



Virtus
Partners in construction

**Virtus Contracts Quality Manual Business
Management System**

ISO 9001:2015 & 14001: 2015 (Integrated)

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1.0 Introduction

This document is the Business Management Manual (the Manual) of Virtus Contracts Ltd and for the purpose of this manual will be referred to as 'Quality Manual (QM)'.

The Manual is the property of Virtus Contracts Ltd and is a controlled document.

The purpose of the Quality Manual is to provide an overview of the Company, the activities it carries out and the quality standards of operation it conforms to.

It is not designed to act as a procedures manual, although it does carry information about where procedures information is located and the detailed information on documentation requirements for the procedures required by the respective standards.

This Manual is designed to meet the requirements of ISO9001:2015 and ISO 14001 : 2015 and any standard which adopts the Annex SL structure

1.1 The Issue Status

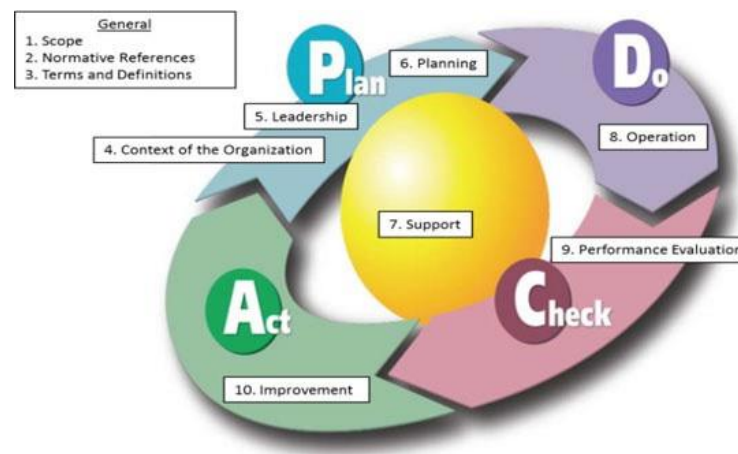
The issue status is indicated by the version number in the footer of this document. It identifies the issue status of this Quality Manual.

When any part of this Quality Manual is amended, a record is made in the Amendment Log shown below. The Quality Manual can be fully revised and re-issued at the discretion of the Management Team.

Please note that this Manual is only valid on day of printing.

Issue	Issue Date	Additions/Alterations	Initials
1.0	17/07/2017	Business Management Manual First Authorised Issue	MAC
2.0	09/07/2018	BMM Audit update	MAC
3.0	23/07/2018	Updated document version control	MAC
4.0	06/04/2020	Updated document version control	MAC
5.0	11/06/2021	Updated document version control	MAC
6.0	18/06/2022	Updated document version control	MAC




1.2 PLAN-DO-CHECK-ACT Model For ISO 9001:2015 & ISO 14001 : 2015



1.3 Quality & Environmental Policy

It is the policy of Virtus Contracts Ltd to maintain a quality system designed to meet the requirements of ISO 9001:2015 & ISO 14001 : 2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of Virtus Contracts Ltd to:

-  Strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
-  Comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services;
-  The reduction of hazards, prevention of injury, ill health, protection of the environment, including prevention of pollution, sustainable resource use,



climate change mitigation and adaptation, the protection of biodiversity and ecosystems and any other specific commitments which are relevant to the context of the organisation;

- Provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- Ensure that all employees are made aware of their individual obligations in respect of this quality & environmental policy;
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

This quality and environmental policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality and environmental process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and environment and its impact on customer service and of the products or service in which we provide.

To ensure the company maintains its awareness for continuous improvement, the quality and environmental system is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable to our business. The Quality and Environmental System is subject to both internal and external annual audits.

Signed for and Behalf of Virtus Contracts Ltd

M.A. Cooper - Director

2. Overview Of The Organisation

Virtus Contracts Ltd established in 2000

Our aim to provide clients with absolute certainty in the supply of high quality interior fit-out and refurbishment projects.

To achieve this requires our wealth of experience, excellent communication skills and a truly professional approach.

We believe that the construction process benefits from a true team approach, and partnering with clients and construction professionals is our intention in order to benefit our clients.

For more information on Virtus please visit our website:- www.virtus-contracts.co.uk

2.1 Scope of Registration





The provision of construction services to the Interior Fit-Out and Refurbishment Industry

3. Quality Objectives

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.

We have identified the following Quality and Environmental Objectives:

- We will endeavour to deliver our services to specification, on time and to the price quoted
This is project specific and client led to achieve their occupation or completion dates to an agreed programme, cost and measured at regular project meetings during the course of the project.

-  We will conduct our business in an ethical and professional manner
This is measured by customer feedback and working in accordance with our policy documents.
-  We will endeavour to satisfy our clients' requirements and get things right first time. Should we make a mistake, we will admit it and rectify the situation as quickly as possible.
This is measured by production of defects schedules and reports detailing outstanding items and dates by which they are to be completed and offered up for approval.
-  We will comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services.
-  We will ensure that the reduction of hazards, prevention of injury, ill health, protection of the environment, including prevention of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems are measured and acted upon accordingly

4. Context of The Organisation

4.1 Understanding the organisation and its context

The context of the organisation is demonstrated within this Business Management System and all associated processes connected with the services / products offered.

