

**BRIAN MCCARTHY
CONTRACTORS LIMITED**

COMPANY QUALITY POLICY DOCUMENT

In Accordance with the Requirements of
EN: ISO 9001:2008

Controlled Copy No.

Issued to:

Original Issue Date:

Revised Issue Date:

Model for Quality Assurance in Production, Installation & Servicing

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Written by: J Connors..... Date: June 2009

Approved by: B. McCarthy..... Date: June 2009

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1.0 INTRODUCTION

- 1.1 Brian McCarthy Contractors Limited is a well-established company based in mid-west Ireland. The Company has a reputation for the successful completion of building, civil engineering and turnkey construction projects. This ability to respond to the customer's needs is the basis to the company's success. Company Head office is situated in Ennis, Co Clare.
- 1.2 The Company has supplied many significant commercial, civil, Government, industrial and institutional projects here in Ireland and plays a significant role as a contributor to the construction industry.
- 1.3 The company's reputation and their ability to meet specific project requirements have combined with their excellent record for the completion of projects on time, to cost and to the highest professional and quality standards, resulting in a well earned reputation with their clients and their professional design teams.
- 1.4 In 1996 the company embarked upon an internal project to develop their existing quality management systems into a formalised system with the objective of obtaining certification to the internationally recognised Quality Assurance Standard, EN: ISO 9002 – 1994 Model for Quality Assurance in Production, Installation and Servicing. This enables the company to enhance high quality service by a process of constant improvement. This benefits client and company alike and also verifies the quality of the company's management systems by independent assessment.
- 1.5 The company's Quality Management System and its philosophy are outlined in this document and described in detail in the management procedures.
- 1.6 In 2003, the company updated its QMS to comply with the requirements of ISO 9001:2000 and in 2009 the QMS was updated to comply with the requirements of ISO 9001:2008.

2.0 COMPANY QUALITY POLICY STATEMENT

- 2.1 The Chief Executive and his Board of Directors are totally committed to the Quality Management System and its continuous improvement.
- 2.2 The Company's Quality Management System provides the basis for all projects. The system conforms to the requirements of ISO 9001:2008.
- 2.3 The Company constantly reviews and monitors:
- Targets and objectives
 - Customer Focus
 - Training and development for all staff, including management
 - Environmental duty of care (Management Review)
 - Adherence to latest health and safety legislation
 - Performance – client satisfaction
 - The measurables in the above nominated objectives are outlined in relevant procedures – the established targets and attainment of those targets are established at management review meetings.
- 2.4 Additional external verification of the company's system ensures a process of constant evaluation and improvement. This is of mutual benefit to both client and company and enhances the company's high reputation within the construction industry.
- 2.5 The Directors and Management of the company instruct all staff that compliance with the requirements of the Company Quality Management System is mandatory.

.....
Brian McCarthy
Chief Executive

June 2009

3.0 THE QUALITY SYSTEM

3.1 The company Quality Management System has been developed to conform in full with the requirements of the international standard for quality in management ISO 9001: 2008.

3.2 The system comprises a series of management procedures. Quality planning is inherent within the procedures. These are subject to regular internal audit and management review. An index to these procedures can be found in Section 4 of this Company Quality Policy Document, and the system Overview on page 11 hereof indicates how these procedures address the various clauses of the standard.

3.3 The scope of the Quality Management System is:

THE PROVISION AND INSTALLATION
OF BUILDING AND CIVIL ENGINEERING
CONSTRUCTION PROJECTS

3.4 The Quality Management System is monitored and controlled by the Quality Assurance Manager who has been given total freedom by the board of directors to exercise his duties and responsibilities effectively.

3.5 All new employees are inducted in the Quality Management System and major suppliers and sub-contractors are informed of the requirements of the system prior to undertaking work for the company.

3.6 The Quality System is regularly audited to ensure compliance with the specified requirements. Audits of projects are carried out at regular intervals to ensure client satisfaction.

