



QUALITY MANUAL

Business Contracting Ltd. is a Private Limited Liability Company established in 1990 with registered Head office located in Apapa Lagos.

The company has almost 25 years extensive experience in the Nigerian Civil Engineering and Construction environment having completed many significant projects during that period both under tradition forms of contract and turnkey agreements.

BCL Management and Project Supervision

We retain the services of experienced, Nigerian and Ex-patriot, Professionally Qualified Civil Engineering and Construction Management personnel to deliver complex Civil Construction Projects, Safely, On Time and Within Budget. We pride ourselves on providing our clients with a first class standard of workmanship by ensuring that high caliber sub-contractors and tradesmen are utilised in all aspects of the build process. Our quality management systems formalise the monitoring of specification compliance along with the quality control of all installations and finished product.

Scope of activities

Our activities currently include the following:

Building and Civil Engineering construction: Real Estate

Development:

Facilities & Estate Management: Refurbishment &

Regeneration:

Feasibility studies and turnkey projects: Consultancy:

2.0 POLICY

POLICY STATEMENT

The BCL Quality Assurance Policy is based on principles and values provided for in the Company mission, strategy and goals.

The creation of a robust integrated Quality Management System (QMS) within BCL is a strategic goal of our business. The QMS is regarded as an essential tool for creation of effective management and business processes. The system formation will result in provision of services of consistently high quality, fully meeting customers' expectations.

- The required level of quality is achieved through adoption of a system of procedures that reflect the competence of the company to existing customers, potential customers, and independent auditing authorities.
- Achievement of this policy will involve all staff, who will be individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Managing Director or Quality Assurance Manager.

- To achieve and maintain the required level of assurance the Managing Director retains responsibility for the Quality System with routine operation controlled by the Senior Management.
- The activities of BCL must be planned and executed in a manner required to achieve the highest standards of quality (at least in overall terms), while ensuring compliance with the client's specifications. At BCL we aim to ensure that all times our Quality Management Systems (QMS), is applied.
- In the execution of construction projects the standard contained in this Quality Manual and Procedures shall be the minimum standard to be applied by the BCL and sub-contractors.
- We strive to ensure that only one standard of service will be provided by the company and shall refrain from providing services of a lower Quality than specified in the Quality Manual (QM).
- We will obtain a written commitment of Sub-Contractors to the terms of this policy and provide the required framework for ensuring that specified standards are achieved.

Managing Director

2.1 MISSION

The objectives of our Quality Assurance Systems are:

- . a) To maintain an effective Quality Assurance System that reflects how we do business.***

- . b) To achieve and maintain a level of quality which enhances the Company's reputation with our customers.***

- . c) To ensure compliance with relevant statutory and safety requirements.***

- . d) To endeavor, at all times, to maximize customer satisfaction with***

the services provided by BCL.

- . ***e) To achieve 100% compliance laws and regulatory processes.***

- . ***f) To achieve zero construction defects at the first attempt.***

- . ***g) To address all Clients/Consultant specified standards and instruction.***

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GOALS

The company pursues the following goals in the field of quality assurance:

Full compliance with national and corporate standards and requirements.

The Professional and Technical level of the services we provide must correspond to or exceed that of the leading enterprises and companies operating in the Nigerian Construction arena.

To be responsible to customers for the quality of the services rendered.

To improve the cost efficiency within our business in order that our customers can realise those benefits through consistently competitive bidding.

Continue the development and implementation of services that fully satisfy our customers' needs.

Continuous monitor defects claims from customers, and aim to maintain these at zero.

Continue to employing professional staff educated to the right level for the job, and providing services of high quality.

STRATEGY

Our strategy for achieving the goals is as follows:

We will focus on the process management model and strive for continuous improvement of the company services.

Satisfaction of customers' requirements by understanding what they need.

Fulfillment of the customers' requirements within the shortest periods of time, ensuring highest quality.

Prioritize the areas of quality issues experienced by the company in "personnel – technology - organization" chain.

Implement quality assurance procedures at all stages of the services life cycle. Have well-defined personnel responsibility for quality assurance.

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Consistent training of all personnel in the area of quality management

3.0 DEFINITIONS

This manual is designed to define the policy, procedure and a guideline to be applied by Business Contracting Limited (BCL) in executing various Building & Civil Construction Projects.

This manual specifies various standards and code of

practice to be applied by employees of company in the execution of various aspects of the construction process. Technical and other employees of the BCL should study and comply with sections of the manual that pertains to their job.

4.0 QUALITY MANAGEMENT SYSTEM

The Quality Assurance System applies to all activities of the Company and has been developed loosely in accordance with ISO9001. The Quality Assurance System is fully documented and structured in 3 levels.

Level 1: Quality Manual

This document details the corporate quality policy and structure of the company and

makes reference to appropriate operating procedures. Level 2: **Operating Procedures.**

These documents describe the actual process, and controls applied, to all activities concerned with the attainment of a quality assured contracting service.

Level 3: Planning.