The legal legislation and regulatory compliance to the service offered are listed below.

List all Legal and Regulatory Legislation connected with the business	Hyperlink to Legislation etc
CHAS	www.chas.co.uk
Constructionline	www.constructionline.co.uk
Virtus Contracts Health & Safety Policy	
Environmental Policy	
ISO 9001 : 2015	www.iso.org
ISO 14001 : 2015	www.iso.org
Asbestos (Licensing) (Amendment) Regulations 1998 (SI 1988/3233)	http://www.legislation.gov.uk/ukSI/2006/2739/pdfs/ukSI_20062739_en.pdf
Bribery Act 2010	https://www.gov.uk/government/publications/bribery-act-2010-guidance
Building Act 1984 & Building Regulations 2000 (SI 2000/2531)	http://www.legislation.gov.uk/ukSI/2000/2531/contents/made
Building Regulations 2000 (SI 2000/2531) Building (Amendment) Regulations 2001	http://www.legislation.gov.uk/ukSI/2000/2531/pdfs/ukSI_20002531_en.pdf
Control of Asbestos Regulations 2012	http://www.legislation.gov.uk/ukSI/2012/632/contents/made
Controlled Waste (Amendment) Regulations 1993 (SI 1993/566)	http://legislation.data.gov.uk/ukSI/1993/566/made/data.htm?wrap=true
Control of COSHH Regulations 2002	http://www.legislation.gov.uk/ukSI/2002/677/regulation/7/made
Construction (Design & Management) Regulations 2015	http://www.legislation.gov.uk/ukSI/2015/51/pdfs/ukSI_20150051_en.pdf

Control of Noise (Codes of Practice for Construction and Open Sites) (England) Order 2002 (As amended by the EPA 1990 and the Noise and Statutory Nuisance Act 1993)

<http://www.netregs.org.uk/legislation/scotland- environmental-legislation/current-legislation/noise-and-statutory- nuisance/>

Control of Pollution Act 1974

<https://consult.environment- agency.gov.uk/engagement/bostonbarrierwao/re sults/b.6---control-of-pollution- act-1974.pdf>

Control of Pollution Act 1974 Sections 60 and 61

<http://www.legislation.gov.uk/ukpga/1974/40/part/II/crossheading/construction- sites>

Control of Noise (Codes of Practice for Construction and Open Sites) (England) Order 2002 (As amended by the EPA 1990 and the Noise and Statutory Nuisance Act 1993)

http://www.agg- net.com/files/aggnet/attachments/docum ents/regi ster_of_environmental_ legislation_0.pdf

Clean Neighbourhoods and Environment Act 2005

<http://www.legislation.gov.uk/ukpga/2005/16/contents>

Data Protection Act 2018

<http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>

HSE Display Screen Equipment 1992

<http://www.hse.gov.uk/msd/dse/>

Employment Act 2002

<http://www.legislation.gov.uk/ukpga/2002/22/contents>

Equality Act 2010

<http://www.legislation.gov.uk/ukpga/2010/15/contents>

Employers' Liability (Compulsory Insurance) Act 1969

<http://www.legislation.gov.uk/ukpga/1969/57/contents>

Environmental Act 1995

<https://www.legislation.gov.uk/ukpga/1995/25/contents>

Environmental Protection Act 1990

<https://www.legislation.gov.uk/ukpga/1990/43/contents>

Hazardous Waste (England and Wales) Regulations 2005 (SI 2005/894)

<http://www.legislation.gov.uk/uksi/2005/894/contents/made>

Health and Safety at Work etc Act 1974

<http://www.legislation.gov.uk/ukpga/1974/37>

Human Rights Act

<https://www.legislation.gov.uk/ukpga/1998/42/contents>

Information and Consultation of Employee Regulations

<http://www.legislation.gov.uk/uksi/2004/3426/contents/made>

Noise at Work Regulations 1989

<http://www.legislation.gov.uk/uksi/1989/1790/contents/made>

Modern Slavery Act 2015

<http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted>

The Noise Act 1996 (The Act is amended by the London Local Authorities Act 2007)

<http://www.legislation.gov.uk/ukla/2007/2/contents/enacted>

Offices, Shops and Railway Premises Act 1963

<http://www.legislation.gov.uk/ukla/2007/2/contents/enacted>

Part Time Working Regulations

<http://www.legislation.gov.uk/uksi/2000/1551/contents/made>

Pension Scheme Act 2015 and / or / 2017

<http://www.legislation.gov.uk/ukpga/2017/17/contents/enacted>

Planning (Listed Buildings and Conservation Areas) Act 1990

<http://legislation.data.gov.uk/cy/uksi/2015/809/ma de/data.htm?wrap=true>

Planning (Listed Buildings and Conservation Areas) (Amendment) (England) Regulations 2005 (SI 2005/1085)

<http://legislation.data.gov.uk/cy/uksi/2015/809/ma de/data.htm?wrap=true>

Statutory Sick Pay Regulations

<http://www.legislation.gov.uk/uksi/1982/894/contents/made>

The Personal Protective Equipment at Work Regulations 1992

<http://www.legislation.gov.uk/uksi/1992/2966/contents/made>

The Provision and Use of Work Equipment Regulations 1998

<http://www.legislation.gov.uk/uksi/1998/2306/made>

The Workplace (Health, Safety and Welfare) Regulations 1992

<http://www.legislation.gov.uk/uksi/1998/2306/made>

The Lifting Operations and Lifting Equipment Regulations 1998

<http://www.legislation.gov.uk/uksi/1998/2307/mad e/data.pdf>

Waste Management Licensing (Amendment) (England) Regulations 2003 (SI 2003/595)

