



QUALITY MANUAL

MaestrocLEAR Limited T/A MaestrocLEAR Limited T/A CT Construction

Version 3

Document Ref. CT-QMS001

Approved by Mark Thomson – Managing Director

Date approved March 2026

Next review March 2027

Signed

A handwritten signature in black ink, appearing to read 'Mark Thomson'.

CONTENTS

Quality Manual	1
Introduction	4
1. Scope of Registration.....	4
2. Normative References.....	4
4. Context of the Organisation	4
4.2 Understanding the Needs and Expectations of Interested Parties.....	7
4.3 Determining the Scope of the Quality Management System	8
4.4 Quality Management System and its Processes	8
4.4.1 Inputs and Outputs.....	8
5 Leadership	9
5.1.2 Client Focus	10
5.2.1 Developing the Quality Policy	10
5.2.2 Communicating the Quality Policy	10
Organisational Roles, Responsibilities, and Authorities.....	11
6.2.1 Quality Objectives	14
6.3 Planning of Changes	14
7.1 Resources.....	15
7.1.1 General.....	15
7.1.2 People.....	15
7.1.3 Infrastructure	15
7.1.4 Environment for the Provision of Services	15
7.1.5.1 General.....	16
7.5.2 Measurement Traceability	16
7.1.6 Organisational Knowledge.....	16
7.2 Competence	16
7.3 Awareness	17

7.4 Communication	17
7.5.1 General	18
7.5.2 Creating and Updating	18
7.5.3 Control of Documented Information	18
7.5.3.2 Control of Documented Information	18
8.2.3.1 Service Requirements	19
8.2.3.2 -8.3.2.4 Documented Information Retention	19
8.3.2 Service Realisation Process	19
8.3.3 Determining Requirements	20
8.3.4 Review of Requirements	21
8.3.5 Client Communication and Support	21
8.4.1 General	21
8.4.2 Purchasing Process and Protection of External Property	22
9.1 Measurement, Analysis & Improvement	22
9.1.2 Client Satisfaction	22
9.1.3 Analysis and Evaluation	22
9.2.1 Internal Audit	23
9.2.2 Audit Schedule	23
9.3.1 General	23
9.3.2 Management Review Inputs	23
9.3.3 Management Review Outputs	24
10.1 General	24
10.2.1 Address Non-Conformities	24
10.3 Continual Improvement	25
Appendix 1 – High Level Organisational Chart	26
Appendix 2 – QMS Chart	27



INTRODUCTION

The purpose of this manual is to provide an overview of our business, MaestrocLEAR Limited T/A CT Construction, the activities we carry out, and the quality standards we hold ourselves, and our workers to, for the operations we carry out and services we provide. It is not designed to act as a procedures manual, although it does carry information about where procedural information is located and the detailed information on documentation requirements for essential procedures e.g., document control, master policy list, document and control of records, control of non-conformances, internal audit, and corrective/preventative actions.

Once this document is printed it is uncontrolled.

1. SCOPE OF REGISTRATION

As a business we intend that the business objectives, strategies, tactics, and processes used to meet this scope always satisfy the statutory, and regulatory requirements applicable to the services we deliver, our own, and client requirements.

This Quality Manual specifies requirements for a Quality Management System (QMS) where we:

- a) Need to demonstrate our ability to consistently provide services that meet client and applicable statutory and regulatory requirements; and
- b) Aim to enhance client satisfaction through the effective application of the system, including processes for the improvement of the system and the assurance of conformity to client and applicable statutory and regulatory requirements.

2. NORMATIVE REFERENCES

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

3. THE QUALITY POLICY

Our entire Quality Policy Statement is set out in [CT014 – Quality Policy Statement 2025](#). The Quality Policy applies to all works that we carry out, and all services provided to and for our clients. As stated in our Quality Policy our QMS objectives are to:

1. Develop and improve the Quality Management System;
2. Continually improve the effectiveness of the Quality Management System; and
3. Enhance client satisfaction.

4. CONTEXT OF THE ORGANISATION

4.1 UNDERSTANDING THE ORGANISATION AND ITS CONTEXT

As a business we have determined the internal and external issues that are relevant to our purpose and our strategic direction and that may affect our ability to achieve the intended result (s) of our quality management system.

We have determined the external and internal issues that are relevant to our purpose and our strategic direction due to their effect or potential effect on our ability to achieve the intended result(s) of our quality management PESTEL and SWOT. These identified issues are continuously monitored and reviewed by our management team informally throughout the year, and formally during Management Review meetings.

	External Factors to Consider	Factors affected within our industry	Importance to our business
P – Political Factors	• Global trade agreements and or restrictions • Labour Laws • Current and Future Taxation Policy • Trade Policies • Environmental Policies and Requirements • Grants, Fundings, and Initiatives available • Tariff Rates • On-going conflicts affecting supply chains and costs of goods	Brexit affects the UK (5-years post Brexit) and continues to affect the pound periodically and an uncertainty with future trade restriction in Europe. Changes in taxation, trade, etc. affecting costs of supplies and availability of supplies Changing Government focuses on new/young workers impacting availability of apprenticeship and/or training grants Potential implementation of tariffs on the UK from the USA with impact on costs of supplies	Low – Contract with UK based clients only
E – Economic Factors	• Inflation Rates • Interest Rates • Local Economic Growth • Current Economic Climate • Cost of Living Increases • Employer National Insurance Contributions	Supply and demand of various products causing costs to continue to rise Political uncertainty and conflicts around world driving up-costs of supplies/materials Cost of living crisis – clients conscious of spending Uncertainty continues in the UK business market and investors due to the UK leaving the EU Increase in costs of hire vehicles, rent, and mobile plant	Medium Medium Medium Medium Medium
S – Social Factors	• Attitudes to fossil fuels	Concerns about the environmental impact of	Medium – Opportunity to look at upskilling

