



# Quality Management Plan (QMP)

Greenwich Hospital Redevelopment – Stage 2 & 3

HammondCare | Revision A

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# 1. QMP Details

## 1.1. Revision Status

Approved revisions to this document may be independently issued.

This plan will be further developed and revised during its use on the project to address:

- any changes in the project management process
- comments and feedback by the Client
- changes in technology and work methods to improve processes
- changes identified by continual improvement
- specific requirements within the Contract
- changes in legislation that require amendments to this plan
- change identified by addressing actions and/or non-conformances.

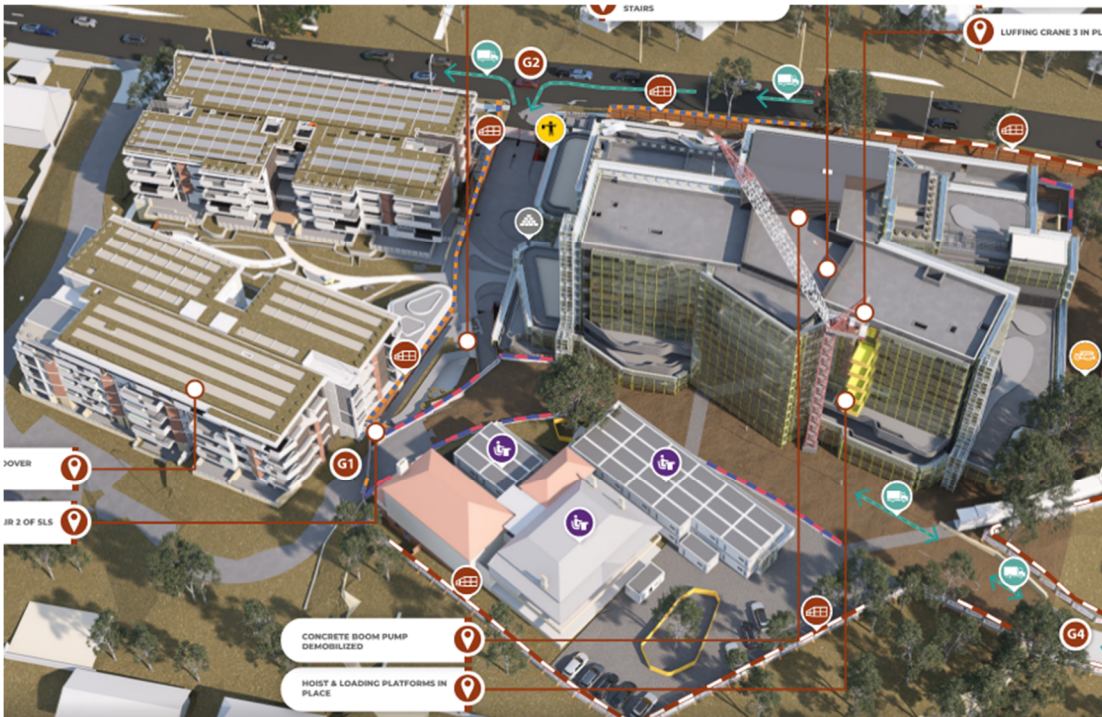
In addition to the above, reviews shall be prompted through Onsite > SQE Planning Documents whereby documents are reviewed and confirmed without change and re-loaded to Onsite, or reviewed, amended and uploaded accordingly so that the document reflects the project needs.

Date Issued	Revision	Details	Section	Pages
04.02.2026	A	QMP Development	ALL	ALL
	B			

## 1.2. Project Specifics

<b>Company Name:</b>	Hindmarsh Construction Australia Pty Ltd
<b>ABN</b>	15 126 578 176
<b>Project:</b>	Greenwich Hospital Redevelopment
<b>Project No:</b>	2068
<b>Location:</b>	97-115 River Road, Greenwich, NSW
<b>Client:</b>	Hammond Care
<b>Contract:</b>	Modified AS4902-2000
<b>Work Description:</b>	<p>HammondCare is redeveloping Greenwich Hospital at 95-115 River Road, Greenwich to provide an integrated, contemporary healthcare campus providing specialised care services and a continuum of care to age in place. The project has been approved by Department of Planning, Housing and Infrastructure (DPHI) on 28 March 2024.</p> <p>The redevelopment of Greenwich Hospital is proposed to be delivered over four stages to cater for the operational requirements of the hospital and health campus. The proposed stages are as follows:</p> <ul style="list-style-type: none"><li>• Stage 1 – Early works and external works;</li></ul>

- Stage 2 & 3– New Hospital Buildings; Two new Seniors Living buildings;
- Stage 4 – Respite Building (NA for this CMP)



### 1.3. Approval for Implementation

This revision of the Quality Management Plan (QMP) has been reviewed by the Project Manager, it complies with the Compass and contractual obligations and is authorised for by the Project Manager and State Manager Construction use. This authorisation / approval is documented via Aconex.

### 1.4. QMP Induction

Every Hindmarsh employee receives induction training into the purpose and use of this QMP. Each acknowledges that they fully understand this QMP's requirements and their roles \ responsibilities associated with it. This acknowledgement is recorded via Aconex or the Acknowledgement Register The Acknowledgement Register verifies that project specific documents have been read, authorised and acknowledged by project team members. The Project Manager shall be responsible for all SQE matters at project level and shall ensure that compliance occurs in support of the plans.

Key elements of this QMP may be extracted for inclusion in the project specific site induction training which is given to all employees, subcontractors and site workers prior to commencing works on site.

## **2. Purpose and Scope of the QMP**

Hindmarsh seeks to achieve its quality objectives through excellence in project delivery and by ensuring client confidence and satisfaction. The purpose of this QMP is to define how the various requirements of the Hindmarsh Quality Management System are to be applied specifically to the project, to ensure every quality standard and requirement is achieved.

In summary this QMP shall:

- Establish a QMP that is specific to project requirements,
- Determine the processes needed for project quality management and their application throughout project delivery;
- Determine the sequence and interaction of these processes;
- Determine the criteria and methods needed to ensure that both the operation and control of these processes are effective;
- Ensure the availability of resources and information necessary to support the operations and monitoring of these processes;
- Monitor, measure where applicable, and analyse these processes; and
- Implement actions necessary to achieve planned results and continual improvement of these processes.

This QMP is intended to stand alone as the master document for the management of all site quality activities. It should, however, be read in conjunction with other management plans, referenced documents and appendices including;

- Project Management Plan (PMP)
- Safety Management Plan (SMP)
- Environmental Management Plan (EMP)
- Emergency Management Plan (EMMP)
- Temporary Traffic Management Plan (TTMP)

### **2.1. Quality Management System**

Hindmarsh operates a fully integrated Management System, known as Compass, which incorporates Safety, Quality and Environment business systems. The quality aspect of Compass has been independently certified as meeting the requirements of ISO 9001 Quality Management Systems. See Annexure B for Certification.

Please refer to the *Compass Manual* for further information.

### **2.2. Referenced Procedures & Documents**

Documents, procedures, and forms supporting this QMP have been referenced accordingly throughout this plan. Compass documents detailed within this plan are identifiable *by title and are formatted in italics.*

## 3. Quality Strategy, Policy, Objectives & Targets

This QMP is implemented in support of the Hindmarsh Safety, Quality and Environment Strategic Framework. The strategy is to be always communicated and made available to all workers.

The Hindmarsh Quality Assurance Policy is to be always communicated and made available to all workers.

Current company quality objectives and targets are detailed within the Safety, Quality and Environment Strategic Framework.