<http://adlib.eversite.co.uk/adlib/defra/co ntent.asp x?id=19372>

Waste (England & Wales) 2011

<http://www.legislation.gov.uk/uksi/2011/988/contents/made>

Waste Equipment and Electrical WEE Regulations 2013

<http://www.legislation.gov.uk/uksi/2013/3113/contents/made>

Waste Management (Miscellaneous Provisions) (England and Wales) Regulations 2007 SI 1156

http://www.legislation.gov.uk/ukxi/2007/1156/pdfs/ukxi_20071156_en.pdf

Working Time Regulations 1999

<http://www.legislation.gov.uk/ukxi/1998/1833/contents/made>

We evaluate legal and statutory compliance through external consultants and advisers who have the appropriate professional qualifications to provide relevant expertise.

4.2 Understanding the needs and expectation of interested parties

Directors' requirements:

- ☹ To ensure that the business continues to function without hindrance and bureaucracy.
- ☹ To ensure business information is kept confidential, available and reliable.

Manager's requirements:

- ☹ To protect client confidentiality
- ☹ To ensure employment processes are followed.
- ☹ To ensure Information Security training has been carried out.
- ☹ To ensure all relevant HR documentation is up to date

Employees' requirements:

- ☹ To protect client confidentiality
- ☹ To ensure employment processes are followed.
- ☹ To ensure Information Security Policies and Procedures are followed.
- ☹ To take responsibility for their own training

Contractor's requirements:

- ☹ To ensure all related information is kept confidential

- ☹ Meet the requirements of the Data Protection Act 2018
- ☹ To ensure integrity of the systems are maintained as appropriate
- ☹ To ensure adherence to relevant SLAs

Suppliers' requirements:

- ☹ To ensure all related information is kept confidential
- ☹ Meet the requirements of the Data Protection Act 2018
- ☹ To ensure integrity of the systems are maintained as appropriate
- ☹ To ensure adherence to relevant SLAs

Accountant's requirements:

- ☹ To ensure all related information is kept confidential
- ☹ Meet the requirements of the Data Protection Act 2018

Solicitor:

- ☹ To protect client confidentially.
- ☹ To ensure that clients requests are adhered to all at times.

Clients

- ☹ Data to be used ethically in accordance with consent arrangements
- ☹ Environmental
- ☹ Interfacing with neighbours and understanding their needs
- ☹ Waste carrier licence and transfer notices where applicable

4.3 Determining the scope of the business management system

The scope of the quality and environmental management system is to take into account internal / external issues and those of interested parties. This also includes the products and services of Virtus Contracts Limited.

Internal Issues

- ▾ Structure of the organisation
- ▾ Roles within the organisation
- ▾ Availability of reliable, qualified and competent workforce
- ▾ Stability of workforce
- ▾ Staff retention
- ▾ Availability and quality of candidates to fulfill our vacancies
- ▾ Culture within the organization
- ▾ Working hours
- ▾ Staff morale
- ▾ Information systems
- ▾ Relationships with interested parties
- ▾ Perceptions/values of interested parties
- ▾ Standards, guidelines and models adopted
- ▾ Co-operation of workforce
- ▾ Formally document internal issue identified

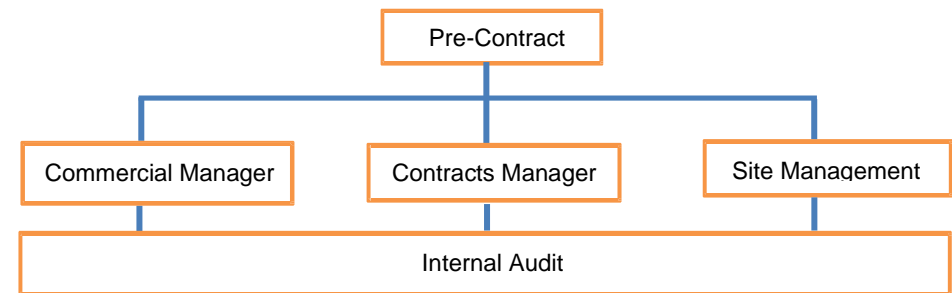
External issues and all interested parties

- ▾ Contractual arrangements – generally within the sector
- ▾ Regulation within the industry generally
- ▾ Overall economic climate in the country
- ▾ Relationships with external interested parties
- ▾ Key drivers and trends
- ▾ Construction delays
- ▾ External inspections/audits
- ▾ Availability of raw materials