As the company operates a standard type and range of services, customer satisfaction and quality are achieved by operation in accordance with the documented quality system. Specific customer requirements are identified and documented during the contract review process, allowing these requirements to be communicated and achieved, ensuring satisfaction of all customers declared needs

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ORGANISATIONAL CHART.

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AUTHORITY & RESPONSIBILITIES

AUTHORITY

All staff are allocated with authority to perform their allocated responsibilities. The following provides a summary of the principal responsibilities of each job role.

All staff share the authority and responsibility of identifying non-compliances or possible improvements, and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent recurrence.

The Managing Director/CEO continually reviews the company's resources to ensure that adequate staff, equipment and materials are available to meet customer requirements.

RESPONSIBILITIES

Managing Director/COO

Approval of the Quality Assurance System Management Review

Design Control
Supplier Selection & Purchasing

Contract Management & Control Training

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6.2.2 Senior Management

- q Internal Audit

- q Resolution of Quality Assurance System Discrepancies

- q Control & Maintenance of the Quality Assurance System

- q Documentation & Change Control (Quality System Documents)

6.2.3. Projects Manager

- q Management & Co-ordination of Construction projects

- q Contract Review

- q Design Control

- q Estimating

- q Project Management

- q Control of contract documentation
- q Planning & organization
- q Supplier selection & purchasing
- q Definition of installation, inspection, test & maintenance requirements
- q Training.

6.2.4 Project Manager

- q Site Administration
- q Design Control
- q Project Planning & Co-ordination
- q Control of Construction

6.2.5 Site Audit Manager

- q Routine Site Audit
- q Site Quality System Document
- q Site Quality Control

6.2.6 Support Engineers

- q Planning & performance of Installation, Technical Assistance.

- q Repairs, Testing and Maintenance Activities

- q Control of Equipment and Materials Allocated.

6.2.5. Chief Finance Officer (CFO)

- q Control of finance, Accounts and Stores Operations q Training

- q Supplier Selection and Purchasing

6.2.6. Stores

- q Control of Stock

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Replenishment Recommendation Protection and
Preservation of Stock Receiving Inspection
Packaging and Dispatch

EFFECTIVE COMPLIANCE WITH THE ISO9001 STANDARDS

This Quality Management System is structured with policy statements relating to each area of activity being within the relevant Operating Procedure. We have not as yet embarked on the ISO certification process, however we strive towards effective compliance with ISO9001.

8.0 MANAGEMENT REVIEW AND INTERNAL AUDIT

Management review of the suitability and effectiveness of the Quality System take place at least twice a year. During the Management meetings actions are allocated and minute taken to record the development of the company's management system.

The objectives of Management Review are:

- . a) To establish that the Quality Management System is achieving the expected results and meeting the company's requirements, continuing to conform to the standard, continuing to satisfy the customers needs and expectations, and functioning in accordance with established operating procedures.
- . b) To expose irregularities or defects in the system, identify weaknesses and evaluate possible improvements.
- . c) To review the effectiveness of previous corrective actions, and to review the adequacy and suitability of the management system for current and future operations of the company.
- . d) To review any complaints received, identify the cause and recommend corrective action if required.
- . e) To review the finding of internal/external audits and identify any areas of recurring problems or potential improvements.

- f) To review the reports of nonconforming items and trends information to identify possible improvement.

Internal Audits of the Quality Management Systems are undertaken at least once per annum to conform that the function concerned is adhering to the company's

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procedures. A comprehensive Audit Program is compiled at least a year in advance, however should particular needs be identified, the frequency of audit may be increased at the discretion of the Managing Director.

Audits are undertaken by auditors who are trained in auditing and not directly responsible for the functions being audited within that Company. Nonconformance observed is brought to the attention of the person responsible, and is recorded, documented and subject to timely corrective action to ensure full rectification.

9.0 DOCUMENTATION & CHANGE CONTROL

All documentation utilized within the company related to the management system itself, or to the execution of individual customer contracts is controlled to ensure that it is issued to the appropriate personnel under the correct level of authority, is revised and reissued as necessary, and all obsolete versions are removed from the point of use.

Such documentation typically includes:

Specifications, Plans/Drawings
Quality Assurance Manual/Operating Procedures,
National/International Standards and Codes of Practice.

The Quality Assurance manual, procedures and quality plans are maintained by the Quality Assurance Manager who ensures that the appropriate items, at the correct revision levels, are issued to all who need them within the company.

National/International Standards, codes of practice are maintained by the support engineers who ensure that appropriate documents are available within the company, and are issued at the correct revision levels. External suppliers of documentation are contacted regularly to ascertain that the documents held remain current.

The distribution of standard documents so controlled and recorded on distribution lists, which also show the current issue status. The distribution lists are reviewed and updated as changes occur.

All changes to documents are reviewed and approved by the person responsible for the original issue and, where appropriate, the nature of the change is indicated on the document. Master copies of the revised documents are retained as records of the changes and renewed as necessary to ensure clarity.

Each contract has a file, which contains all relevant information. Information is also held on the company's computer system for ease of access and manipulation.

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10.0 PURCHASING

Suppliers of products, materials and services, where unspecified by a customer contract, are selected on their ability to meet the company's requirements given due consideration to the quality, statutory obligations, timescale

and cost. A list of approved suppliers and sub-contractors is maintained which is compiled on the following criteria.