	• Age Distribution (aging workforce) • Work-Life Balance • Lifestyle Factors	natural gas, with a growing preference for renewable energy over fossil fuels. Client is looking at incorporating hydrogen within the network.	workforce to work on hydrogen network High – Aging workforce and skills shortages in gas specific industry.
T – Technology Factors	• Technological Advances • Advancements in Artificial Intelligence (AI) • IT Technology • Cybersecurity • Robotics	Is our technology fit for purpose for current demands and for an evolving future? Are there automation opportunities in our business? Can AI be introduced to streamline our business, or does it pose a threat to any business practices? Rise in cybersecurity risk to data protection and operational stability.	Medium: Insight gained from collaboration with clients, and development in their technology and other industry technology. Low: Due to nature of business full automation of processes is unlikely Medium – Rise of AI in the world, increase likelihood of AI scams, and increases cybersecurity risks.
L – Legal Factors	• Employment law • Common Law • Local Labour Laws • Health and Safety Regulations • Diversity, Equality, and Inclusion Legal Requirements	Increases in National Minimum Wage increases yearly Changes in employment law (flexible working) Compliance with Modern Slavery Act	Medium Low Low – Policy in place going beyond our requirements
E – Environmental Factors	• Climate Change • Weather Events • Geographical Position • Natural Disaster • Carbon Targets • Waste Management • Supply Chain Management • Future pandemics	Carbon reduction commitment The rise in ethically and environmentally conscious needs of clients Ethical sourcing increasing costs of goods Changes in recycling requirements Changes in supply chain commitment to sustainability Risk of future pandemics on our business and suppliers' abilities to conduct business	High High – due to works being conducted outdoors increase in adverse weather events impacts our operational activities Medium – commitment to reducing carbon footprint in line with our own client's expectations Low

--	--	--	--

S – STRENGTHS	External Accreditation (Achilles) Experienced Workforce Versatile Workforce Quality of Work Flexibility of Workforce Ability to adapt and respond to client demands Continual training and development in place
W - WEAKNESS	Singular client base Limited Scheduling Control Aging Workforce – Retirement of Experienced Staff Internal Communication
O – OPPORTUNITIES	Potential for specialist training on hydrogen network installation and maintenance External client provides training opportunities for staff Potential for ISO Accreditation Apprenticeship Opportunities
T- THREATS	Loss of personnel due to client conducting same works Competition carries out similar works Climate Change and Increase in Adverse Weather Events Increased cost of materials/plant etc. due to political climate Reputation damage through poor service Political Instability throughout the world leading to rising costs of materials and fuel Being locked into long term contracts means the business has locked-in rates and cannot apart prices to match rising costs if applicable

4.2 UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

Our interested parties have been considered and are stated on our 2025_SWOT Register. Due to their effect or potential effect on our ability to consistently provide services that meet client and applicable statutory and regulatory requirements, we have determined:

- The interested parties that are relevant to our Quality Management System (QMS)
- The requirements of these interested parties that are relevant to the QMS

We monitor and review the information about these interested parties and their relevant requirements.

4.3 DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM

The scope associated with Maestroclear Limited T/A CT Construction are specialised activities in the maintenance, repair, and replacement of the gas network, and operational works on TRS, DPG, DG, and other regulatory sites.

4.4 QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES

4.4.1 INPUTS AND OUTPUTS

Our Quality Management System governs how we provide and maintain a high quality of work and services on behalf of our clients. This is achieved internally through written policy and procedural guidelines which are regularly reviewed by our management and made readily available to Staff.

Inputs



Outputs

As a business we have established, implemented, maintained, and continually improve our quality management system, including the processes needed and their interactions. We have determined the processes needed for the QMS and their application throughout the business, and;

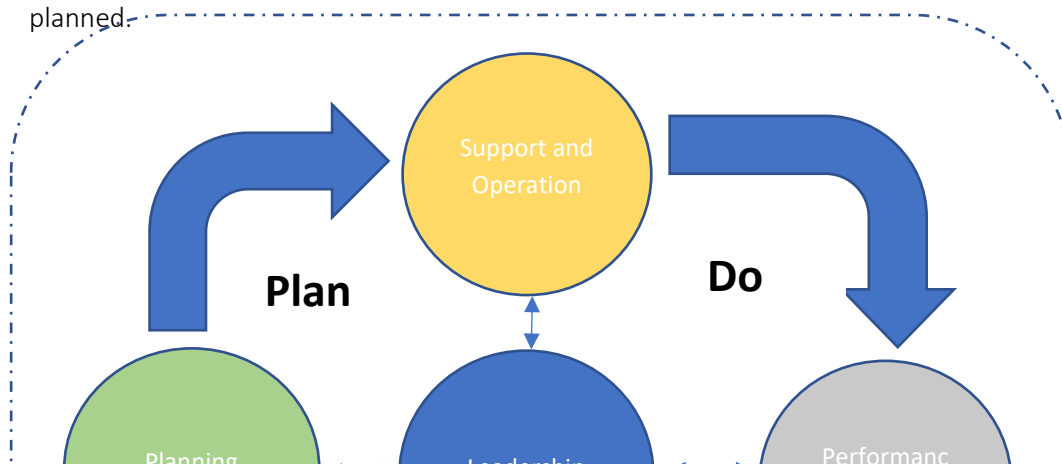
- Have determined the inputs required and the outputs expected from these processes;
- These inputs and their outputs are discussed with clients at monthly and weekly meetings to ensure that their needs and requirements are being met;
- Determined the resources needed for these processes and ensure their availability;
- Assigned responsibilities and authorities for the implementation of these processes;
- Evaluate these processes with clients and implement any changes needed to ensure that these processes achieve their intended results

To the extent that is necessary, we:

- a) Maintain documented information to support the operation of our services.
- b) Retain documented information to have confidence that processes are being carried out as planned.

**Organisation
and its
context**

Customer



**Customer
Satisfaction**



5 LEADERSHIP

Our board of directors recognise that for our QMS to be effective it must be considered and implemented by the entire business and all departments, and individuals have a responsibility to ensure its effectiveness and implementation. The board of directors accept and meet their responsibilities to implement the QMS, developing and deploying the quality policy, quality objectives, and working with clients to create and implement project-specific plans that are client focused.

