

HOCKLEY BUILDING SERVICES LTD

QUALITY CONTROL PROCEDURE

Commitment to Quality

Hockley Building Services Ltd fully understand the need to undertake all design, procurement and construction activities in full adherence and compliance to current and applicable guidelines and statutory regulations.

Hockley Building Services Ltd are fully committed to upholding the highest standards when undertaking design, procurement and installation, and aim to document this through a robust Quality Control Procedure.

Quality Control Procedure

Tender-Production Quality Control

- Estimator undertakes thorough check and detailed review of supplied tender documentation, and raises tender queries within the tender period.
- Pre-tender internal meeting/review undertaken to ascertain suitability of project and review outline scope of works, and to undertake outline resource planning.
- Review of Form of Contract, and raise applicable queries during the tender period.

Post-Contract Quality Control

- High-level meeting convened to allocate project delivery team.
- Project Manager, Design Manager and Site Supervisor convene meeting to ascertain and review-in-detail the full scope of the works and programme of the works in order to determine resource requirements to accomplish the scope within the required timeframe, as well as determining the Health and Safety requirements of the project.
- Project Manager and Site Supervisor produce a detailed programme for delivery of the Mechanical and/or Electrical Services in the context of the Construction Programme.
- Design Manager produces a timeline for delivery of the Mechanical and/or Electrical Services design in the context of the Construction Programme.
- The Project Manager and Site Supervisor shall identify any statutory and/or planning requirements specific to the project. These requirements will be reviewed with the Design Manager to ensure design-compliance.
- The Project Manager is responsible for determining that all members of the project delivery team, including site operatives, have adequate training, qualifications and/or competence to undertake the works to which they are assigned (save for any statutory requirements). All employees and sub-contractors qualifications, training and competencies are centrally-stored on the Training Matrix.



Construction-Stage Quality Control

- **Site Set-Up** – The Project Manager and/or Site Supervisor undertake a review of the site set-up drawings and/or a review of the site itself in order to determine the adequacy of the facilities for all operatives working on the site.
- **Storage** – The Project Manager and/or Site Supervisor ensure adequate storage for materials, plant and equipment is provided on site, whether by way of storage cabins or agreed internal/external locations on the site.
- **Delivery Procedure** – The Site Supervisor or his appointed assistant will be responsible for checking-off deliveries as they arrive on the site. The checking procedure shall consist of the original requisition order sheet being crosschecked against both the suppliers' delivery note and the actual materials, plant or equipment delivered to the site. Any inaccuracies and/or deficiencies shall be reported by the Site Supervisor or his appointed assistant to the Project Manager or Project Engineer immediately for rectification.
- **Installation Quality and Specification Compliance** – All members of the project delivery team shall be generally responsible for the quality of the installation and compliance with the specification & drawings, however the Project Manager shall be ultimately responsible for this. The Project Manager shall instigate the following quality control and compliance checklists as a minimum; however, additional checklists shall be implemented where the circumstances require this.
 - **Health & Safety** – All of those involved in the project shall be responsible for the health and safety of themselves and those around them. In support of this, and in compliance with the CDM Regulations, HBS Ltd Project Manager shall complete all necessary Risk Assessments, Method Statements, COSHH Assessments and Designers Hazard Assessments in order to ensure that all elements of the works can be undertaken in a safe manner, and all risks are adequately controlled. The Site Supervisor and/or his appointed assistant shall be responsible for monitoring the implementation of these control measures on site. The Project Manager and the Site Supervisor shall meet periodically to review these procedures in order to determine whether any of the site conditions/requirements have changed, and shall undertake reassessments as required.
 - **Master Progress Tracking Document** – The Master Progress Tracking document shall be updated, monitored and periodically submitted by the Project Manager/Engineer in order to provide a single location of all progress information connected with the Mechanical and/or Electrical Services works.
 - **Pipework/Ductwork Routes** – Inspection of general pipework/ductwork routes by way of review against approved drawings. This shall be recorded by way of marked-up versions of the approved drawings.
 - **Pipework/Ductwork Bracketry & Fixing-Points** – Inspection of pipework/ductwork bracketry method and method of fixing to the structure. This shall be approved by either the Employers Consultant, or HBS Ltd Project Manager, and shall be recorded by way of periodic photographic site audits.
 - **Pipework/Ductwork Jointing Method** - Inspection of pipework/ductwork jointing methods to ensure compliance with the manufacturers