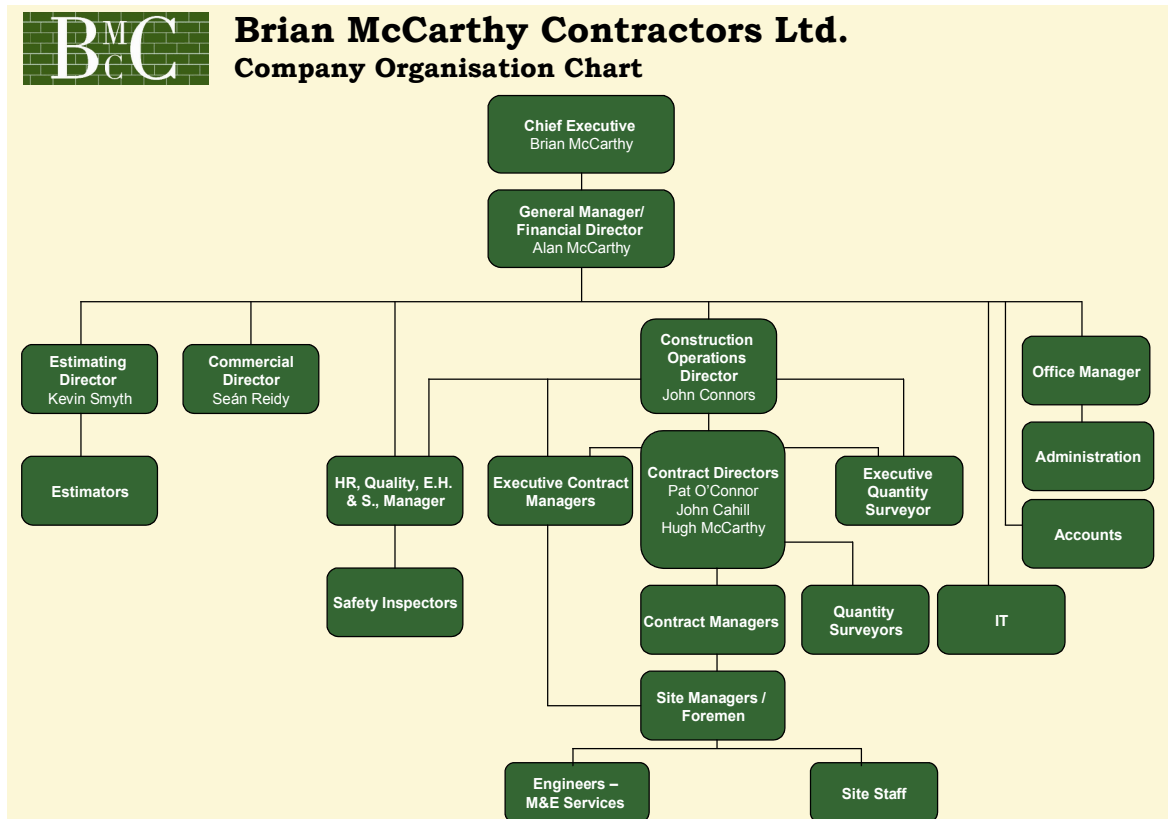
4.0 PROCEDURES

4.1 The following list details the work procedures used by the company. These, together with Statutory Standards, work instructions and standard forms, comprise the complete system. This list is not exclusive and may be appended when it is deemed necessary.

4.2 List of Procedures:

No	Procedure
BMC 01	Company Quality Policy Document
BMC 02	Estimating and Tendering
BMC 03	Award of Contract
BMC 04	Document Control
BMC 05	Purchasing
BMC 06	Contract Management
BMC 07	Site Management
BMC 08	Receipt of Material
BMC 09	Inspection and Testing Inspection and Test Status
BMC 10	Inspection Measuring and Test Equipment
BMC 11A	Corrective and Preventative Action
BMC 11B	Non-Conforming Product
BMC 11C	Preventative Action
BMC 12	Handling, Storage, Packaging Preservation and Delivery
BMC 13	Quality Records
BMC 14	Internal Audit
BMC 15	Training and Safety
BMC 30	Procedure for Design and Build Projects

5.0 COMPANY ORGANISATION CHART



6.0 ORGANISATIONAL RESPONSIBILITIES

6.1 Introduction

This section of the Company Quality Policy Document sets out the responsibilities and authority of people in the company with regard to the Quality Management system.

This is an integral part of the QMS and is subject to regular audit and review as described in the Internal Audit Procedure, BMC 14.

6.2 Scope

This covers those management positions which are required to input to, or interact with, the QMS.

6.3 Definitions

CE: Chief Executive
CD: Construction Operations Director
QAM: Quality Assurance Manager

Purchasers: People authorised to issue purchase orders, for the purposes of this section of the QMS, are described as “purchasers”, regardless of their role within the company.