Our board of directors shows their leadership and commitment to our Quality Management System (QMS) by:

- Taking accountability for the effectiveness of the QMS.
- Ensuring that our quality policy and objectives align with overall business strategy.
- Promoting a client focused approach, ensuring that client and regulatory requirements are met.
- Integrating our QMS into all business processes.
- Supporting and engaging our employees to contribute to the effectiveness of our QMS.
- Driving a culture of continual improvement.
- Ensuring that risk-based thinking is applied to business wide decision-making.
- Communicating the importance of effective quality management and the benefits of conforming to the quality management system requirements.
- Ensure that the resources needed for the QMS are available.

Our leadership demonstrates their commitment by ensuring that the necessary support for creating and ensuring appropriate processes that help to maintain and achieve the businesses quality objectives.

Our Board of Directors communicates our mission, vision, strategy, policies, and all processes to all employees to:

- Create and sustain shared values of fairness and ethical behaviour.
- Establish a culture of trust and integrity.
- Encourage commitment to quality.
- Provide employees with the required resources, training, and authority to act with accountability.
- Inspire, encourage, and recognise employees' contributions.

5.1.2 CLIENT FOCUS

Our Board of Directors and Managers demonstrate leadership and commitment to client focus by ensuring that:

- a) Client and applicable statutory and regulatory requirements are determined, understood, and consistently met;
- b) Employees are aware of and understand client requirements, and how to meet these;
- c) The risks and opportunities that can affect conformity of services and the ability to enhance client satisfaction are determined and addressed; and
- d) The focus on enhancing client satisfaction is maintained.

Client satisfaction is measured through our [CT-QMS002 Customer Complaint Handling and Resolution Handling](#) procedure.

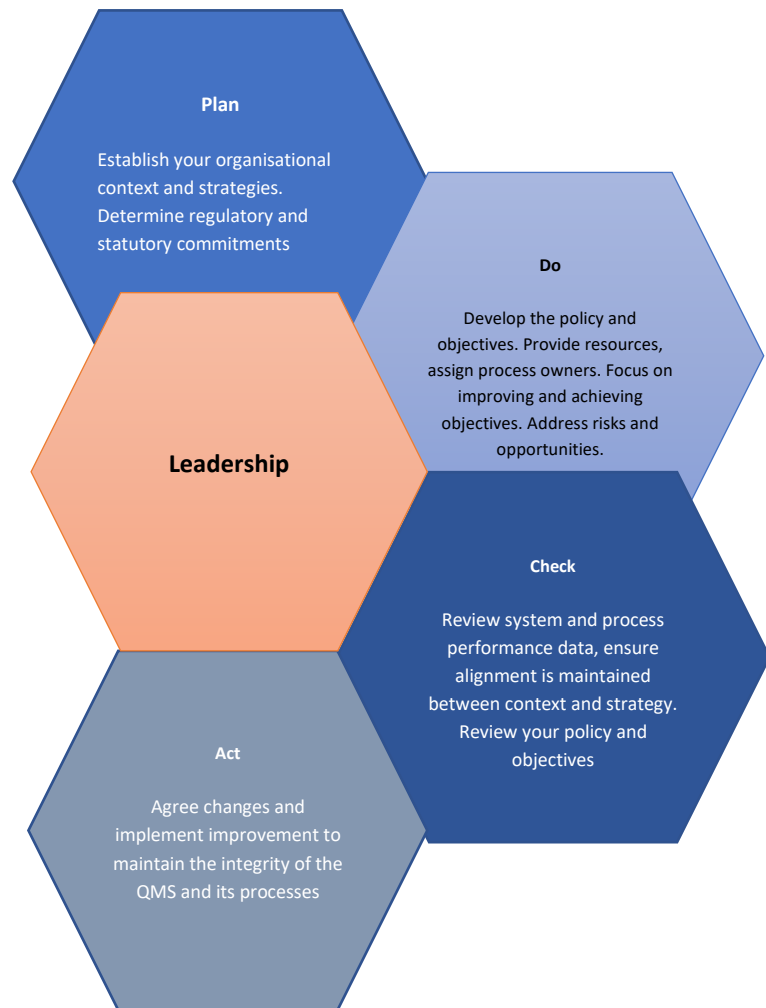
5.2.1 DEVELOPING THE QUALITY POLICY

Our Board of Directors have established, implemented, and maintains a quality policy that:

- a) Is appropriate for the purpose and context of MaestrocLEAR Limited T/A CT Construction and supports its strategic direction;
- b) Includes a commitment to satisfy applicable requirements; and
- c) Includes a commitment to continual improvement of the quality management system.

5.2.2 COMMUNICATING THE QUALITY POLICY

The Quality Policy is:



- a) Available on Microsoft Teams and OneDrive and is maintained as documented information.
- b) Communicated, understood, and applied within the business; and
- c) Available to relevant interested parties, as appropriate.

ORGANISATIONAL ROLES, RESPONSIBILITIES, AND AUTHORITIES

Our Board of Directors ensure that the responsibilities and roles for relevant roles are assigned, communicated, and understood within the business. Our organisational structure is defined in [Appendix 1](#). The chart shows the interrelationships within our business. All departments work together symbiotically to achieve the businesses objectives. The QMS management structure is shown in [Appendix 2](#).

Our Board of Directors accepts responsibility for:

- a) Ensuring that the quality management system conforms to the applicable requirements of the international standard ISO9001;
- b) Ensuring that processes in place are delivering their intended outputs;
- c) Reporting on the performance of the QMS and on opportunities for improvement;
- d) Ensuring the promotion of client focus throughout Maestroclear Limited T/A CT Construction; and
- e) Ensuring that the integrity of the QMS is maintained when changes to the QMS are planned and implemented.

Our Board of Directors are ultimately responsible for the quality of services as they have control over the resources, systems, and process by which conforming work is accomplished. Due to the nature of our works as an embedded contractor under our main Client, their systems and processes often supersede our own on operational sites. Our Clients Managers work with our management team to ensure that CT Operatives have access to any policies and procedures that they require to conform to their applicable and statutory requirements.

To ensure that all employees are aware of and understand their responsibilities and authorities under the QMS they have been clearly stated below and are communicated to employees periodically.