### 3.1. Project Objectives & Targets

Objective	Target	Monitored by:	Reported via:	Frequency of Report:
Deliver a defects free project	100% defect free handover	Site/Project Engineer	Status Report – Project Objectives and Targets.	Monthly
Raise ITPs & QACs for all planned works prior to commencement. Close ITPs in a timely manner following completion of works.	All ongoing works have been checked for compliance in accordance with the approved ITP. All completed works have had their ITPs completed and closed out.	Project Engineer	Weekly Engineering Meeting	Weekly
Defects are to be raised and closed in a timely manner.	Close defects progressively as works are completed.	Site Engineer/Site foreman	Weekly team meeting	Weekly

## 4. Client Satisfaction

Hindmarsh actively seeks and monitors client satisfaction utilizing various methods. Hindmarsh seeks formal, structured feedback and opinions from clients. At Project level client satisfaction is monitored via regular client meetings and general client liaison and work flow processes. The State Managers, Construction and Project Managers shall ensure that any positive or negative client comment received in writing or verbally gets appropriately documented and acted upon where necessary.

Client feedback being it direct or indirect feedback shall be recorded in the Customer Feedback Form to identify areas to improve Compass. This form enables the client to give the project a rating scale on their performance including reliability, communication, safety, personnel and business appearance, accessibility, etc.

Internal client satisfaction (employees) surveys are also published as required to ensure Hindmarsh continue to meet internal client expectations and employee needs. This is a critical business requirement, the process and results are held in high regard by Hindmarsh.

Where enquiries and complaints are received from external stakeholders or relevant interested parties, every effort will be made to resolve an issue.

## 5. Resource Management

General information detailing overall resource management is detailed within the current Project Management Plan (PMP) for this project, Section: Resource Management. The following sections provide details regarding quality assurance specific considerations related to resource management.

### 5.1. Responsibilities & Authority

It is the responsibility of Hindmarsh project staff to ensure that the Quality Management Plan (QMP) is complied with, and objectives and targets are met. Overall responsibility for the management of the project's QA system is assigned to the Project Manager. Every Hindmarsh employee is aware of the relevance and importance of their activities and how they contribute to the achievement of company and project quality objectives.

Critical quality assurance roles and responsibilities for the project have been allocated to competent resources, these delegations are summarised within the *Roles and Responsibility Matrix* presented within the Project Management Plan. The contract Quality Representative is the Project Manager.

### 5.2. Quality Training Requirements

Hindmarsh ensures specific training requirements are identified in consultation with each project team member. Any training needs identified are captured via ELMO, which is the online learning management system that is accessible to all employees of Hindmarsh.

All Hindmarsh staff shall attend Quality Training as part of the Wayfinder onboarding. Additionally, Project & Site Engineers Project Managers; Site Supervisors, Project Coordinators and Cadets shall attend additional Quality Training in how to use the Quality Management System within 6 months of commencement.

Quality training requirements are continually revisited throughout the life of the project, particularly where there has been a change in project resources, where a skill gap has been identified, or as required by the Project Manager (PM).

Prior to commencing on site all project personnel shall undergo a Site Induction. The basic Quality, Safety & Environmental requirements, site rules, administration & other specific issues for the project shall be covered in the induction. All relevant site based staff shall attend

Hindmarsh seeks evidence of appropriate qualifications where a subcontractor engages a qualified certifying party. This is to be recorded in the relevant QAC document.

### **5.3. Facilities**

The infrastructure required for the Project is based on the project requirements (including Client and key stakeholder requirements) and provisions.

The Project Director will determine, provide and maintain the infrastructure necessary for the Project to achieve conformity for its products and services. Consideration will be given to the resources such as plant (fixed and mobile), workspace, tools and equipment, support services, information and communication technology (ICT), and transport required to undertake the works.

The types of hardware, software and equipment required on the Project will be determined and made available based on job and activity requirements. This includes layout of the site, facilities, services and installations needed for effective and sustainable functioning of the Project such as:

- communication systems
- emergency response systems
- first aid provisions
- amenities
- water and power services
- administration and support resources (i.e. computer networks, software, printers, faxes and photocopiers etc.)
- plant, equipment and vehicle parking areas including restrictions and security.

The work environment and all facilities will be appropriately maintained, monitored and reviewed during various site and/or office workplace inspections.

## **6. Compliance**

The Hindmarsh Project Team is to identify all relevant Legislative, Regulatory, Codes of Practice, Australian Standard or other requirements relevant to Work Health and Safety. All relevant legislative and regulatory requirements have been identified for Hindmarsh Operations and managed via the Legal Requirements Procedure. The Project Team must review this procedure and extract / identify relevant documents as required by this project. A list and copies of relevant legislation and codes of practice applicable to this project are available upon request to the Hindmarsh Management and or downloadable via the Health & Safety Authorities website.

### **6.1. Subscription – Monitoring / Changes to: Acts, Legislation, Codes of Practice & Australian Standards**

Hindmarsh is notified of WHS legislative and regulatory change via a subscription service. Changes shall be identified by the National SQE Manager and State SQE Managers who are required to

review changes and forward recommendations to the National SQE Manager for respective Compass coordination.

For more detailed information, please refer to [SQE Management > Legal Requirements](#) procedure.

## 6.2. Register / Library

Hindmarsh have identified applicable legislative and regulatory requirements which are relevant to Hindmarsh's construction activities. These are available via the Legal Register and shall be made project specific and be used to assist the development of safety documentation including SWMS, risk assessments and standard operating procedures. The completed document is to be attached to the Project Management Plan (PMP) for referencing in the creation and review of risk profiles, safe work method statements and any other outputs requiring legislative and regulatory information. Where the project team has identified additional Legislative and Regulatory requirements, please ensure these requirements are recorded on the Legal Register and communicated to the SQE Manager.

## 6.3. Access to Legal Requirements and Communication of Legal Requirements

Every worker (including Hindmarsh employees or subcontractors) has access to legislation and regulatory documents via the internet through Hindmarsh IT Services on the project. Where a project receives a request for a required legislative / regulatory document which is not available via the internet then the request is to be forwarded to one of those below who will arrange for a copy of the required document to be made available to the requestor.

- Project Manager
- State SQE Manager
- National SQE Manager

### Australian Standards

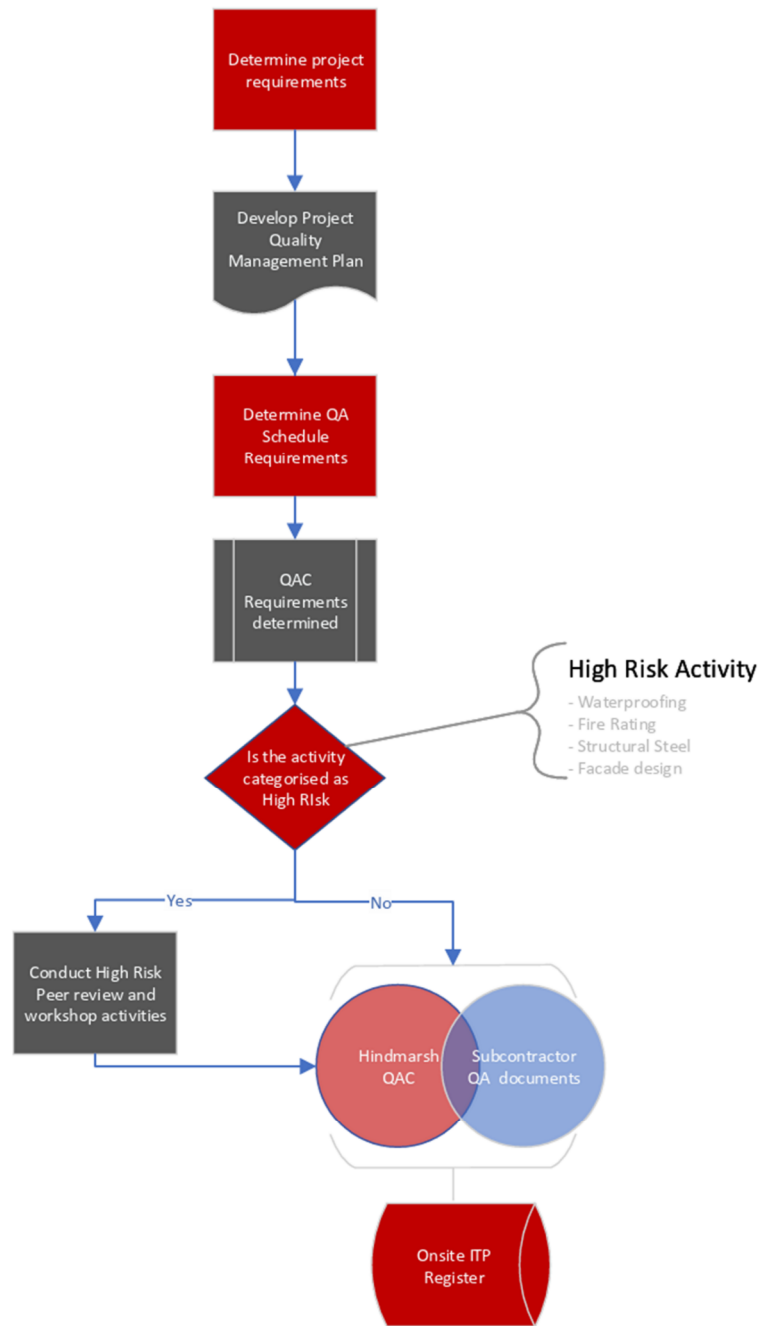
Hindmarsh subscribes to "Building and Construction" related Australian Standards. Refer to the [Australian Standards Online Select Access](#) document for further information regarding access instructions and credentials required for login.