4.4 Part 1 - Quality Management system and its processes

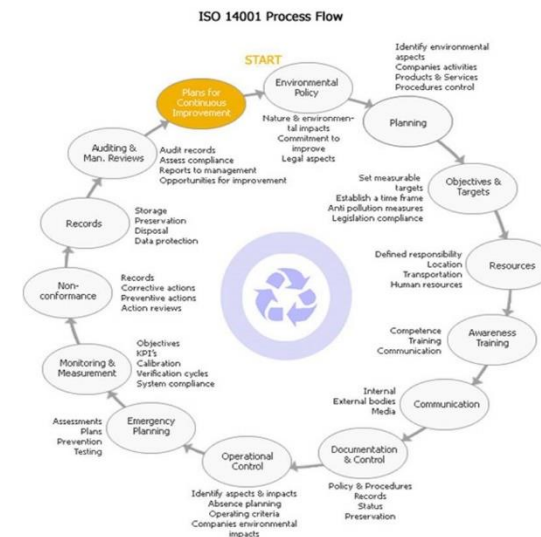
Virtus Contracts Ltd is responsible for the planning and delivery of its services. We work closely with our partner suppliers and customers to satisfy mutual requirements. We have flow charts to illustrate the interaction of our core business processes, as shown below:

The processes of the organisation comprises of Flowcharts for each discipline of the businesses as detailed below:



4.4 Part 2 - Environmental Management system and its processes

Virtus Contracts is responsible for the planning and delivery of its services. We work closely with our partner suppliers and customers to satisfy mutual requirements. We have a flow chart to illustrate the interaction of our core business processes, as shown below:



5 Leadership

5.1 Leadership & Commitment




Virtus Contracts Ltd Management Team are committed to the development and implementation of a Quality and Environmental Policy and the Quality and Environmental Management System which are both compatible with the strategic direction and the context of the organisation, the whole system is frequently reviewed to ensure conformance to the standard. Responsibility has been assigned to ensure that the QMS and EMS conforms to the requirements of the respective standard and the provision to report on performance to the top management team has been defined.








The designated senior Management Representative(s) will ensure that Virtus Contracts Ltd staff are aware of the importance of meeting customer as well as statutory and regulatory requirements, and overall, to contribute to achieving Virtus Contracts Ltd's Quality and Environmental Policy and Objectives which are aligned with the current business plan.

The Senior Management Team is responsible for implementing the QMS and ensuring the system is understood and complied with at all levels of the organisation.





In summary, the Senior Management Team will ensure that:

5.1.1 Leadership and commitment for the quality and environmental management system

-  The company has a designated Senior Management Representative who is responsible for the maintenance and review of the Quality Management Systems.
-  The ongoing activities of Virtus Contracts Ltd are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
-  Measurement of our performance against our declared Quality Objectives is undertaken.

-  Resources needed for the BMS are available and employees have the necessary training, skills and equipment to effectively carry out their work.
-  Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.
-  Objectives are reviewed and, if necessary amended, at regular Review meetings and the performance communicated to all staff.
-  The BMS is integrated into the organisations business processes.
-  Communication covering the importance of the effective BMS and conformance to the BMS requirements is in place.
-  Continual improvement is promoted.
-  The contribution of persons involved in the effectiveness of the BMS is achieved by engaging, directing and supporting persons and other management roles within their area of responsibility.

5.1.2 Customer Focus

-  Customer requirements and applicable statutory and regulatory requirements are determined and met
-  The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed
-  The focus on consistently providing products and services that meet customer and applicable statutory and regulatory requirements is maintained
-  The focus on enhancing customer satisfaction is maintained

5.2 Quality and Environmental Policy

The Policy of Virtus Contracts Ltd is located within section 1.3 of this Manual – Quality / Environmental Policy.

5.3 Organisational roles, responsibilities and authorities

Virtus Contracts Ltd has an organisation chart in place Org Chart Apr 17.pdf employee contracts together with job descriptions to ensure that the appropriate personnel are in place to cover the whole context of the organisation and strategy of the business.

6 Planning for the Quality and Environmental Management System

6.1 Actions to address risk and opportunities

We have identified the following process as a means of identifying and determining the risks and opportunities that are relevant to our Business Management system. The Risk & Opportunities document is separate to this manual.

A Project risk (if any) is identified together with a rating as to the importance of the risk. The associated consequence, severity & mitigation of the risk is also noted together with the probable likelihood of the risk occurring determining if this project is feasible.

We use an Excel spreadsheet to collect and analyse the risks and opportunities

Each Project is reviewed on an individual basis and reviewed frequently by the Senior Management Team to ensure no unnecessary risks to the business prior to tendering a project.

Refer to Project Evaluation Pre Contracts Forms\WCL-PC-01a - Project Evaluation Form.xls and Risk and Opportunities Matrix

6.1.1 Environmental Aspects

Virtus Contracts has conducted a review based on change (which includes planning of new developments), new or modified activities, products or services to identify and evaluate aspects, impacts and risk connected to its business operation. These include people, activities, buildings, services and the scope of the Business Management System.

The review of the environmental aspects is undertaken by the Directors at regular intervals to ensure they are valid.

6.1.2 Compliance obligations

Virtus Contracts has determined compliance obligations which are connected to the operation of our business and is contained within the Aspects and Impacts register on a separate tab. The related document is reviewed by the Directors at regular reviews.

6.1.3 Planning Actions

Virtus Contracts takes actions to address its significant environmental aspects, compliance obligations and risks and opportunities in the following documents:-

6.1.4 Planning actions to achieve environmental objectives

Top management regularly reviews environmental objectives, which are contained within our objectives policy together with our aspects & impacts register. Please see section 3 and section 6.1.2 of this Business Management system.