All Employees

All employees play an important part of in the effectiveness of our quality management system. Our operational departments share the responsibility for producing work standards that meet our client's quality standards. Each individual employee is responsible for performing assigned functions or tasks in accordance with industry best practice, our own and client's policies and procedures, and in line with regulatory requirements.

Board of Directors

Responsibilities

- Overall responsibility for creating and communicating the quality policy and quality objectives.
- Formulation of strategy for continuous improvement of the business
- Ensure periodic internal auditing of the performance of the QMS

- Approval of the QMS
- Responsibility for tendering activities
- Budget approval for the business
- Overall responsibility for business development and financial health
- Provision and allocating of resources
- Strategic decisions on developments and technical set ups
- Provision of leadership and direction for effective implementation of the system
- Provision of a suitable working environment
- Compliance and effectiveness of training system
- Overall responsibility for purchasing activities

Authorities

- Approval of client terms and conditions, and orders
- Approval of funds for training requirements
- Chairing management review meetings
- Delegating authorities to act on behalf of MaestrocLEAR Limited T/A CT Construction with regards to the organisations QMS
- Appointment of employees
- Disciplinary and grievance procedure implementation
- Approval and management of annual leave ensuring that adequate staffing provisions are available to ensure continuity of service provision

Site Supervisor

Responsibilities

- Overall coordination support between client, contract managers, and operational teams
- Ensuring quality standards and objectives are being met on operational sites
- Monitoring Client Satisfaction
- Coordination with any consultants and contractors
- Monitoring site operatives on a weekly basis
- Reporting to the Directors on any issues found on operational sites
- Ensuring the provision and use of materials, plant, and equipment within project scopes and ensuring that it meets all statutory requirements
- Ensure the quality system is established, implemented, and maintained on operational sites.

Authorities

- Company representative at client meetings
- Delegating authorities to departmental team leaders
- Resource allocation
- Make or force required decisions at all levels to achieve project objectives
- To stop and initiate corrective actions on non-conforming services
- To ensure the reporting all any non-conformances to the Health and Safety Advisor
- Initiate actions on any contractors and consultants for Quality, Quantity and Time frame issues related to project work

Team Leaders (with support from Site Supervisor)

Responsibilities

- Compliance with our established QMS and client's QMS where applicable
- Coordination with CT and Client management for designs and project scopes
- Delegating of tasks to gas assistants
- Monitoring site operatives work and service output daily
- Implementing corrective actions identified by themselves and/or the Site Supervisor
- Reporting any non-conformances to the health and safety advisor
- Responsibilities to ensure a safe site and a good working environment
- Timely reporting any hazards and near misses on site to the health and safety advisor and the Site Supervisor

Health and Safety Advisor

Responsibilities

- Maintaining all documents related to the quality management system
- Document and data control of documented information
- Management of the Corrective / Preventative action system
- Coordinator for Management reviews
- Archiving and record keeping of old files
- Management of Approved Supplier Matrix
- Providing information and guidance on the QMS and how to achieve compliance
- Providing support and guidance to the business on the effective implementation of a quality, health, and environmental management system

Authorities

- Prime responsibility for document control
- Updating and communicating of policies and procedures
- Control of Non-Conformances Monitor (advising management of corrective/preventative actions)
- Supporting the Board of Directors with their duties under the QMS
- Company representative at client meetings

Administrative Staff

Responsibilities

- Following established policies and procedures
- To ensure that are using the current version of documents, policies, and procedures
- To report any non-conformances to the health and safety advisor
- Control of employee records ensuring they are stored in line with Data Protection and remain up to date
- To keep record of all annual leave accrued and taken by staff

- Ordering of personal protective equipment that complies with regulatory requirements
- Processing of weekly timesheets and processing payroll

6 PLANNING

6.2.1 QUALITY OBJECTIVES

As a business we have established quality objectives at relevant functions and levels needed for the QMS. When setting objectives and targets, we ensure that they are consistent with the needs and expectations of interested parties, and to our internal policies and procedures. In addition, technological options, financial, and operational and business requirements are considered.

We are committed to providing a high-quality professional service to our clients. The quality objectives for service delivery that we have established are;

- To complete projects in accordance with agreed project scope and specifications
- To complete projects within the approved project budget
- To complete projects within the approved time frame
- To complete projects with minimal defects and non-conformances
- To ensure projects are completed to the complete satisfaction to our clients

6.2.2 When planning how to achieve our policy objectives, we have determined in line with our clients and business objectives:

- a) What will be done;
- b) What resources will be required;
- c) Who will be responsible;
- d) When projects/services will be completed; and
- e) How the results of projects/services will be evaluated.

The questions to the above will differ depending on the works that we are carrying out on behalf of our client.

6.3 PLANNING OF CHANGES

As a business when we determine the need for changes to our QMS as required, the changes will be carried out in a planned manner. A meeting will be held with all required parties, and the meeting minutes will be recorded using [QMS Planning of Changes Meeting Minutes Blank](#). During this meeting those in attendance will consider:

- a) The purpose of the changes and their potential consequences;
- b) The integrity of the quality management system;
- c) The availability of resources; and
- d) The allocation or reallocation of responsibilities and authorities.

Any affected parties (internal and external) will be notified of the changes and the impact that this has on them via email communication, or in-person meeting if deemed appropriate.

7 SUPPORT

7.1 Resources

7.1.1 GENERAL

The business determines and provides the resources needed for the establishment, implementation, maintenance, and continual improvement of the QMS.

As a business we consider:

- a) The capabilities of, and constraints on, existing internal resources; and
- b) What needs to be sourced from external providers.

7.1.2 PEOPLE

The Board of Directors ensures that the necessary persons are provided for the effective implementation of the businesses' QMS and for the operation and control of its processes. They ensure that necessary training (external and internal) is provided for the continual improvement and effective implementation of the QMS.

7.1.3 INFRASTRUCTURE

Due to the nature of our operational works, we work with our client to provide and maintain premises within our control for the delivery of our services and to achieve conformity of our services. The provision of necessary infrastructure provided includes:

- a) Buildings and associated permanent and temporary utilities (e.g., mobile welfare units);
- b) Equipment, tooling, and plant, including hardware and software;
- c) Transportation resources; and
- d) Information and communication technology.