# 7. Quality Management Framework

A fully documented, project specific Quality Management Plan is a Compass requirement. The aim of the Quality Management Framework is to assess relevant QA issues related to the project, determine the risks and opportunities that need to be addressed as an integrated construction process. The project's QMP comprises of the following at a minimum:

Figure 1 - Quality Management System Framework

# Quality Management System Framework



Document	Requirement:	Why
Project Risk Assessment	Monthly review and maintenance of risk register	<ul style="list-style-type: none"> <li>Identifies trades \ construction activities requiring QA control and or oversight for identified high risk work</li> <li>Sets out the mandatory QA documentation required under each high risk category</li> </ul>
QA Schedule	Identification of QA Requirements	<ul style="list-style-type: none"> <li>Identifies trades \ construction activities requiring QA control and or oversight</li> <li>Facilitate review of subcontractor QA documentation \ ITPs in relation to respective project documents (specifications) prior to works commencing.</li> <li>Identifies the trade type specific HCA QACs documentation required to be completed by HCA site team for that trade package works.</li> <li>Quality, Safety and Environment documentation and tasks are scheduled and completed prior to works commencing.</li> </ul>
Quality Assurance Check (QAC)	Fill the QAC on Onsite related to the scope of works.	<ul style="list-style-type: none"> <li>Identification and manager of HCA and Subcontractors Quality Assurance Documentation owners</li> <li>Acts to record contract, project, statutory/regulatory documentation review and findings</li> <li>Informs HCA of the required compliance and AS test and inspection regimes across each trade type work scope</li> <li>Assist in credibility and accuracy review of subcontractor ITPs</li> <li>Identified hold points are proactively recognised, planned for and enforced by HCA to all interested parties.</li> <li>Records methodology \ QA Processes</li> <li>Records contract scope project specific requirements</li> <li>Records and ensure inspection notifications occur as required by client and by Hindmarsh.</li> <li>Ensures Recording of test results status and outcome</li> <li>Ensures QA records are filed in accordance with the system / file path location requirements</li> </ul>
Subcontractor ITPs	Identification \ Ongoing Review	<ul style="list-style-type: none"> <li>Records required regulatory requirements; industry standards; maintenance Inspection and Testing compliance criteria</li> <li>Records methodology \ QA Processes</li> <li>Records and ensure inspection notifications occur as required by client and by Hindmarsh.</li> <li>Records test results status and outcome on Onsite QAC.</li> </ul>
As Built QA Completion	As Built Register	<ul style="list-style-type: none"> <li>Records / Documents for “as-built’ such as architectural drawings; subcontractor Operations &amp; Maintenance Manuals; FFE Schedules; Practical Completion;</li> </ul>

		Construction Certs & all other Certificates relevant to the Occupation / CofO.
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The QMP for the project will be documented via Onsite > SQE > Planning Documents > Quality Management Plan and will be reviewed monthly as a scheduled activity.

## **7.1. Determine Project QA Requirements**

Hindmarsh examines all available project information and documentation to ensure quality requirements are identified and understood. These include:

- Contract
- Specifications and drawings
- Construction program
- Mandatory Peer Consultant Design Review
- High risk Quality Workshops
- Ongoing Defects Inspections and defects process management
- Subcontractor Operations & Maintenance Manuals
- Subcontractor ITPs and Project Quality Plans
- Other documentation

## **7.2. Review Contract**

A review of the contract documents has been completed. Contract related quality requirements are summarised as follows:

### **Specifications and Drawings**

Specifications and drawing requirements and any consultant /client requested Hold Points will be included in QAC's where required to ensure client and contractual quality outcomes are met.

### **Construction Program**

The construction program provides critical information such as:

- Applicable construction activities for the project
- Scheduled start and completion dates for all essential construction activities
- Nominated milestones Preconstruction Tasks:
  - Identification of trade packages
  - Procurement start and completion dates for each trade package
  - Identification of timing for the Quality Workshops and Quality Assurance Checks
- Sequence of construction activities including:
  - Relationships between activities
  - Drivers and Predecessors
- Critical path activities.

A full review of the construction program is completed to ensure the QA project requirements are fully planned and complimentary of the construction process. Key dates and milestones are acknowledged and documented appropriately to ensure Hindmarsh resources are made available for the required activities.

Project Managers are to provide Monthly & Fortnightly Program Report to Construction Manager / Project Director for review: This is tracked as a scheduled activity on Onsite. The report must include:

- status of actions from last report.
- works completed & forecasted to be completed.
- resources vs cashflow analysis.
- mitigation strategies: completed & forecasted.
- Notices of Delay & Extensions of Time's: Approved & Forecasted.

#### **Other Documentation**

*No additional documents relating to QA project requirements were available for review.*

### **7.3. Quality Assurance Schedule**

The Quality Assurance (QA) Schedule highlights construction tasks where a distinct set of quality control requirements exist. QA Schedule generally identifies various trades, specifications, disciplines, or construction activities. Each Work Package attracts planning, inspection and record keeping requirements.

Refer Annexure C for the QA Schedule for the project.

### **7.4. Hindmarsh Quality Assurance Checks (QAC's)**

The aim of the Quality Assurance Check is:

- HCA's own verification of subcontractors quality management; inspection and testing of product, services and installations
- A complete, documented review of project documentation in accordance with the contract and consultant scopes; BCA and NCC2022; Australian Standards; other State based legislation; Hindmarsh own QA guidelines and processes.
- Scheduling and programming of quality assurance activities
- Integration of subcontractor and Hindmarsh quality requirements in a mutual relationship where each supports the other
- Identification of key acceptance criteria including Hold and Witness Points required by the client and Hindmarsh

Hindmarsh has tools for Quality Assurance:

1. High Risk Quality Workshops
2. Peer Consultant Third Party Review
3. QAC - Hindmarsh Inspection and Test Plans
4. QAC - Hindmarsh Inspection and Test Checklist's

#### **High Risk Quality Workshops**

HCA has determined high risk activities require additional planning to ensure effective quality controls. High Risk Quality Activities identified are:

- Internal and external Waterproofing

- Passive Fire Protection
- Structural Engineering
- Façade Design / Building Stormwater Management (*under development*)

These activities require a workshop ensuring collaboration between all involved parties and processes are agreed upon prior to commencing the activity. These workshop participants must include:

- nominated contractors,
- product suppliers;
- manufacturer and any; and
- external consultants / experts (optional)
- HCA peer consultant reviewer

Workshops are conducted using the Hindmarsh template, minuted and saved on Onsite > SQE > Activities > High Risk Workshops – Safety and Quality.