6.4 *Responsibilities*

The Chief Executive takes an active part in the day to day running of the company and, for the purposes of this procedure, will be referred to as the CE. The Construction Operations Director’s focus is to ensure the company supplies the client with a first class quality service, as specified. The Quality Assurance Manager currently holds the joint positions of HR & Safety Manager and he reports to the Construction Operations Director regarding his Quality Management System responsibilities. The QAM is responsible for monitoring compliance regarding the implementation of the Quality Management System.

6.5 *Description*

The positions defined below relate to the Company Organisation Chart as shown on page 7 of this Company Quality Policy Document.

6.5.1 Chief Executive

He is responsible for determining company strategy in conjunction with the Board of Directors and fully supports the QAM in ensuring that the company’s Quality Management System is fully understood, implemented and effective.

The CE is ultimately responsible for the Company Quality Management System. He periodically reviews the System and delegates the day to day running of the Quality System to the CD & QAM.

The CE is responsible for the direction of contracts, he liaises with clients and is seen to have an overview of all company activities.

6.5.2 Construction Operations Director

The CD is responsible to the Chief Executive for the efficient and effective daily operation of the Quality Management System. He is responsible for ensuring that the system is maintained as defined in the operating procedures and for advising the CE of areas of the system that require corrective action to be taken by the Board to ensure the continuing integrity of the system.

He has been given the freedom and authority to operate within the requirements of the Quality Management System and has been trained in the techniques and requirements of internal auditing. He is responsible for ensuring that other Company Quality System Auditors are suitably trained and that no audit is carried out by a person responsible for the area of work under audit.

6.5.3 QAM

While the Construction Operations Director has overall responsibility for the Quality Management System, many of the tasks associated with this are delegated to the Quality Assurance Manager.

Currently, the QAM holds the joint position of HR and Safety Manager. His dual role in no way conflicts with his quality responsibilities.

6.5.4 Estimating Department

The Estimating Department are responsible for the preparation and submission of tenders. He reviews estimates, calculates quotations, evaluates quality requirements and estimates competitively with the client's requirements his foremost consideration. He utilises whatever technical company resources are required and liaises closely with the CE.

The Estimating Director is directly responsible to the CE.

6.5.4 Purchasers

Purchasers are directly responsible to the Financial Director in the exercise of their purchasing function. They purchase materials and services to meet the client's specification. Purchases are made from an approved list of suppliers in full compliance with the purchasing procedure contained elsewhere in this QMS. Purchasers liaise with the Design Team where the need arises.

6.5.5 Contracts Managers

Contracts Managers are responsible for drawing up contract programmes and plans, logistics of site equipment and manpower. They carry out their duties in conjunction with and are responsible to the relevant Contracts Director.

They liaise with the Contracts Directors in programming and implementation of contract work. They prepare the contract plan and ensure its implementation. They work closely with the project Quantity Surveyor.

6.5.6 Quantity Surveyors

Quantity Surveyors are responsible for the financial management of contracts, for valuation of work in progress, including variations, submission of interim and final accounts, and their agreement. They are also responsible for valuation of sub-contractor's work.

Quantity Surveyors are directly responsible to the relevant Contracts Director.