6.2 Quality & Environmental Objectives and planning to achieve them



The Quality Objectives and methods of achieving the objectives is located within section 3 of this Manual

– Quality Objectives.

6.3 Planning of Changes

The Senior Management Team of Virtus Contracts Ltd in conjunction with project team members identify any potential changes, this is then delegated to a responsible person to oversee.

He or she will conduct a “research background” to determine the feasibility of the changes with regards to:-

-  Purpose of the change
-  Any potential consequences

- ▽ Integration of the quality management system
- ▽ The availability of resources
- ▽ The allocation or reallocation of responsibilities and authorities
- ▽ Technical Skills
- ▽ Timescales
- ▽ Risks
- ▽ Impact

Once completed this then forms part of the Management Review within the internal audit schedule. Planning of Changes

7 Support

7.1 Resources

7.1.1 General

Virtus Contracts Ltd determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the business management system.

We ensure that the below elements are taken into account when completing an evaluation:

- ▽ The capabilities of, and constraints on, existing internal resources;
- ▽ What needs to be obtain from external providers

7.1.2 People – Quality

Operation and context of the organisation is taken into account when we determine the relevant persons necessary for the effective operation of the quality management system.

7.1.3 Infrastructure – Quality

All of our administration is conducted at our Head Office. This includes:-

- ▽ Management of financial matters
- ▽ Handling of client orders
- ▽ Personnel records

In terms of equipment used to deliver our product / service, asset registers and maintenance records are kept for the following:

- ▽ Office Space (1400 sq ft)
- ▽ Utilities
- ▽ Hardware / software
- ▽ Technology

7.1.4 Environment for the operation of processes

The office environment consists of a 1400 square foot area with temperature controls in place and HVAC systems. All equipment is maintained and certificate evidence of maintenance for the HVAC system.

The office space consists of 16 people whom all have undergone Display Screen Equipment (DSE) evaluation and appropriate equipment is in place to alleviate any restraints on the employee. There are no psychological factors to take into consideration. Cleanliness is very good with sub-contract cleaners visiting the site 2 times per week. The ergonomic layout is very good minimising any impacts to the environment

7.1.5 Monitoring and measuring resources – Quality

We ensure that all relevant equipment and personnel are monitored and measured to ensure that equipment and personnel are effective for the services / products we offer:-

Equipment: We ensure that all equipment is serviced, maintained and where applicable calibrated to statutory and regulatory requirements








Personnel: We ensure that all personnel are monitored on a regular basis (please see personnel records for training etc). We maintain a monitoring / training matrix as evidence.

7.1.6 Organisation Knowledge – Quality

We ensure that “Job Specifications” are produced which include knowledge requirements for each individual role. Specific tests are implemented to ensure that persons are knowledgeable with the specific elements of the role. This could include telephone interview, tests, internal training or vocational certificates.





7.2 Competence

All employees have the training and skills needed to meet their job requirements. All employees are monitored on an ongoing basis to identify any training and development needs. Competences and training needs are identified / satisfied by using:

-  Job descriptions which set out the competencies required
-  Contracts of employment which set out contractual and legal requirements
-  Induction checklists to ensure / check understanding - VCL-PA-02 - New Staff Induction
-  Appraisal reviews to monitor performance - VCL-PA-01 - Performance Appraisal.doc
-  Development plans to set objectives
-  On the job reviews to ensure / check levels of competence
-  A training / competency matrix Virtus Training Matrix

7.3 Awareness

We ensure that all employees are aware of all policies and their contribution to the effectiveness of the Business Management System through:

-  Notice Boards
-  Employee Handbook
-  Awareness Training
-  Induction

CPD

7.4 Communication

For internal staff the company issues regular updates as issued as a source of information and is issued regularly to ensure that all information is correct.

For external persons, the company internet is a source of information and is updated regularly to ensure that information to up-to-date. Client mail shots are sent out regularly to provide additional services.

7.5 Documented Information

7.5.1 General

Virtus Contracts Ltd demonstrates documented compliance to ISO 9001:2015 & ISO 14001: 2015 (or any other standard in line with Annex SL Structure) through this Business Management System Manual (which includes processes & procedures) on an electronic system which is available on the company V Drive to all employees. All information is read only and only accessible via the document owner for amendment.

7.5.2 Creating and updating

The creation of documentation to support the Business Management System is primarily the responsibility of the designated “Management Representative”.

Identification will be sought by a document number, date and author. To aid the approval and suitability of documents, the Managing Director of Virtus Contracts Ltd authorises the release and delegates any training required to the “Management Team”.

7.5.3 Control of documented information

All documentation is controlled by version and date and is listed on a “Master Document List”.

Virtus Contracts Ltd has Citation password protected software in place to avoid the loss of confidentiality, improper use or loss of integrity. Key office computers are backed up daily to tape on a local server.

Remote office computers / laptops are backed-up monthly to suitable magnetic or digital media.

Control of documents can be seen on the Master Document List and encompasses the following elements:-

- ▼ Distribution, Access, Retrieval and use
- ▼ Storage and preservation, including preservation of legibility
- ▼ Control of changes (e.g. version control)
- ▼ Retention and disposition

Documents can be retrieved by authorised personnel from the storage locations specified or limited access from folders on the network. Customer records are identified by project specific number.