### **Peer Consultant Third Party Review**

Projects shall engage a 3rd party consultant for the following activities:

- Passive Fire Protection
- Structural Engineering
- Waterproofing
- BCA and DDA Review

The 3<sup>rd</sup> party consultant shall be engaged as per the [Peer Review Consultant Agreement](#)

Hindmarsh also highly recommends that the external consulting engineer review the QAC's and/or the subcontractor ITP/ITC for their adequacy in covering the consultant and client specification. Consulting engineers may add any additional high risk hold points as needed.

### **Inspection and Test Plans**

Inspection Test Plan and captures the minimum acceptance criteria of the Client, Legislation and Hindmarsh. This information is obtained by reviewing all available project documentation, including contract, specifications, drawings, plans, manufacturer's specifications and requirements.

### **Inspection and Test Checklist**

Subcontractor ITC as submitted is cross checked, informed by and referenced by the Hindmarsh system (QAC ITP/ITC) as evidence of completion and meeting Hindmarsh requirements.

Consultation, communication and collaboration with relevant parties directly involved with the QAC will ensure a positive outcome. This collaboration should be directed at identifying those activities / actions that have caused issues in the past, and therefore warrant checking at the earliest opportunity to avoid unnecessary and costly rectification.

Collaboration during (site based and documentation) inspections may include the following:

- Client \ Client Representative
- Hindmarsh
- Hindmarsh Peer Consultant
- Engineers

- Subcontractor Engineers
- Third Party Certifier
- Regulatory Body

## **7.5. Subcontractor Inspection Test Plans (ITPs)**

Subcontractors are to supply QA Documentation and/or ITPs as per contract specifications and at the request of Hindmarsh. These QA documents are reviewed and verified through the applicable QAC to ensure the required standard of work is achieved and documented and completion standard is adequate. Subcontractor ITPs approved for use will be continually reviewed throughout the life of the project through the QAC process.

Subcontractors are required to provide to Hindmarsh:

- Inspections in accordance with the ITP and or as deemed necessary by Hindmarsh.
- Notices to the client and/or regulatory authorities for Hold or Witness Points
- Sign off and approve ITPs at completion,
- Notification to Contract Administration of completion.

Hindmarsh shall maintain copies of subcontractor QA \ ITP documents and records on Onsite > Site Diary> SQE Activities >ITP Register.

If the documentation is found to be below standard, Hindmarsh will facilitate document review prior to work commencing and documented on the relevant QAC.

After review and resubmission, the subcontractor documentation is found to still be non-conforming, further Hindmarsh QA Documentation must be implemented to support subcontractor documentation. Non-conforming documentation may affect progress claims under the applicable subcontract terms and contract clauses.

## **7.6. Use of specialists**

During construction, Hindmarsh and its subcontractors may not have the expertise to determine whether an item meets requirements. The relevant QAC shall document when trained or qualified specialists or validating authorities are required to verify requirements are met. These include Hold Points and specialist / consultant nominated Acceptance Criteria documentation.

Where a subcontractor has employed or engaged such specialists, records of qualification must be supplied to Hindmarsh with related ITP \ QA documentation.

## **7.7. Handover and Commissioning**

The Project Completion Register shall be used to track the deliverables and strategies such as warranties, training of occupants, operations and maintenance manuals; As-Built drawings and documents and commissioning. The Project Completion Strategy Register shall be populated by the site team setting dates for deliverables and strategy implementation. Tracking of the register shall commence 6 months prior to targeted Practical Completion. The Register shall be reviewed at Project Team Meetings and updated for Senior Management Review at the Internal Monthly Project Reports in the final 6 months prior to Practical Completion.

Refer to the project specific Handover and Commissioning plan for further information.

## 7.8. Non-Destructive Testing & Prototypes

Non-destructive testing (NDT) must be conducted by NATA-accredited personnel. Hindmarsh will conduct QAC's to ensure NDT service suppliers fulfil requirements to ISO/IEC 17025. All procedures will comply with the specified requirements and will address relevant project needs. Reports will be produced to document the actions undertaken.

Prototyping may be identified in the Quality Assurance Checks. Where required for samples, shop drawings or technical data the Sample and Prototype Register will be used to document submittal through to acceptance.

## 8. Procurement & Purchasing

Hindmarsh procures subcontractors and purchases materials and services during the life of the project.

### 8.1. Procurement

Procurement and tendering aspects are detailed within the current Construction Management Plan. Specific to quality demands and the project's requirements each subcontractor is evaluated based on their ability to supply goods and services in accordance with project needs and recorded on the Tender Evaluation and Comparison Sheet. Criteria for selection, evaluation and re-evaluation has been established, as described below, the details of these evaluations are maintained by Hindmarsh.

During the tender evaluation period a Post Tender Subcontract Interview shall be conducted with two (2) HCA personnel in attendance. A Senior Manager / Director of the tenderer must also attend the Post Tender subcontract Interview. The Trade Scope of Works shall be reviewed during the Post Tender Subcontract Interview with marked up copy signed to record any agreed changes.

Score	Quality Assurance Criteria
5	1. Evidence of a current independent 3rd party certified system has been provided (ISO9001)
4	1. Acceptable system in place; and 2. Previously used on HCA Projects; and 3. Rated as "Excellent" in Quality - Defect Management by previous projects in the subcontractor rating register.
3	1. System in place, SQE Manager assess it meets HCA minimum requirements; and 2. Rated as "Acceptable" in Quality - Defect Management in the subcontractor rating register; or 3. Not previously used by HCA, but come with references that specifically rate them highly in Quality / Defect Management.
2	1. System in place; and 2. Minor amendments Required; or 3. Rated as "Acceptable" in Quality - Defect Management in the subcontractor rating register, but Quality / Defects management issues are known about; or

	4. Not previously used by HCA, but come with references that specifically rate them OK in Quality / Defect Management.
1	1. System in place; and 2. Major amendments required; or 3. Rated as "Unacceptable" in Quality - Defect Management in the subcontractor rating register; or 4. Not previously used by HCA, but come with references that specifically rate them poorly in Quality / Defect Management.
0	1. No system in place; or 2. Major Quality issues known that preclude the contractor from delivering the project to HCA quality standards

## 8.2. Purchasing

Hindmarsh will inspect and assess purchased plant and materials as delivered to site as appropriate. Subcontractor documentation may also be supplied to verify quantities and quality. Details will be recorded and/or photographs may be taken. Advice is then given to respective contractor on any unsuitable, damaged, lost or non-conformance items or services.

Prior to payment for goods and or services verification must occur, verification occurs in various methods, these may include but not limited to:

- Inspection of goods received
- As governed by Inspection and Test Plan Process and or Close Out
- Defects Rectification
- Corrective Action \ Non Conformance Close out
- All requested supporting documentation \ records are submitted.

## 9. Measuring & Test Equipment

Calibration & management of Inspection, Measuring & testing Equipment used to establish product compliance is to be carried out in accordance with Compass procedure Inspection and Testing and using document *Equipment Calibration Register*.

Where Hindmarsh determines to undertake tasks requiring monitoring by Hindmarsh directly: Quality, environmental and safety (SQE) monitoring and measurement requirements must be determined at the time of tendering to make appropriate budgetary allowances. Detailed requirements for the cadastral and engineering surveys, condition monitoring and reporting need to be assessed and appropriately documented. Likewise, any specific requirements for monitoring, water quality, air quality, noise and dust levels etc, need to be documented in respective management plans. ITPs need to identify the necessary measuring devices and their need for calibration.