- requirements. This shall be approved by either the Employers Consultant, or HBS Ltd Project Manager, and shall be recorded by way of periodic photographic site audits.
- Valve/Damper Inspection – Inspection of valves/dampers mounted in pipework/ductwork to ensure compliance with the manufacturers installation instructions. This shall be approved by either the Employers Consultant, or HBS Ltd Project Manager, and shall be recorded by way of periodic photographic site audits.
 - 1st Fix Works Setting-Out – Inspection of the dimensional setting-out of 1st fix equipment shall be undertaken by the Site Supervisor or his appointed assistant and shall be recorded in the Site Supervisors daily-diary. The Project Manager shall inspect this daily-diary periodically.
 - 2nd Fix Installation Inspection – Inspection of the dimensional setting-out and installation quality of the 2nd fix equipment shall be undertaken by the Site Supervisor or his appointed assistant and shall be recorded in the Site Supervisors daily-diary. The Project Manager shall inspect this daily-diary periodically, and relay the completion information into the Master Progress Tracking document.
 - Central Plant/Equipment – Inspection of installation in terms of dimensional setting-out and compliance with the manufacturer's installation requirements shall be undertaken by the Site Supervisor and recorded in the Site Supervisors daily-diary.
 - General Progress Monitoring – General progress of the installation works shall be undertaken by both the Site Supervisor and the Project Manager/Engineer. Periodic site inspections combined with a review of information recorded in the Site Supervisor daily-diary shall be added to the Master Progress Tracking document.
 - Statutory Requirements – The Project Manager and Site Supervisor shall monitor and the review compliance with the identified statutory requirements by way of periodic photographic site audits. This information shall be fed into the Master Progress Tracking document periodically.
 - Planning Requirements - The Project Manager and Site Supervisor shall monitor and the review compliance with the identified planning requirements by way of periodic photographic site audits. This information shall be fed into the Master Progress Tracking document periodically.
- Internal Snagging & De-snagging – The Site Supervisor and/or his appointed assistant shall be responsible for undertaking snagging and de-snagging on a daily basis. The procedure will be visual inspection, photographic and descriptive record of the snag/defect, conveyance to the party responsible by electronic means with timeframe for rectification and re-inspection on expiry of the rectification period. This electronic communication shall be stored in the project file for future reference.
 - Pressure Testing & Documentation – The Site Supervisor and/or his appointed assistant shall be responsible for overseeing and ultimately witnessing (along with the Employers nominated person) pipework/ductwork pressure tests, as and when they are required to facilitate the progress of the works in line with the Construction Programme. These pressure tests shall be recorded on HBS Ltd template pressure-testing record sheets, and stored in both hard-copy (on site) and digital format (remote server).



- Final Testing, Commissioning, Setting-to-Work and Demonstration – These works shall be undertaken by an approved independent commissioning specialist and/or the manufacturers (or specialist supplier). The Project Manager and Site Supervisor will oversee these works from a coordination and site level respectively. All readings and plant/equipment data shall be recorded on the commissioning record sheets, and shall be made available both digitally and in hard-copy format to the Employer on completion of the Mechanical and/or Electrical works.

Post Construction-Stage Quality Control (Defects Rectification)

- The Project Manager shall serve as the primary point-of-contact during the Defect Rectification Period. The Employer, or his nominated representative, shall be provided with the Project Managers business mobile phone number.
- During normal working hours (Mon-Fri, 8.30am to 5pm), in the event that the Project Manager is unavailable at the time of the defect being reported, the Employer or his nominated representative may contact the head office on 0121 685 4545 stating the project name and nature of defect.
- Outside of normal working hours, the Employer or his nominated representative, may contact HBS Ltd emergency call-out number (contact number can be found by calling 0121 685 4545) in the event that an immediate response is required.
- In the event that a defect is identified and reported as outlined above, HBS Ltd shall respond to the defect within a reasonable period by agreement with the Employer or his representative, or alternatively in-line with the Contract.
- Defects categorized as urgent, for example those which materially affect the business such as loss of hot water or heating (during winter), will be responded to as an 'emergency' and we will aim to have an engineer on site within 4 hours.
- Defects categorized as non-urgent, for example a minor leak in a non-sensitive area, would usually be responded to within 48 hours.
- For the avoidance of doubt, while HBS Ltd will respond to all reported defects as outlined above, we do reserve the right to apply charges for time & materials associated with any defects found not to be attributable to HBS Ltd.

Signed: 

Dated: 9-12-2021