On or after the retention period stated, the relevant records will be reviewed by Management and will either remain in-situ, be archived or destroyed.

If records are to be destroyed, they will be disposed of in a controlled manner; sensitive hard copies will be shredded and soft copies will be deleted from the system. If records are to be archived, they will be identified and stored appropriately

Please see below document as demonstration of compliance:

- ▼ Records are discarded after the minimum storage period regularly reviewed by the Directors:-
- ▼ Contract Documentation – 6 or 12 years dependent whether contract is executed by signature or Deed
- ▼ Human Resource Records – 5 Years while employed and 3 year after employment
- ▼ Documentation generated from the Quality Management system - 3 years
- ▼ Accounts Records – 8 Years

8 Operation

8.1 Operational planning and control

Virtus Contracts Ltd has determined the requirements and controls implemented for all processes detailed in section 4.4. Any planned changes are controlled through section 6.3 (Planning for Changes)

We have processes in place to ensure that we mitigate any adverse effects within the products or services we provide.



8.2 Determination of requirements for products and services

8.2.1 Customer Communication

Capability, facility and service information is supplied to customers via web site, brochures, email and through direct sales / personal contact.

Communications such as enquiries, quotes, orders and amendment details are appropriately stored and identified by customer and reference number.

Any technical documentation required for products / services offered by Virtus Contracts Ltd are forwarded to our clients on closure of the contract. The documentation is then filed within the office.

Customer feedback is proactively sought via direct contact and satisfaction monitoring. Complaints are documented and recorded.

Please see below document(s) as demonstration of compliance: VCL-CSQ-01 - Virtus Performance & Reference

VCL-CSQ-03 - Record of Complaint

8.2.2 Determination of requirements related to products and services – Quality

Virtus Contracts Ltd ensures that applicable statutory and regulatory requirements are met which can be evidenced within section 4.1 of this document.

Should we issue any legal documentation (i.e. calibration document – traced back to national standards) in connection with the products / services offered then this is forwarded to the clients at the closure of the contract. All documentation is filed within the office file for archive purposes.

8.2.3 Review of requirements related to products and services

Virtus Contracts Ltd has processes in place to ensure that client details are collected via project Cost Plan. This to ensure that all details are correct and any additional information is collected etc.

Any statutory and regulatory requirements applicable to the service / products offered are also documented within the Cost Plan.

The Cost Plan will be reviewed during the project to validate the client's requirements.

Any change required either through client requirements or product / service design will be fully documented through the Cost Reports within section 6.1 of this document and process flow charts.

8.3 Emergency preparedness and response (Environment)

Virtus Contracts have established, implemented and maintained processes to prepare for emergency situation and to respond if they occur. The below are aspects of performing the organisations functions in an emergency:-

- ▽ Maintain plans for preventing the emergency
- ▽ Maintain plans for reducing, controlling or mitigating its effects and;
- ▽ Maintain plan for taking other action in connection with the emergency

8.4 Design and development of products and services - Quality

Virtus Contracts Ltd has detailed processes for the design and development of products / services. The following elements are detailed within flowcharts explaining the processes:-

Pre-Contract - VCL Flowcharts\Pre Contract Flowchart
Commercial Management - VCL Flowcharts\Commercial Management Flowchart
Contract Management - VCL Flowcharts\Contracts Management Flowchart
Site Management - VCL Flowcharts\Site Management Flowchart

8.5 Control of externally provided products and services - Quality

8.5.1 General

Virtus Contracts Ltd ensures that externally provided processes, products and services conform specified requirements and also reviewed as part of Virtus Contracts Ltd risk and mitigation matrix.

8.5.2 Type and extent of control of external provisions – Quality

Virtus Contracts Ltd have controls in place to ensure that external provisions are approved before using the service or product. This is done via the Subcontractor Questionnaire - Pre Contracts Forms\WCL-PC- 04 - Sub Contractors H&S Competence Questionnaire

8.5.3 Information for external provision – Quality

Communication of any applicable requirements which are deemed appropriate and are provided through the contract review with the provider. (i.e. T&C's, performance, competence etc)

8.6 Production and service provision – Quality

8.6.1 Control of production and service provision

Virtus Contracts Ltd ensures that controls are in place for conditions for production and service provision, including delivery and post-delivery activities.

8.6.2 Identification and traceability - Quality

Product information including orders and any subsequent amendments will be formally recorded through the change management procedure where a cost implication arises and these will be issued via email or post according to the clients preferred method of communication

8.6.3 Property belonging to customers or external providers - Quality

Client or their advisers drawings and specifications are recorded through our document register on a project specific basis including any amendments which will note date of change and unique revision reference.

8.6.4 Preservation – Quality

Every delivery to site is checked for damage and completeness prior to acceptance.

8.6.5 Post-delivery activities – Quality

Details of warranty obligations and maintenance of products are detailed in the Health and Safety file issued to the client on project completion.

8.7 Release of products and services – Quality

Virtus Contracts Ltd ensures that the appropriate documentation is provided to the client on release of the product / service and this is also retained for traceability through the Health and Safety file issued on completion.