It should be noted that where ever possible options to subcontract work \ tasks requiring calibrated equipment should be investigated. In most case Hindmarsh does subcontract out such tasks to qualified professionals. However, subcontractors must still be monitored and managed by Hindmarsh to ensure all requirements of this procedure are met by the subcontractor via QAC's.

Each project must maintain a register of calibrated equipment owned by Hindmarsh or, if owned by the contractors working on the project as well as current certificates. The register must record a unique description or serial number of the calibrated device, its ownership, calibration date, calibration expiry date and the calibration certificate number. Subcontractor must provide evidence which is uploaded onto Onsite as SQE Activity > Compliance and Certificates.

Measuring and calibrated equipment is to be protected from damage and deterioration during handling, maintenance use and storage by the subcontractor. This will be monitored by Hindmarsh via the SQE Weekly Inspection and QAC's. If the equipment is found to be out of calibration during an inspection, the equipment must not be used. It must be tagged with a 'Quarantine' tag and sent for recalibration. If required, items previously tested with the 'out-of-calibration' equipment may be retested.

## 10. Identification & Traceability, Customer Property and Preservation

### 10.1. Identification & Traceability

Where appropriate Hindmarsh shall identify and trace, via the Hindmarsh QA Strategy any: item, product, service, task which requires management, monitoring and or traceability.

In some instances where product ID and traceability are required under contractual and legislative requirements, the subcontractor to provide via Aconex the documentation as part of the QAC requirements, in the Subcontractor QMP and ITP documentation. Examples include watermark certificates for plumbing, Birthing certificates for precast panels and Concrete delivery register.

In addition, the Onsite ITP Register will be divided into discrete work lots or packages for identification and tracing of Quality Assurance measures applicable to that area.

### 10.2. Customer Property

Where client property is under Hindmarsh's control it shall be identified, verified, protected and safeguarded against loss and \ or damage.

### 10.3. Preservation of Product

Subcontractors and suppliers are responsible to ensure all products and or services are protected from adverse effects until the subcontractor / supplier obtains practical completion or where Hindmarsh has taken ownership. To support overall project preservation Hindmarsh will take appropriate measures to ensure the project and products are secure to inhibit vandalism and or possible break in. QAC's will assist the project team to identify management of high risk work where work in progress must be protected by exclusion zones such as during waterproofing and flooring activities. Subcontractors are contractually required to protect their own work to preserve quality outcomes.

Examples include:

- Painted product will be handled with soft slings and stored above the ground.
- Product that is sensitive to the elements will be protected and stored undercover.
- Used, unserviceable or rejected product will be stored in a separate quarantine area and tagged appropriately.
- Principal-supplied product will be inspected before acceptance by HCA and will be stored appropriately.

Products that are adversely affected by the elements (such as extremes of temperature and humidity) will be identified by the Project Manager or Site Team Member and stored appropriately to ensure product quality is not adversely affected.

The storage areas will be monitored continuously by the Project Manager to ensure products and completed works are properly stored, appropriately identified and easily retrieved. Goods that may be damaged because of improper handling and storage will also be clearly identified and segregated. This will be monitored via the Weekly SQE Inspection.

#### **10.4. Control of Non-conforming Product**

Hindmarsh will control all non-conforming products on site. Once a nonconforming feature of work or product is identified, it will either be replaced or corrected as required by Hindmarsh. Non-conforming materials and substances will be segregated and disposed of in accordance with appropriate Code of Practices, Regulations and standards. This will be recorded on the QAC ITP and on Onsite > CAR > Non Conforming Product. Any re-work that has been corrected will require re-inspection, re-testing or re-calibration to evaluate for conformity.

The Hindmarsh and Subcontractors Defects Management Portal is used during construction when work has been completed and the contractor has to return to correct / rectify a defective item. The defect and rectification details shall be logged on the Onsite defects management system and regularly updated.

#### **10.5. Defects Management Plan**

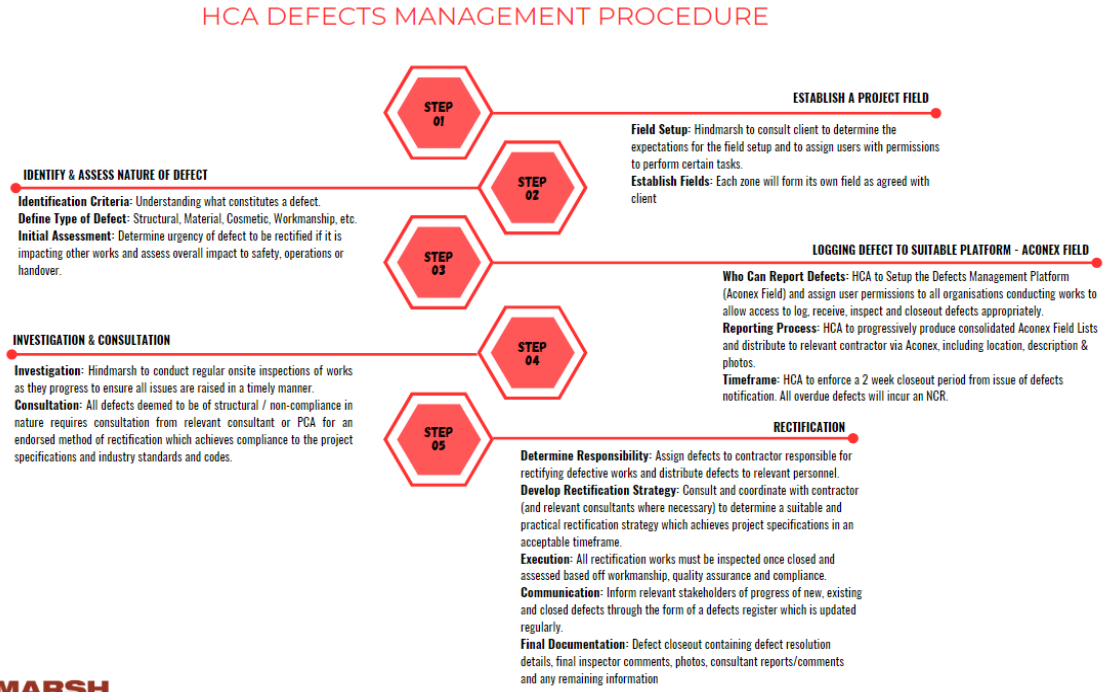
As the General Contractor, Hindmarsh places a vast emphasis on efficient defect management procedures. Hindmarsh will be responsible to establish a suitable Defect Management Procedure which aligns with the project requirements and efficiently outlines the steps to identify, report, and resolve defects in a specified timeframe.

This strategy is implemented on each project using a nominated defect management platform use to document, track, and distribute regular defect notifications to the relevant contractors and allow regular reporting to the client. The platform is managed appropriately throughout each phase of the build, i.e., structure, fit out and commissioning.

The early identification of defects forms an integral part of the Hindmarsh QA system which ensures a defect free handover to the client/end user and upkeeps the overall quality standards embedded within the company expectations. The proactive identification, systematic documentation and

distribution of defects and the effective rectification regime is a testimony to the Hindmarsh focus on quality assurance and client satisfaction.

The below flow chart is a general outline for the Defect Management Procedure:



### 10.5.1 Defect Categorisation & Prioritisation

Hindmarsh will be responsible for determining the nature of each individual defect and actioning accordingly. All defects will be assessed according to their nature and criticality, and this will determine the timing for closeout to ensure all rectifications align with the overall project commissioning and handover programme, all items deemed to be detrimental to safety, cost, programme, or progress of works will be addressed urgently.

In the instance where a defect is deemed to be of structural concern or non-compliance in nature, there will need to be an RFI raised with the relevant consultants to determine a suitable and endorsed rectification method which will ensure a compliant outcome in accordance with the relevant industry standards and codes.