7.1.4 ENVIRONMENT FOR THE PROVISION OF SERVICES

We determine, provide, and maintain the positive and productive working environment necessary for the operation and delivery of our services to ensure conformity with client and regulatory requirements.

- a) Social – promotion of a non-discriminatory working environment promoted through our specific policies covering fair work, anti-bullying and harassment, and fair work practices.
- b) Psychological – emphasis on managing stress, mental health and wellbeing, and burnout prevention.
- c) Physical – reducing the chances of an uncomfortable working environment through controlling temperature, heat, humidity, light, airflow, hygiene, and noise.

These factors will be managed appropriately depending on the worksite and the service being carried out.

7.1.5 MONITORING AND MEASURING RESOURCES

7.1.5.1 GENERAL

Where required by the service being provided, we ensure that the resources that are provided are suitable to provide valid and reliable results when measuring or monitoring needs to be carried out to verify the conformity of services to client and regulatory requirements.

We ensure that the resources provided:

- a) Are suitable for the specific type of monitoring and measurement activities being undertaken (for example, pressure testing of gas pipes will require provision of suitable digital gauges); and
- b) Are maintained to ensuring their continuing fitness for purpose.

Where required, we maintain appropriate documented information (such as results of calibration and servicing for purpose of the monitoring and measurement of resources and provided services.

7.5.2 MEASUREMENT TRACEABILITY

When measurement traceability is a requirement, or is considered by clients or regulatory standards to be an essential part of providing confidence in the validity of measurement results, measuring equipment are:

- a) Calibrated or serviced, or both at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification is retained as documented information;
- b) Identified (via labelling when owned and record on vehicle Plant Sheets) to determine their status; and
- c) Used by trained and competent operatives to protect equipment from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

We determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose and will take appropriate action as necessary through reporting to our clients and other affected parties.

7.1.6 ORGANISATIONAL KNOWLEDGE

As a business our Managing Director (MD) is responsible for overseeing what knowledge and competence is necessary for the safe and effective provision of our services to meet client requirements and to achieve conformity of client and regulatory requirements.

When assessing changing needs and trends, the MD considers the current knowledge and competent held and determines how to acquire or access any necessary additional knowledge and required updates.

7.2 COMPETENCE

As a business we:

- a) Determine the competence required of person (s) doing work under our control that affects the performance and effectiveness of our QMS;
- b) Ensure that these persons are competent on the basis of appropriate education, training, or experience, or a combination of all three.
- c) Where required, take action to acquire the necessary competence, and evaluate the effectiveness of the action taken;
- d) Provide suitable supervision for new and trainee staff; and
- e) Retain appropriate documented information as the evidence of competence.

7.3 AWARENESS

We ensure that persons doing work under MaestrocLEAR Limited T/A CT Construction's control are aware of;

- a) The Quality Policy;
- b) Relevant quality objectives;
- c) Their contribution to the effectiveness of our QMS, including the benefits of improved performance; and
- d) The implication of non-conformances with the requirements set out in the QMS.

7.4 COMMUNICATION

Our Board of Directors determines the internal and external communications relevant to the QMS, including:

- a) What will be communicated;
- b) When information will be communicated;
- c) With whom it will be communicated;
- d) How the information will be communicated; and
- e) Who communicates the information

Internal communications occur on an on-going basis and are achieved through various mechanisms as appropriate, including but not limited to;

- a) Regular meetings and briefings;
- b) Training sessions;
- c) Display boards, toolbox talks, and letters;
- d) Internal Emails;
- e) Audit results;
- f) Target, objectives, KPIs (where established);
- g) Corrective action and nonconformance reports; and
- h) Minutes of ad-hoc and scheduled meetings

Communication of the above is vital to ensure that workers are aware of how their contribution of the QMS leads to the achievement of quality objectives and helps to satisfy client and regulatory requirements.

External Communication

We determine the need to communicate information externally to our interested parties, as defined in our interested parties register, regarding the effectiveness of the QMS. In most instances, external interested parties (such as clients, shareholders, neighbouring communities, etc) are the main driving force for our business to implement a viable QMS. Where external communication regarding our QMS is being communicated to interested parties, we ensure that all communications are authorised by our board of directors prior to release.

7.5 DOCUMENTED INFORMATION

7.5.1 GENERAL

Our Quality Management System includes:

- a) Documented information relevant to our business and services as required by ISO9001:2015; and
- b) Documented information determined by the business as being necessary for the effectiveness of the QMS.

7.5.2 CREATING AND UPDATING

When creating and updating documented information, we ensure that it is carried out in accordance with our [CT028 Document Control Procedure](#), which ensures:

- a) Identification and Description (Title, Date, Reference Number
- b) Correct formatting and media (e.g., paper and electronic); and
- c) Review and approval for suitability and adequacy.

7.5.3 CONTROL OF DOCUMENTED INFORMATION

7.5.3.1 DOCUMENTED INFORMATION

Documented information that is relevant to our business that is required by ISO9001:2025 and by our internal QMS are controlled to ensure:

- a) Required documents are available, easily accessible, and suitable for use, where and when it is needed; and
- b) It is adequately protected (e.g., from loss of confidentiality, improper use, or loss of integrity)

All documented information is controlled under our [CT028 Document Control Procedure](#) and is readily available on Microsoft Teams (operatives) and OneDrive (administrative). PDF copies of documented information are made available to adequately protect the information.

A printed copy of internal policies and procedures are available on request, however, once printed the documents are uncontrolled.

7.5.3.2 CONTROL OF DOCUMENTED INFORMATION

For the control of documented information, we have addressed the following activities, as applicable:

- a) Distribution, access, retrieval, and use;

- b) Storage and preservation, including preservation of legibility;
- c) Control of changes (version control); and
- d) Retention and disposal.

Due to the nature of our works documented information of external origin from our client is often necessary for the planning and operation of our services, and to conform with the objectives of our QMS. Communication is maintained with our client to ensure that information provided is treated in the same manner as our internal documented information to ensure the same standards as covered in [7.5.3.1](#).