8.8 Control of nonconforming process outputs, products and services

The Virtus Contracts Ltd Management Audit is used to identify non-conformances and any actual or potential shortfalls in quality standards or internal processes/ procedures, suggest improvements and track any actions to ensure improvements have taken place, or potential problems are avoided.

These areas are reviewed within the agenda for the Management Review meetings and typically cover the action taken to control and correct any non-conformances noting any consequences of the action taken and themes which may be evident. In terms of continual improvement, we also review the suitability, adequacy and effectiveness of our Business Management System.

Virtus Contracts Ltd has various processes and procedures in place to ensure that preventative action against nonconformities can be introduced, documented and seen through to completion in order to address the initial problem. The complex nature of the clients we work with demands that we have flexible, but effective, processes and procedures in place.

However, Virtus Contracts Ltd also uses internal and external audits and risk assessments to continuously improve its service delivery, financial, HR and operational functions.

Steps

- ▼ The Management Representative maintains and monitors the Audit Programme.
- ▼ If any person discovers a shortfall, or potential shortfall in the written processes/procedures or a problem in the practical application of them, the details must be documented in the Audit. The relevant person who is responsible for the action is informed. Action required as a result of Customer Feedback, Customer Complaint, Information Security incident or Management Review is also logged and tracked via the company Audit.
- ▼ Each entry in the Audit to include:
 - a. Sequential numbering
 - b. Person/Date recorded
 - c. Overview of the issue, problem or concern
 - d. Person responsible
 - e. Action taken
 - f. Date completed
 - g. Initialled when complete

The Senior Management Representative is responsible for checking the “non-conformities” and ensuring that people with allocated responsibilities are aware of them and actions are progressing.

Once all actions on a log sheet have been completed the Management Representative archives it as a Completed Audit Report

Related records

- ▼ Internal Audit\VCL-QA-01 - Audit Report
- ▼ Management Review meeting records – Director Board meeting minutes.

9 Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

Virtus Contracts Ltd has deemed the following elements (9.1.2, 9.2 & 9.3) for monitoring, measuring, analysis & evaluation to ensure the quality performance and the effectiveness of the business management system.

9.1.2 Customer Satisfaction

Virtus Contracts Ltd collates data on customer satisfaction through various means. This includes customer contact, emails and customer satisfaction survey.

The customer satisfaction survey is sent to clients on completion of each project, analysed and evaluated at the Management review meeting by “ Management” as it is a reportable requirement.

Customer Satisfaction Questionnaire - VCL-CSQ-01

9.1.3 Analysis and Evaluation – Quality

Results of feedback which includes customer satisfaction questionnaire, internal audits, conformity of products & service, planning, suppliers, risk & opportunities matrix is evaluated through the management review meeting and actioned as applicable should any non-conforming areas be present.

9.1.4 Evaluation of compliance – Environmental

Virtus Contracts ensures that compliance is reviewed regularly to ensure the business is meeting compliance obligations. This can be seen in section 4.1 of this business management system.

9.2 Internal Audit

An internal audit schedule is prepared on an annual basis year and covers the requirements of any ISO standards in which Virtus Contracts Ltd wish to be certified. Internal audits are carried out through risk auditing.

Appropriate personnel are allocated to complete the internal audits and must record appropriate evidence for completeness. All audits completed must be authorised by Top Management as complete once any non-conforming areas have been dealt with (without any undue delay). Internal audit documentation must be kept and filed appropriately.

Internal Audit Report Internal Audit\VCL-QA-01 - Audit Report.XLS








Internal Audit Programme Internal Audit\VCL-QA-02 - Audit Programme.XLS

9.3 Management Review

Management reviews take place on a bi-monthly /annual basis. The attendees present are Management and any other appropriate persons of the business.

All inputs / outputs are full documented and minuted in line with the requirements of the specific ISO standard in which Virtus Contracts Ltd wish to be certified. Any actions arising from the meeting must be completed without any undue delay and appropriate evidence filed with the Management review documentation through Board Meeting Minutes and cover the following:






Management Review Agenda

-  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

10 Improvement

10.1 General

Virtus Contracts Ltd ensures that improvement processes are completed and actioned as necessary. Analysis methods include various elements which include:-

-  Customer Satisfaction Analysis and Evaluation
-  Internal Audits
-  Planning changes to the Quality Management System, Products & Services
-  Third party assessments for certification purposes
-  Risks and Opportunities

10.2 Nonconformity and corrective action

Should a nonconformity occur, including those arising from complaints, internal audits and external third part assessment Virtus Contracts Ltd designate the appropriate Management representative to ensure that corrective action including root cause analysis is completed and implemented to avoid any further occurrences. This is then analysed and should the risk to the business pose to be “high” then this is then entered onto the “Risk & Opportunities” matrix to assist in mitigating the risk to the business.

Should any non-conformance's occur then the internal audit report must be completed to ensure that a full analysis of the problem is resolved. Should any changes to the Business Management System, Products or Services be required then the “Planning changes” document shall also be completed.

The corrective action plan summary must be completed, as this then forms part of the Management Review meeting.