### 10.5.2 Escalation

Hindmarsh enforce strict dates for which each respective defect is to be actioned and rectified. The close out procedure comprises of firstly appointing a member of the subcontractor to manage all defects raised, and this person becomes the main point of contact and manager of the Defect Management Platform. The time frame is set for the expected closeout date and if this is

not met Hindmarsh will follow up with a formal correspondence putting the contractor on notice for not complying with the rectification agreement. If the contractor fails to action after this notification has been issued, Hindmarsh will issue a formal NCR and escalate the issue to the senior management and commercial teams to impose sanctions in accordance with the relevant clauses in the subcontract agreement. If there is still no action and the project is being impacted in a safety, programme, cost or progress of works perspective, Hindmarsh will engage a third party to complete the rectification, and this incurred cost will be deducted from the overall contract of the subcontractor. Hindmarsh will keep the client informed of all overdue and critical defects throughout the project for their own information.

### **10.5.3 Structural Consultant Inspection Management**

During structural works, i.e., FRP trades completing horizontal and vertical structural elements designed by a consultant engineer such as footings, slab on ground, suspended slabs, columns, walls etc, Hindmarsh will consult and arrange regular inspections with the Structural Design Consultant to ensure the works are assessed and are signed off in accordance with the intended design, these inspections are scheduled in accordance with the pour programme and form part of the QA for the pre pour component of each respective element. During these inspections, a Site Inspection Report is generated noting any issues or deviations from the design and these reports are issued to Hindmarsh for record keeping and to implement with the relevant contractors.

The Structural Design Consultant will nominate the importance of each listed issue and will notify if a reinspection is required, where there is no reinspection required, Hindmarsh will ensure to document all rectifications and issue a closeout to the Structural Design Consultant for the purpose of ensuring they are satisfied the design intent is achieved and the element can be poured.

Hindmarsh utilise a tracking register (separate to the Defect Management Platform) to keep a log of all issues raised and track each inspection report in a navigable document which can easily be issued to the client or PCA when seeking a structural certificate and project completion. The register is equipped with direct links to Aconex where correspondence can easily be traced to verify closeout of each inspection report received.

### **10.5.4 Lessons Learnt**

Hindmarsh will use effective defect resolution strategies and continually log and track lessons learnt for recurring defects in a register which is a useful source of information to improve future processes and prevent recurring issues.

## **11. Communication & Reporting**

### **11.1. Communication**

With many interested parties involved in the project it is critical that communication and consultation occurs efficiently and effectively between all.

Quality issues will be discussed at project team meetings to ensure any initiatives, concerns or issues are raised by the team. Where necessary, outcomes and resulting actions will be assigned and implemented. A record of actions will be documented as part of ongoing project meetings.

The Aconex system will be used to effectively communicate with project stakeholders all quality aspects of project works, including;

- Specifications
- Drawings
- Calibration certificates
- Transmittals of design documentation for review / approvals
- Design Changes
- Shop Drawing Review
- Claims and other commercial correspondence
- Completion documentation such as subcontractor Operations & Maintenance Manuals
- Notice

Communication with internal and external stakeholders regarding quality issues will be in accordance with the following table:

Subject \ Event	Action	Recipient	Frequency
QMP	Project Manager (PM) to distribute for implementation	Subcontractors, Client and Hindmarsh staff	At least 2 weeks prior to commencing work and thereafter within two weeks of amendment
Public complaints	PM to report to	Construction Manager and Interested parties as specified in contract	As specified in the contract or by Hindmarsh
Complaint response	PM to investigate		Within <b>2 hours</b> working hours
	PM to submit written report (where applicable)	Construction Manager and Interested parties as specified in contract	Within <b>2 calendar</b> working days as per contract
Audit	Nominated Hindmarsh Internal Auditor	Project Manager	As per national SQE audit schedule
Handover	Project Manager	Authorities, relevant stakeholder, building surveyor, contractors	Weekly update before 1 month prior to handover. Daily reporting as necessary within 1 month prior to handover

## 12. Reporting

### Weekly Reporting Requirements

- Weekly SQE Inspection

#### Monthly Reporting Requirements

- Monthly Internal Project Report
- Monthly SQE Project Review
- OnSite Database (Intranet)

#### External Reporting Requirements

- PCG meeting
- Commissioning& Testing
- Client training
- O&M manual updates
- Defects register

## **13. Monitoring and Review**

Hindmarsh actively monitors performance and seeks potential improvement opportunities by completely internal audits. Please refer to Audits Management Internal Audit procedure for detailed information regarding the internal audit function and requirements.

### **13.1. Project Monitoring Activities**

Projects will monitor, evaluate and report compliance with the Quality Management System via:

- Weekly SQE Inspection
- Monthly SQE Project Review

Identified areas for improvement will be discussed in a consultative and informative manner. Actions identified during the inspection shall be documented through OnSite > Hazards or OnSite > CAR modules.

### **13.2. Internal Audits**

Senior Managers shall visit projects and complete a Senior Management Visit (SMV) Review to assist with monitoring, resolving and preventing SQE Issues. SMV's shall be conducted in accordance with intervals specified in the Senior Management Inspection and Audit Schedule. The schedule is managed by the National SQE Manager in consultation with the Construction Managers to ensure the participation of all senior managers.

SQE Internal audit is conducted on a risk based assessment cycle and include thorough review of quality elements. The findings of the audit contribute to the SQE Status sheet. Hindmarsh internal audits include mandatory Quality components and are a requirement of compliance with our ISO9001 certification.

The SQE Status Sheet is prepared by the National SQE Manager with input from the relevant State SQE Manager and Quality Manager to provide a monthly compliance rating for each project. This is reported on and discussed in the Monthly Production Report.

### **13.3. External Audits**

Audits undertaken by external/third-party entities are completed in consultation with the National SQE Manager and the results entered into Onsite. Identified non-conformances will be managed as per Hindmarsh Corrective Actions process. Potential external audits for this project may include:

- Standards compliance
- Client

### **13.4. Corrective & Preventive Action**

Quality nonconformities will be rectified via the Corrective Action process by a Hindmarsh representative who shall be responsible for recording this in the OnSite CAR Module and QAC ITP. Where a Corrective Action is issued, and it is not addressed in a timely manner or there is a subsequent re-occurrence of the non-conformance these shall be escalated through the *Monitoring and Improving* procedure.

Non-conformances related to documented requirements (management system, policies, standards, processes and work instructions), including that of our suppliers and subcontractors, are generally detected via system audits and are the subject of an action.

CARs are applied to ensure root causes of issues are investigated and effectively actioned to prevent recurrence. In applying these actions, the Hindmarsh must ensure all actions taken are appropriate to the effects of the issue and include the agreed action and follow-up action, if necessary.

All CARs will be entered into Onsite and only closed out when all actions are satisfactorily completed. CARs are reviewed monthly. CARs are also reported internally through management meetings where open CARs are raised, and responsibility and accountability monitored to completion by the Project Manager

## **14. Design and Development**

Hindmarsh rarely is in management control of the design of a product or service. Rather, Hindmarsh manages the process of design ensuring that at each stage the relevant control processes are verified.

Where a Safety in Design report/Risk Assessment provided, Hindmarsh shall review the document in consultation with relevant entities. Hindmarsh shall develop a risk register using either the client or relevant entities template or the *Safety in Design Risk Profile* in order to identify potential buildability hazards with the aim of eliminating these prior to construction.

Where a Safety in Design report/Risk Assessment is unavailable Hindmarsh shall develop the Hindmarsh *Safety in Design Risk Profile* in consultation with relevant entities to identify potential buildability hazards with the aim of eliminating these prior to construction.

Residual issues that cannot be eliminated prior to construction shall be transferred to the Project Risk Assessment to be controlled through construction in accordance with the Risk Management procedure. Potential buildability hazards shall be communicated to the client for consideration and potential re-design.