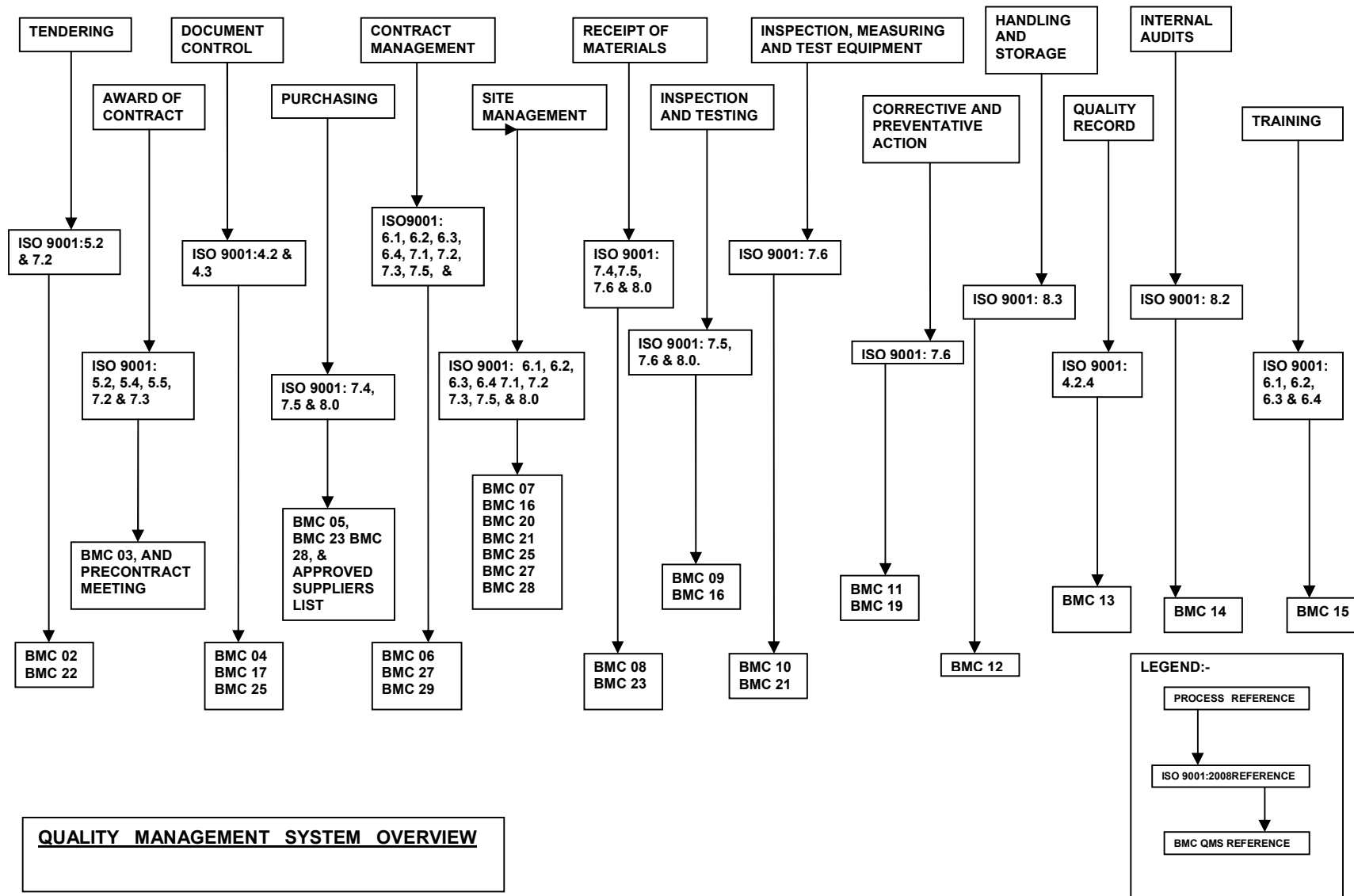
6.5.7 Site Managers

Site Managers are based on site and are responsible for all site activities, control of materials, and third party services and supervision of staff and subcontractors. The Site Manager updates Inspection and Test records as well as relevant sections of contract plans. They liaise with the Contracts Manager in the programming and implementation of construction and installation work.

The Site Manager is responsible to the Contracts Manager.

6.5.8 Site Personnel

Site Personnel (*including for the purposes of this section of the QMS, supervisory, technical, clerical and production staff*) carry out construction and installation work to the client's specification and they observe the requirements of the Quality System and Health and Safety requirements. Site Personnel are directly responsible to the Site Manager.



8.0 REVIEW OF QUALITY SYSTEM

- 8.1 A review of the Quality system by Company Management will take place twice a year. The QAM will initiate the reviews as appropriate. The QAM will nominate the person or persons who will be present at the review.
- 8.2 The objective of the review will be to examine the Quality System for its continual improvement and effectiveness, making modifications where they are considered necessary. Selected directors will attend Management review meetings.
- 8.3 The recommendations and corrective actions proposed by the Review will be implemented and verified in accordance with the Requirements of this Quality System.

The management review will examine the following items:

1. Minutes from previous review
2. Representative from CQA Ireland
3. List of audits
4. Complaints. Performance objectives – process and QMS
5. Performance in achieving objectives and review of objectives
6. Training (effectiveness)
7. Potential impact of new legislation
8. Potential impact of new Technology/work practices
9. CAR's analysis and complaints and preventative action
10. Customer feedback
11. Resource management
12. Learning points from projects
13. Conclusion of continual suitability of company policy and effectiveness of QMS
14. Environment of Duty of Care

Records of recommendations and setting and realisation of targets will be included in the minutes of the meeting. Minutes will be maintained as company records for a minimum of 6 years.