Documented information retained as evidence of conformity, measurability, and traceability are protected from unintended alterations by being saved as PDF copies only. Hard copy versions of service, calibration, and maintenance certificates are retained within the Head Office for future reference where required.

8.2.3 REVIEW OF REQUIREMENTS RELATED TO SERVICES

8.2.3.1 SERVICE REQUIREMENTS

As a business we ensure that we can meet the requirements of service delivery required by clients. Before accepting a contract or submitting a quote for delivery of the services, consideration will be given to the following to ensure that we can supply these services;

- a) Requirements specified by the client, including the requirements for delivery and any required post-delivery activities;
- b) Requirements not stated by the client, but necessary for the specified intended use, when known;
- c) Requirements specified by our business;
- d) Statutory and regulatory requirements applicable to the services; and
- e) Contract or order requirements differing from those previously expressed.

We ensure that the contract or service requirements differing from those previously defined are resolved as soon as possible. The client's requirements are confirmed at the quote acceptance stage.

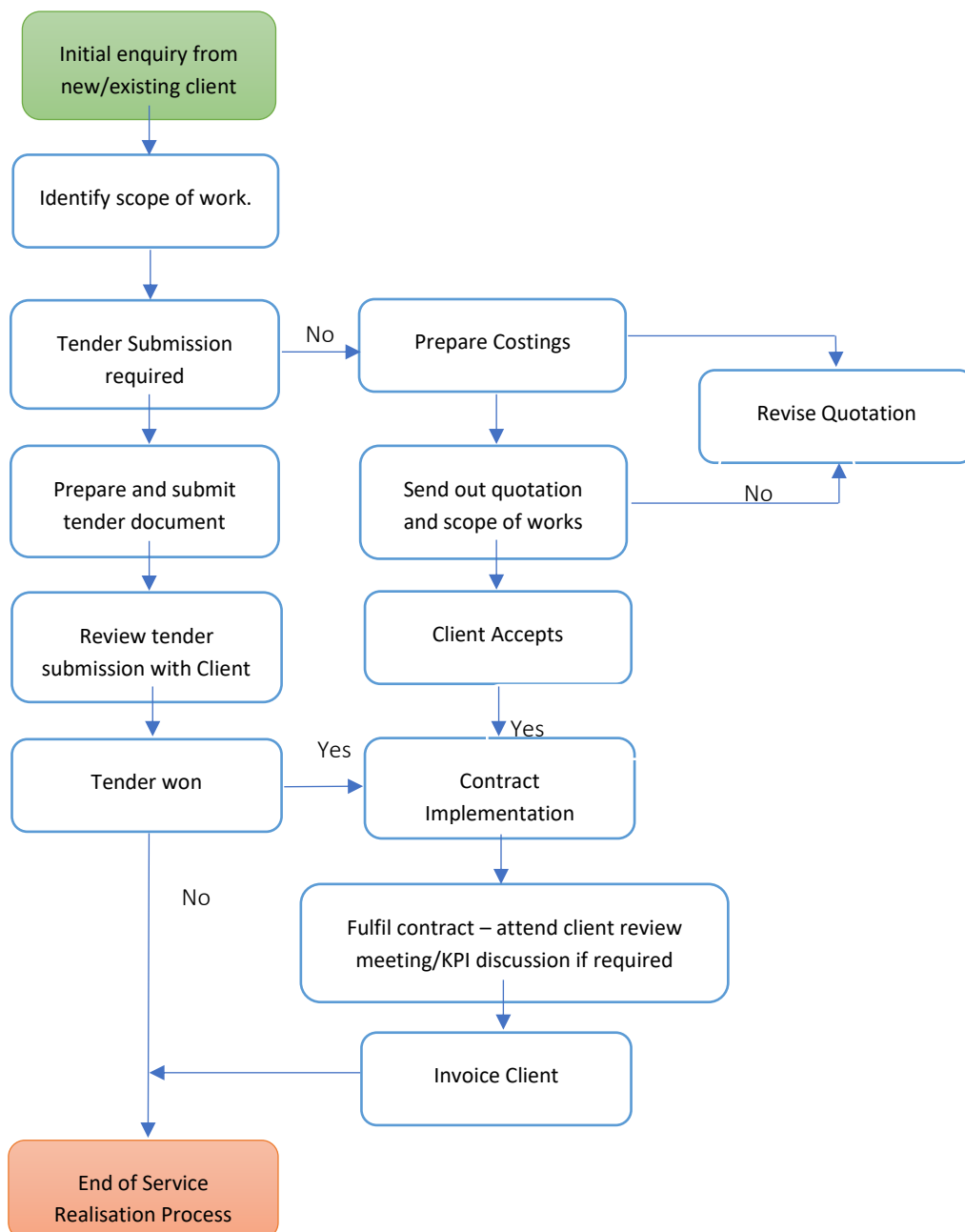
8.2.3.2 -8.3.2.4 CHANGES TO REQUIREMENTS

Where part of the established project scope changes, we will ensure that this information is communicated to all necessary personnel (internal and external). We will ensure that any relevant documented information will be amended, and that relevant personnel are made aware of the changed requirements for service delivery.

8.3 8.3.1 SERVICE REALISATION

Due to the nature of our works the design and development processes for the delivery services is often dictated by our client, their procedures and regulatory requirements. We work closely with our clients to specify their requirements. Following the establishment of client requirements we implement our comprehensive service realisation process.

8.3.2 SERVICE REALISATION PROCESS



8.3.3 DETERMINING REQUIREMENTS

As a business we offer a comprehensive range of services covering the maintenance, repair, replacement of the gas network on low, medium, and high-pressure gas. We work across three departments of our client R6, Maintenance, and Pipelines. We work under long-term contracts with these departments ranging from 5 to 8 years, and re-tender for these contracts as required. Any work

that falls within the scope of these contracts will not undergo an additional quote, the price falls within the scope of the established contract framework. However, at times our client requests what is known as “price work”. This is work that is billed and paid for outside the contract framework. For price work projects before the project starts the assigned person (either the Managing Director and/or The Site Supervisor) discuss the particular needs of the client, usually the departmental manager, and the service that they require for example, a complete fence replacement. The Managing Director will then prepare a quote which covers the scope of works, the requirements to deliver the service, the projected timeframe, and the costings of service provision and any related materials, tools, or equipment required to deliver the service. The quote is sent to the departmental manager for approval and sign-off, with revisions made if required.