Corrective and Preventive Action Log (CAPA)

10.3 Continual Improvement

Continual Improvement will be ongoing through various elements of the Business Management System which is encompassed within this document. The list below is not exhaustive:-

- ☒ Risk & Opportunities Analysis – Evaluated at several stages (clause 5.1, 6.1)
- ☒ Quality Policy / Objectives
- ☒ Planning of Changes
- ☒ Competency Matrix
- ☒ Customer Satisfaction
- ☒ Production & Service Provision (Supplier Evaluation)
- ☒ Internal Audits
- ☒ Third Party External Audits
- ☒ Management Review

Appendix 1 – List of Controlled Documents

Form Ref:	Form Name:	Version	Date:	Review:
VCL-QA-01	Audit Report	1	01/11/2009	15/05/2022
VCL-QA-02	Audit Programme	2	01/11/2009	15/05/2022
VCL-PC-01	Project Evaluation Form	2	26/04/2017	15/05/2022
VCL-PC-02	Client Design Brief	1	01/11/2009	15/05/2022
VCL-PC-03	Subcontractor Invitation to Tender	1	01/11/2009	15/05/2022
VCL-PC-04	Sub Con H&S Competence Questionnaire	1	01/11/2009	15/05/2022
VCL-PC-05	Cost Plan Format	3	26/04/2017	15/05/2022
VCL-PC-06	Proposal Document	1	01/11/2009	15/05/2022

VCL-PC-07	Project Handover	1	01/11/2009	15/05/2022
VCL-PC-08	Project Directory	1	01/11/2009	15/05/2022
VCL-PC-09	Contract File Contents	1	01/11/2009	15/05/2022
VCL-CM-02	Purchase Order	2	01/11/2009	15/05/2022
VCL-CM-03	Post Tender Interview Meeting	1	01/11/2009	15/05/2022
VCL-CM-04	Purchase Order Log	1	01/11/2009	15/05/2022
VCL-CM-05-1	VSC JCT SBCSub Order - 2016	2	28/09/2015	15/05/2022
VCL-CM-05-2	VSC JCT Minor MW Order (with Design) - 2016	2	28/09/2015	15/05/2022
VCL-CM-05-3	VSC JCT Minor MW Order (no Design – Short Sub Con) - 2016	2	28/09/2015	15/05/2022
VCL-CM-05-4	VSC JCT DBSub Order - 2016	2	28/09/2015	15/05/2022
VCL-CM-05-5	VSC JCT DBSubD Order - 2016	2	28/09/2015	15/05/2022
VCL-CM-05-6	VSC JCT ICSUB Order - 2016	2	28/09/2015	15/05/2022
VCL-CM-05-7	VSC JCT ICSUBDC Order - 2016	2	28/09/2015	15/05/2022
VCL-CM-06	Design Services Agreement	1	01/11/2009	15/05/2022
VCL-CM-07	Subcontract Letter of Instruction	1	01/11/2009	15/05/2022
VCL-CM-08	CVR Month End	2	01/11/2009	15/05/2022
VCL-CM-09	Change Order Request	1	01/11/2009	15/05/2022
VCL-CM-10	Cost Report	1	01/11/2009	15/05/2022
VCL-CM-11	Subcontractor Payment Certificate	2	01/11/2009	15/05/2022
VCL-CMa-01	Information Required Schedule	1	01/11/2009	16/06/2022

VCL-CMa-02	Project Report	1	01/11/2009	16/06/2022
VCL-CMa-03	Standard Supervisory Checklist	1	01/11/2009	16/06/2022
VCL-CMa-04	Site Standard Audit	1	01/11/2009	16/06/2022
VCL-CMa-05	Project Completion Form	1	01/11/2009	16/06/2022
VCL-CMa-06	H&S Work Order Form	1	01/11/2009	16/06/2022
VCL-CMa-07	Internal Procurement Schedule	1	11/06/2021	16/06/2022
VCL-SM-01	Site File Contents Page	1	01/11/2009	16/06/2022
VCL-SM-02	Schedule of Condition	1	01/11/2009	16/06/2022
VCL-SM-03	Daily Site Diary	1	01/11/2009	16/06/2022
VCL-SM-04	Drawing Register	1	01/11/2009	16/06/2022
VCL-SM-05	Client Confirmation Instruction Log	1	01/11/2009	16/06/2022
VCL-SM-06	Confirmation of Client Instruction	1	01/11/2009	16/06/2022
VCL-SM-07	Subcontractor Instruction Log	1	01/11/2009	16/06/2022
VCL-SM-08	Subcontractor Instruction	1	01/11/2009	16/06/2022
VCL-SM-09	Material Purchase Log	1	01/11/2009	16/06/2022
VCL-SM-10	Hired Plant Schedule	1	01/11/2009	16/06/2022
VCL-SM-11	Defects Inspection List	1	01/11/2009	16/06/2022
VCL-SM-12	Subcontractor Performance Record	1	01/11/2009	16/06/2022
VCL-SM-13	Plant Inspection Form	1	01/11/2009	16/06/2022
VCL-SM-14	H&S File Procedures and Documents	1	01/11/2009	16/06/2022
VCL-SM-15	Site Waste Management Plan	1	01/11/2009	16/06/2022
VCL-CSQ-01	Reference & Performance	1	06/08/2010	15/05/2022
VCL-CSQ-02	Client Satisfaction Index	1	06/08/2010	15/05/2022

VCL-CSQ-03	Record of Complaint	1	06/08/2010	15/05/2022
VCL-PA-01	Performance Appraisal	1	08/06/2011	15/05/2022