Design requirements will ensure:

- all design inputs including regulatory, safety and environmental requirements are identified systematically
- design review requirements are planned and executed
- design verifications are carried out by qualified people
- design outputs are appropriately validated
- all design changes are adequately documented and controlled

The Design Manager, in consultation with the Cost Planner / Estimator, will assess contract variations and determine a value for the change in scope. No work will proceed on a variation until it has been formally assessed and approved by the client or client's representative. Following approval of a variation, the Design Manager will notify the relevant Design Consultants of the changes.

The Design Manager, Project Manager or Project Engineer will:

- record all proposed changes on a Design Change Request Form, noting brief details of the change including the reason and the expected impact on budget and programme
- initial the form as acceptable before relaying it to the Design Consultant
- record changes in the Design Change Register.

Where the change represents justifiable additional design work, the cost of undertaking the design change will be recognised in the design budgets. Contract variations occur when the client initiates a change to the design or design brief after the design has already been approved.

The Design Manager, in consultation with the Cost Planner / Estimator, will assess contract variations and determine a value for the change in scope. No work will proceed on a variation until it has been formally assessed and approved by the client or client's representative. Following approval of a variation, the Design Manager will notify the relevant Design Consultants of the changes.

## 15. Document & Record Management

Quality Assurance project records are controlled in accordance with the Project Management Plan Section: Document and Record Management. Documents will be controlled so that it is available for use and adequately protected through Aconex or the Onsite module. The minimum records maintained include the following.

Category	Record	Responsible	Retention Timeframe
General Requirement	Quality Management Plan (all versions),	Project Manager	Permanent

	Site Diary for all or either - Site Manager, Foreman Inspection Records Training Records – Including Qualifications held by individuals All formal correspondence with stakeholders Meeting Minutes Complaint records Audit reports (including internal review reports)	Site Manager Project Manager HR Manager Project Manager Project Manager Project Manager National SQE Manager	Permanent Permanent Permanent Permanent Permanent Permanent Permanent
Drawings	Drawings Transmittals	Project Engineer	Permanent
Approvals, Permits and Licenses	Any Approvals, Permits and Licenses	Project Manager	Permanent
Approving Authorities Qualification	Evidence of Approving Authorities Qualification	Project Manager	Permanent
Specifications	Specifications Transmittals	Project Engineer	Permanent
Request for Information	Requests for Information Variations	Project Engineer Contract Admin	Permanent Permanent
Instructions	Engineer \ Architectural \ Client Instructions	Project Manager	Permanent
	Hindmarsh Site Instructions	Project Manager	Permanent
QA Documentation	Inspection Test Plans Inspection Test Plans associated documents Checklists Sign offs Test Reports Photos	Project Engineer (for all)	Permanent (for all)
Calibration Records	Hindmarsh Calibration Records Subcontractor Calibration Records	Project Engineer Project Manager	Permanent Permanent
Corrective Action Request	Copies of issued CAR's corrective and preventive actions) Log of CAR's	Project Engineer	Permanent
Performance Analysis \ Evaluation Reports	Where available	Project Manager	Permanent
Others	As Built Information Shop Drawings Commissioning Documentation Warranties	Project Manager (for all)	Provided to Client at Project Completion

	Certificates Manuals		
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### **15.1. Customised Compass Templates**

During the life of the project a number of Compass templates will be customised, and in some cases continually revised, to address project specific requirements. For example Project Risk Assessments and QAC's. In order to ensure these documents \ records are appropriately controlled this project will utilise, either or both, Aconex and Onsite.

### **15.2. Documents & Records**

Hindmarsh may print and make available certain hardcopies of documents and records (e.g. construction drawings). Hindmarsh shall manage hardcopy documents and records to ensure currency and to prevent the use of obsolete documents. Hindmarsh staff should limit printing of documents and rely on Compass for the most up to date and relevant information. Company policy, standards and specific contractual requirements to ensure that:

- they can be readily accessed
- they can be reviewed periodically for adequacy and revised as necessary
- current versions are available to project people
- obsolete documents are removed from circulation
- they are retained for legal or knowledge preservation purposes.

### **15.3. Management of Drawings**

Project Manager ensures that an efficient drawing register and transmittal system is set up for the project to receive, register, issue and distribute all original and amended drawings to those responsible for executing the work, this includes suppliers and subcontractors. Project Manager may nominate a person with responsibility for maintenance of the drawing register, distribution of drawings and filing of the site copies.

Where documents are controlled outside of document management systems such as Aconex, a Document Transmittal form accompanies drawings and documents issued to external parties and a copy maintained as evidence of distribution.

### **15.4. Subcontractor Documents and Record Management**

Each subcontractor is selected on the basis of their ability to meet all specified requirements including Quality, Environment and Health and Safety. The QA Schedule for the Work Activity will set out the minimum documentation requirements and communication pathway for that subcontract. The following are examples of quality documents which are required from subcontractors at, or prior to, contract award:

- Quality Management Plan
- Quality Inspection and Test Plan's specific to Project Specification Requirements
- Competency Certificates, evidence of qualifications and training records
- Methodology processes
- Calibration records

Refer to the QA Schedule of this plan for specific subcontractor document \ record management requirements.

## 16. Continual Improvement

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Hindmarsh strives to continually improve all facets of business, including the effectiveness of its management systems. Continual improvement is supported by policies, quality objectives, audit results, analysis of data, corrective and preventative action and management review. Continual improvement opportunities may arise from inspections, testing, auditing, incidents and or observations. Continual improvement will be based on risk assessment and appropriate controls documented in the Project Risk Assessment.

All employees are encouraged to forward comments and feedback on all procedures, templates, forms, processes and systems, to ensure the system reflects and supports the highest standard of business.

Personnel will promptly report any identified change that could affect the quality performance of works. This involves changes to legislation, design, plant (fixed and mobile), systems, people and work methods.

Records of process and document change management will be kept via Compass Change Summary published quarterly. Changes may be communicated to team leaders/supervisors and work crews at pre-start meetings, toolbox talks, WHS consultative meetings and/or project team meetings.

The following methods will be used to ensure progress and the effects of implementing the change are monitored adequately. This includes:

- scheduled audits or inspections
- feedback from stakeholders (e.g., in the form of surveys or workshops)
- defined metrics to determine quantitative impacts of the change.

# Annexure A. Quality Assurance Policy

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# Quality Assurance Policy

This policy applies to all Hindmarsh employees and contractors, including (without limitation) employees and contractors of Hindmarsh Construction Australia Pty Ltd, HCA Queensland Pty Ltd, Hindmarsh Living Pty Ltd, Hindmarsh Corporate Pty Ltd and any other related entities at the date of this policy or at any other time.

Hindmarsh Quality is more than the delivery of a product which merely meets client expectations. Quality is the high degree of excellence Hindmarsh seeks from all employees and contractors no matter the area of business; no process is above this expectation. Every position within Hindmarsh has influence on continual improvement and the delivery of our promises to customers.

Compliance with this policy will be monitored, audited and continually reviewed so as to remain effective and aligned with all of our operations.