8.3.4 REVIEW OF REQUIREMENTS

The final agreed quote is reviewed internally to confirm that it contains a full schedule of the services being provided, along with the details of any client required service performance requirements including Key Performance Indicators (KPIs), payment/penalties, change management procedures, and plans. The Managing Director reviews all agreed quotes before they are signed to ensure that they are accurate and that the service scope is correct. As the works progress, any changes to the initial agreed scope of works are communicated to all affected parties internal (workers) and external (the client, suppliers/subcontractors) as necessary.

8.3.5 CLIENT COMMUNICATION AND SUPPORT

Prospective clients can view the services that we offer on our [company website](#). The administrative support team based at the main office in Kinglassie are responsible for client support in terms of processing labour and material costs to each client department through submitting employee timesheets, invoice payments and assigning of invoices to the correct client department, purchasing queries, providing purchase order numbers to internal employees and approved client employees and are the first point of contact for client complaints.

Prospective and existing clients can contact us by telephone or email to request additional information or support.

A formal customer feedback & complaint process ([CT-QMS002 - Customer Complaint Handling and Resolution Policy](#)) has been created to maintain the quality of services provided and this forms part of our commitment to continuous improvement.

Monthly and quarterly meetings are held with each of the three departments to report on progress, learn from any non-conformance or adverse events, and to ensure that each client department's needs and requirements are being met.

8.4 CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS, AND SERVICES

8.4.1 GENERAL

To meet the requirements of our clients and to work in line with our quality objectives, due to the nature of our works on the gas network our operational staff will primarily work under the guidance of external client documents, policies, and procedures.

To meet our service delivery external products are used, and at times the services of external companies are utilised. To ensure the integrity of provided processes, products, and services we have determined and applied criteria for the evaluation, selection, and monitoring and performance of external providers, based on their ability to provide products or services in accordance with requirements. We retain documented information ([Supplier Assessment Matrix](#)) of these activities and any necessary actions arising from the evaluations.

8.4.2 PURCHASING PROCESS AND PROTECTION OF EXTERNAL PROPERTY

To ensure externally purchased or hired products are suitable for service delivery and compliance with our QMS requirements we have established a purchasing policy – [CT015 Sustainability and Procurement Policy](#) which is supplemented by [CT015a – Supplier Management Policy](#). Due to the nature of our works, equipment and products are often hired from external providers, or client equipment may be used. At all times the QMS must be taken into consideration to ensure that our, our client, and regulatory requirements are being met.

We ensure that our workforce exercises care with property belonging to clients or external providers whilst it is being used by our workforce.

When the property of external parties is damaged, lost, or otherwise found to be unsuitable for use, this will be reported to the client or external provider, and documented information will be retained on what has occurred.

9 PERFORMANCE EVALUATION

9.1 MEASUREMENT, ANALYSIS & IMPROVEMENT

Service delivery and conformity is monitored through site audits, client review meetings, two-way communication with operational staff, and through continual review of management information. As a business we evaluate the performance and effectiveness of the QMS through internal audits, non-conformance reports, client feedback, and annual management meetings. We retain appropriate documented information as evidence of the results.

9.1.2 CLIENT SATISFACTION

As a business we monitor our client's perceptions of the degree to which their needs and expectations of service delivery have been fulfilled. This is achieved through informal communication throughout the project scope (telephone calls, informal meetings on sites), monthly contract review meetings (documented), and through any other raised feedback, or complaints. The feedback we receive from clients helps us to identify any corrective action(s) that may be required to ensure that our clients are satisfied with the service levels that they are receiving. The Managing and Company Director, Team Leaders, and Site Supervisor maintain regular contact with agreed point of contacts to ensure satisfaction with service delivery throughout the scope of works.

9.1.3 ANALYSIS AND EVALUATION

To ensure our commitment to continuous improvement is met appropriate data and information arising from monitoring and measurement is analysed and evaluated. The results of analysis are used to evaluate:

- a) Conformity of services;
- b) The degree of client satisfaction;
- c) The performance and effectiveness of the QMS;
- d) The performance and effectiveness of the QMS;
- e) If planning has been implemented effectively;
- f) The effectiveness of actions taken to address risks and opportunities;
- g) The performance of external providers; and
- h) The need for improvements to the QMS.

9.2 INTERNAL AUDIT

9.2.1 INTERNAL AUDIT

We conduct internal audits at planned intervals to provide information on whether the quality management system:

- a) Conforms to MaestrocLEAR Limited T/A CT Construction's own requirements for our QMS;
- b) Conforms to applicable requirements of ISO 9001:2015; and
- c) Is effectively implemented and maintained.

9.2.2 AUDIT SCHEDULE

As a business we:

- a) Plan, establish, implement, and maintain an audit program including the frequency, methods, responsibilities, planning requirements, and reporting, and which considers the results of previous audits;
- b) Define the audit criteria and scope of each audit;
- c) Ensure that the results of internal audits are reported to relevant management;
- d) Take appropriate corrective actions without undue delay; and
- e) Retain documented information as evidence of the implementation of the audit program and the audit results.

9.3 MANAGEMENT REVIEW

9.3.1 GENERAL

Our Board of Directors reviews the company's QMS, at least once a year, to ensure its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction of MaestrocLEAR Limited T/A CT Construction.

9.3.2 MANAGEMENT REVIEW INPUTS

Management review is planned and carried out taking into consideration:

- a) The status of any outstanding actions from previous management reviews;
- b) Changes in external and external issues that are relevant to the quality management system;
- c) Information on the performance and effectiveness of the quality management system, including trends in;

1. Client satisfaction and feedback from relevant interested parties;
2. The extent to which quality objectives have been met;
3. Process performance and conformity of services;
4. Nonconformities and corrective actions;
5. Monitoring and measurement results;
6. Audit results;
7. The performance of external providers and suppliers;
8. The adequacy of resources;
9. The effectiveness of actions taken to address risks and opportunities;
10. Opportunities for improvement.

