASSOCIATED DOCUMENTS

Feedback Form V

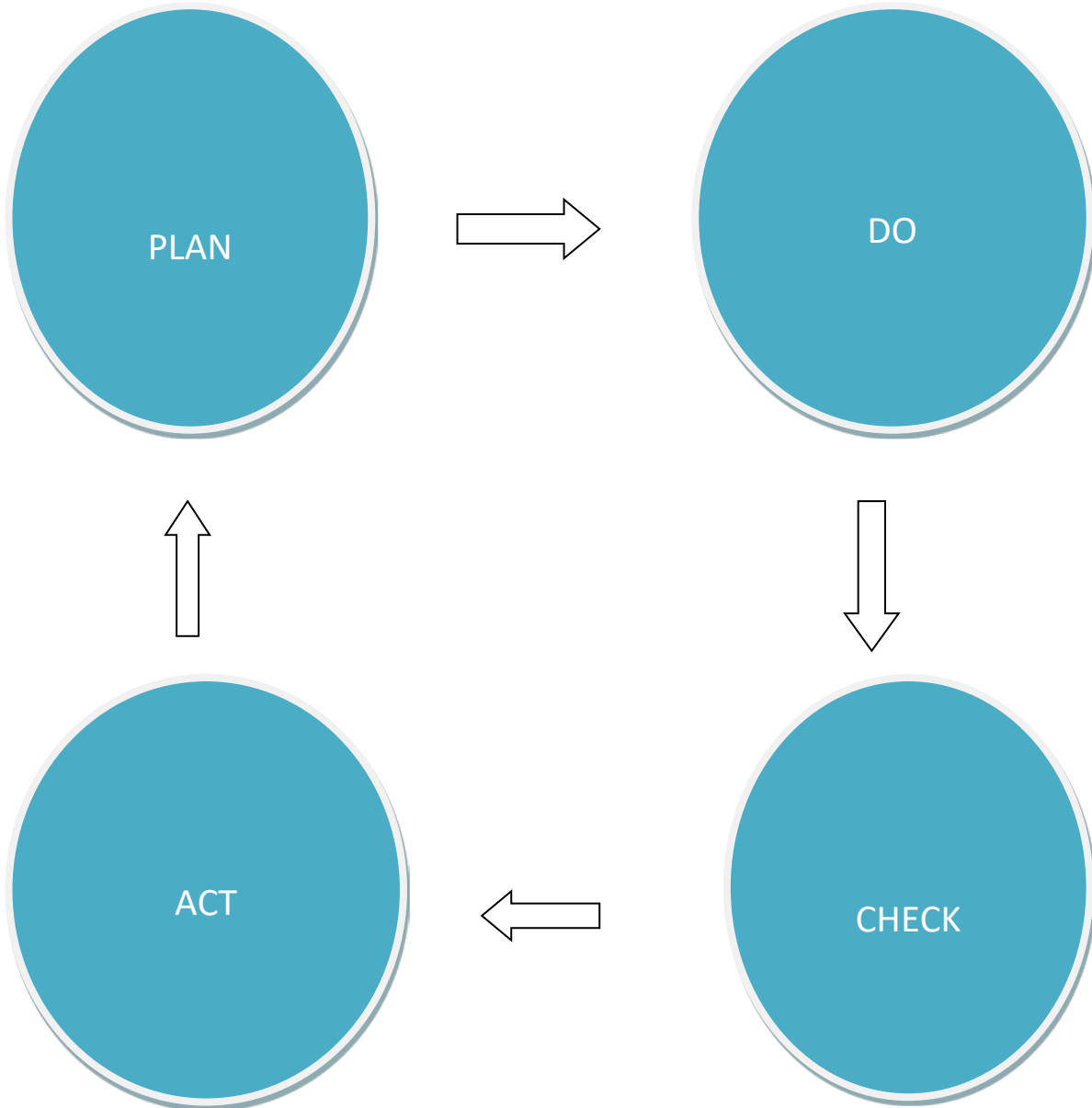
# MANAGEMENT FLOW CHART



# QUALITY MANAGEMENT SYSTEM STRUCTURE

Resources/Policies/Objectives/Targets

Customer Requirements/Process



Performance/Customer Feedback

Continual Improvement/  
Corrective Action/Non  
conformance and Quality  
Performance