Rowan Hindmarsh  
Chief Executive Officer



## Hindmarsh Quality Pledge

We seek to deliver this policy by:

- Effective and active leadership at every level of the organisation engendering a culture of quality and pride in everything we do.
- Listening to our customers to understand and balance their needs and expectations with those of our contractors, employees and the community and endeavour to give full satisfaction to all.
- Recognising client satisfaction via formal surveys and via regular client meetings and as confirmed by Quality related records generated throughout project delivery.
- Setting and continually reviewing measurable Quality performance objectives and targets.
- Planning for actions to address risks and opportunities and developing objectives and actions proportionate to the potential impact on conformity of products and services.
- Utilising evidence-based decision making where possible from accurate measurements of product, process, and system characteristics
- Investigating and seeking to implement innovative initiatives, technology and methodologies which assist in delivering a quality outcome. Developing alliances with our subcontractors and working with them to jointly improve performance.
- Implementing and maintaining the Hindmarsh Management System and its Quality elements to ensure all potential hazards and risks are identified, evaluated, and eliminated or controlled.
- Learning from our ongoing experiences and sharing information across the group, turning lessons learnt into positives for ongoing development. Involving our people in Hindmarsh's development, utilising their collective knowledge and experience, recognising their contribution and provide an environment in which they are encouraged and motivated to participate and realise their full potential.
- Ongoing training and development of employees and other workers / contractors to Hindmarsh.
- Ensuring leadership accountability.
- Continual improvement of our quality awareness through ongoing monitoring, auditing, reporting and analysis, complimented by ongoing feedback at all levels.
- Ensuring resources are provided to meet the aims of this policy.
- Regular review of this policy to ensure its effectiveness and relevance whilst ensuring that objectives are being met.

WARNING - Uncontrolled when printed! Refer to COMPASS for the latest version.

Authorised by: CEO  
Maintained by: SOE  
Last Revision Date: 22 March 2023

Next Review Date: March 2026  
Current Version: 4.0  
Page 1 of 1

# Annexure B. Quality Assurance Certification

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# MANAGEMENT SYSTEM CERTIFICATE

Certificate no.:  
258618-2018-AQ-AUS-JAS-ANZ

Initial certification date:  
19 January 1997

Valid:  
20 March 2024 – 19 March 2027

This is to certify that the management system of  
**Hindmarsh Construction Australia Pty Ltd**  
Level 27, 100 Miller Street, North Sydney, NSW, 2060, Australia  
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Quality Management System standard:  
**ISO 9001:2015**

This certificate is valid for the following scope:  
**Design Management, Building Development, Construction, Project Management and Building Asset Maintenance.**

Place and date:  
North Sydney, 07 March 2024



For the issuing office:  
DNV - Business Assurance  
Level 7, 124 Walker Street, North Sydney,  
NSW, 2060, Australia

Yngve Amundsen  
Management Representative

Lack of fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.  
Accreditation by the joint accreditation system of Australia and New Zealand ([www.jas-anz.org/register](http://www.jas-anz.org/register))  
ACCREDITED UNIT: DNV Business Assurance Australia Pty Limited, Level 7, 124 Walker Street, North Sydney, NSW, 2060, Australia  
TEL: +61 2 9500 9500. <https://www.dnv.com/au/assurance/>

# Annexure C. Quality Assurance Schedule

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# Quality (QA) Schedule

Work Package	Hindmarsh Quality Assurance Control Measures (QAC)			Subco
	Workshop	ITP	ITC	Project Specific QMP
<b>Demolition</b>				
Demolition	Demolition Management Workshop	Required		NA
<b>Preparation and Groundwork</b>				
Excavate Bulk / Footings / Pads	Excavation Workshop			NA
In Ground Services			QAC ITC - In Ground Services	Required
<b>Structure</b>				
Electrical	Electrical Workshop Electrical Power On Workshop			Required
Scaffold	Scaffold Workshop			NA
Foundations • Piling	Civil Works and Piling Workshop	QAC ITP - Piling Concrete		NA
Shotcrete		QAC ITP– Shotcrete		NA
Concrete – in situ • Reinforcement – Supply • Reinforcement – place • Reinforcement – Post tensioning		QAC ITP - Reinforcement Steel QAC ITP - Post Tension	QAC ITC– Pre-Pour Reinforcing	NA
Concrete Formwork	Formwork Workshop		QAC ITC– Formwork	NA
Concrete In Situ		Industrial Project - Concrete Ground Slab ITP Template	QAC ITC - Concrete Pre Pour	NA

		QAC ITP - Concrete Columns and Walls QAC ITP - Concrete Suspended Slabs QAC ITP Template - Concrete Works QAC ITP - Concrete Footings HCA QAC Builders ITP Template - Concrete Crane Base	QAC ITC - Concrete pour	
Structural Steel	Structural Steel Workshop	QAC ITP - Structural Steel Erection		Required
Dintel Wall				NA
<b>Enclosure</b>				
Waterproofing (External)	Waterproofing Workshop	QAC ITP - External In-Ground Waterproofing QAC ITP - Retaining Wall Waterproofing QAC ITP – Trafficable Roof Waterproofing QAC ITP - Balcony and Deck Waterproofing QAC ITP – Planter Box Waterproofing		NA

Roofing		QAC ITP - Metal Roofing	QAC ITC - Light Gauge Steel Frame & Trusses	Required
Cladding		QAC ITP– External Cladding		Required
Blockwork		QAC ITP – Blockwork QAC ITP - Brickwork		NA
Fire Doors & Frames <ul style="list-style-type: none"> <li>• Windows</li> <li>• Insulation</li> </ul>				NA
<b>Interior</b>				
Internal Walls and Partitions <ul style="list-style-type: none"> <li>• Concrete</li> <li>• Plastering</li> <li>• Doors</li> <li>• Fire Doors &amp; Frames</li> <li>• Windows</li> <li>• Wall Hydraulic</li> <li>• Wall Electrical</li> <li>• Wall Mechanical</li> <li>• Wall linings and insulation</li> <li>• Fire walls</li> <li>• Painter</li> </ul>		QAC ITP - Internal Walls/Partitions	QAC ITC – Services - Wall Ceilings Pre-closure	NA
Passive Fire Protection	QAC Checklist - Fire Rating Workshop			Required
Waterproofing (Internal) <ul style="list-style-type: none"> <li>• Wet areas Waterproofing</li> <li>• Tiling</li> </ul>	Waterproofing Workshop	QAC ITP—Internal Waterproofing	QAC ITC – Internal Waterproofing QAC ITC– Tiling	NA

Joinery		QAC ITP - Joinery		Required
Metalwork		QAC ITP - Metalwork		NA
<b>Finishings</b>				
Flooring <ul style="list-style-type: none"> <li>• Carpet</li> <li>• Vinyl</li> <li>• Timber</li> <li>• Polished concrete</li> </ul>		QAC ITP - Timber Strip Flooring – Direct to Slabs with Adhesive Fix  QAC ITP - Timber Strip Flooring – Over Battens on Concrete Slabs  QAC ITP - Timber Strip Flooring – Over Plywood on Concrete Slabs  QAC ITP Template – Carpet  QAC ITP – Concrete Slab Polished		NA
Painting		QAC ITP Template - Painting	QAC ITC Template – Painting	NA
Render		QAC ITP Template - Render		NA
Shower Screens		QAC ITP Template - Shower Screen Installation		NA
Termite		ITP Termite Protection		NA
<b>Services</b>				
High Level Services <ul style="list-style-type: none"> <li>• Mechanical Services</li> <li>• Electrical Services</li> </ul>			QAC ITC – Services – High Level Services	Required

<ul style="list-style-type: none"> <li>• Electrical Services – Security</li> <li>• Electrical Services - Augmentation</li> <li>• Hydraulic Services</li> </ul>			QAC ITC - Services - Wall Ceiling Pre-Closure	
<b>Project Specifics (Optional)</b>				
Metal Shelving & Compacts units				
Curtains / IV Tracks / Window Furnishings				
Seating				
Operable Walls & Bi-Fold Doors				
Insulated freezer panels				
Metal louvres				
Roller doors				
Loose Furniture & Equipment				
AV Equipment				
Stainless Steel				
Metalwork & Minor Fixtures				
Curtains and Blinds				
Timber Doors incl. Door Hardware				
Carpentry				
Kitchen Equipment/ Appliances/White Goods				
Toilet Partitions				
Signage and Graphics				
Communication Services				
Acoustic Treatment				
Inground Pool – Supply and install Concrete/Fibreglass/Metal/Tile/Stone/Vinyl				
Tanking & Membranes				





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