9.3.3 MANAGEMENT REVIEW OUTPUTS

The outputs of the management review include decisions and actions related to:

- a) Opportunities for improvement;
- b) Any need for changes to the QMS; and
- c) Any additional resources required.

We retain documented minutes as evidence of management reviews.

10 IMPROVEMENTS

10.1 GENERAL

As a business we continually look for opportunities for improvements to implement any necessary actions to meet customer and regulatory requirements, and to enhance client satisfaction with the services we provide. This includes:

- a) Improving services to meet current requirements as well as to address and anticipate future needs and expectations;
- b) Correcting, preventing, or reducing undesired effects; and
- c) Improving the performance and effectiveness of the quality management system.

10.2 NON-CONFORMITY AND CORRECTIVE ACTION

10.2.1 ADDRESS NON-CONFORMITIES

When a nonconformity occurs, including any arising from complaints, we will:

- a) Take actions to control and correct the non-conformity;
- b) Deal with the consequences (emergency response plans, remedial actions, etc).
- c) Evaluate the need for action to eliminate the cause(s) of the non-conformity, to reduce the likelihood of reoccurrence, by;
 1. Reviewing and analysing the non-conformance;
 2. Determine the cause of the non-conformance;
 3. Determine if similar non-conformities exist elsewhere in the business, or could potentially occur;

- d) Implement any required actions and ensure that the required resources are available for successful implementation;
- e) Review the effectiveness of any corrective action taken;
- f) Update risks and opportunities determined during review, if necessary.

10.2.2

We maintain documented information as evidence of:

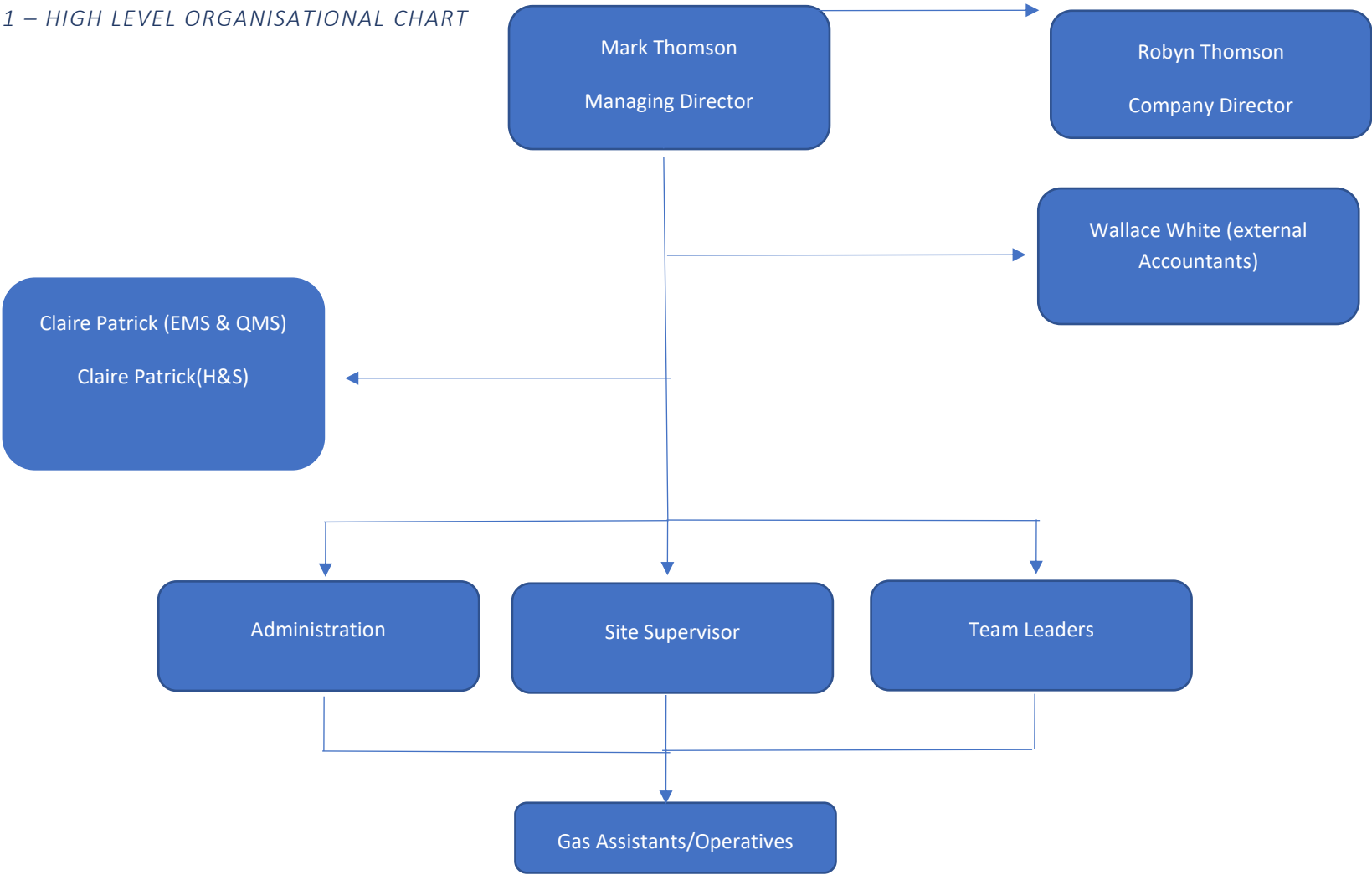
- a) The nature of the nonconformities and any subsequent actions taken; and
- b) The results of any corrective action

10.3 CONTINUAL IMPROVEMENT

As a business we continually improve the suitability, adequacy, and effectiveness of our quality management system. We consider the results of analysis and evaluations, and the outputs from management reviews, to determine if there are needs or opportunities that need to be address as part of our commitment to continual improvement. The below chart is considered to review our progress against establish q



APPENDIX 1 – HIGH LEVEL ORGANISATIONAL CHART



APPENDIX 2 – QMS CHART