- . a) Previous performance in supplying to similar specifications and requirements
- . b) Stocking of high volume standard items conforming to a relevant standard, or supplied with a statement of conformity.
- . c) Compliance with an approved third party product/ quality registration scheme.
- . d) Recommendation by other similar purchasers or manufacturers of equipment.
- . e) A trial order and evaluation of performance.

All supplies and sub-contracts are subject to an authorized purchase order providing full clarification of the type and extent of supply.

Should a supplier, not appearing on the Approved Suppliers List be proposed, they will be analyzed by capabilities and subject to acceptance on authority of a Director.

11.0 CUSTOMER SUPPLIED ITEMS

Goods receive from customers are always visually inspected at the receipt stage, with any un-declared non-conformance being immediately reported to the customer.

12.0 PROCESS CONTROL

All productive work is planned and undertaken in accordance with the company's procedures, and any specific documents agreed for individual contracts (e.g. contract specifications).

Work instructions are provided by the agreed contract specification and any documents referenced therein, alternatively work is performed in accordance with internationally accepted codes of practice.

13.0 RECEIVING INSPECTION

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All stores areas are maintained as secure as practical. All items received by the company are identified and verified in accordance with the requirements of the Delivery Note and Purchase Order, and are inspected for correct identity, quantity and any signs of damage.

All goods received are documented and, in the event of non-conformance, the items are placed in a reject area or labeled to ensure identification. The extent of the non-conformance is noted and subject to disposition reviewed by nominated personnel.

14.0 INSPECTION AND TESTING

Inspection and testing is carried out on completion of various milestones in a construction project, with results being documented. Should items not be acceptable against the agreed contract criteria they will be repaired, replaced or identified for a subsequent evaluation and decision. All repaired items are subject to re-inspection to ensure acceptability.

On completion of installation and maintenance works, the customer is also invited to check the work done to ensure full acceptability.

15.0 CONSTRUCTION EQUIPMENT.

Construction equipment held is maintained in good condition, and capable of safe and effective operation within a specified tolerance of accuracy. Construction equipment is regularly inspected or calibrated to ensure that it is capable of accurate co-operation, by comparison with external source traceable back to International Standards.

Electrostatic protection equipment is utilized when handling sensitive components, and this equipment is regularly checked to ensure that it remains fully functional.

16.0 INDICATION OF INSPECTION STATUS

As goods are inspected, the status is defined by location in stores, with all non-conforming items being placed in a reject area or marked as reject for review. The status of on going work is established by markings or associated documentation recording the inspections undertaken and their acceptability.

17.0 NON-CONFORMING ITEMS, PREVENTIVE & CORRECTIVE ACTION

Once non-conforming items have been noticed they are identified by location, associated documents, or specific markings to prevent their inadvertent use. All non-conforming items and customer complaints are subject to review and rectification by nominated personnel. The type and extent of non-conformity is documented in order to establish trends and identify possible areas for improvement.

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The corrective action required to prevent recurrence is evaluated, documented, and its effective implementation is monitored. All rectification is subsequently re-inspected to ensure complete customer satisfaction.

All employees are encouraged to suggest improvements in methods, materials, suppliers and sub-contractors. The company has established procedures for review of all activities in order to identify and evaluate all possible improvements in methods/ materials and its procedures.

18.0 HANDLING, STORAGE, PACKAGING, PRESERVATION & DELIVERY

The identification of materials/equipment, where it is not obvious, is confirmed by the presence of a manufacturers/ suppliers part number or description label, or other marking for each item.

The identification of the item may be on the packaging or on the item itself, and this identification remains in place for as long as possible, provided it does not hamper

effective use of the item. The company does not identify materials and consumables where they are obvious to a trained/experienced employee, however, should a risk of misinterpretation exist between two or more types of materials these will be marked in a suitable manner to ensure that no ambiguity exists. All items with serial numbers are recorded individually.

Materials and goods received, whether the property of the company or others, will, as far as practicable, be protected and their quality preserved until such time as they are

transferred to a customer, or disposed of to a third party. The objective is to prevent deterioration and damage whilst in storage, or in the process of transportation, installation, commissioning or maintenance.

19.0 RECORDS

Storage facilities are allocated which ensure that all stored records are identifiable and retrievable, and the storage areas are free from damp and other agents, which could cause premature deterioration.

Where records are maintained on computer magnetic media, and these are subject to “back-up” at regular intervals, with the “back-up” information being stored in a protected location to ensure security from loss/damage of active data.

All records are retained for a minimum of 2 years.

20.0 TRAINING

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The policy of the company is to ensure that all personnel are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively. The company generally procures and recruits employees capable of meeting the technical, skill, experience and educational requirements of the company’s activities.

All staff and senior employees are responsible for recommending the training needs of others and for ensuring that all employees allocated specific tasks are suitably qualified and experienced to execute those tasks. Once training needs are identified these are provided under the

responsibility of Directors.

Full records are maintained of all training undertaken by employees.

Managing Director

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