Quality Management Plan

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Quality Management Plan - Document Control Record

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1 INTRODUCTION

1.1 Purpose

The purpose of this Quality Management Plan is to:

- Outline the scope of the Quality Management System for the Project.
- Provide an overview of the Project Management System.
- Describe personnel responsibilities as related to quality management.
- Set objectives, targets and key performance indicators as related to quality management.
- Describe the implementation of quality controls.
- Describe the activities relating to measurement, analysis, and improvement.

This Plan has been prepared in order to:

- Satisfy the Contract requirements.
- Satisfy the requirements of the Contractor's Quality Management System in order to:
    - Demonstrate how quality requirements will be met.
    - Minimise the risk of not meeting quality requirements.

1.2 Scope of the Quality Plan

This Plan is specific to the Swanbank BESS project and covers the total Scope of Work.

The Plan includes all the requirements to ensure compliance with the Contract, Legislation and Standards and has been compiled in accordance with the Contract for the Swanbank BESS and is applicable to:

- Detailed design of the EBOP Works.
- Manufacture of materials for the EBOP Works.
- Transportation and Storage of the EBOP Works, including dimensional control requirements; and
- Installation, testing, commissioning and EBOP Works Practical Completion.

1.3 Quality Management System Overview

The nature of contracting presents unique challenges for a Project and demands special skills to make the Project successful. Interface with stakeholders is many and varied, and our ability to deliver Project outcomes to satisfy these stakeholders depends not only on the Project team's performance, but also on the performance of stakeholders such as:

- the Project Owner.
- Financiers.
- Insurers.
- Authorities.
- Subcontractors.
- Consultants.
- The community.

- and many other parties with which we have no direct contractual arrangement.

It is therefore important that we categorise our Project needs into a series of Project Owner requirements, processes, and sub-processes. These can then be monitored and measured and passed on as quality outputs to the next stage. The work performed by the Contractor involves several processes and sub-processes, where the following five points can be applied:

- Identify Client requirements.
- Plan the work.
- Conduct the work.
- Monitor the work.
- Continual improvement of the work.

This systematic approach can achieve results when used as the basis for analysis, planning, resource allocation and controls within the Quality Management System, and for understanding and improving the associated system processes.

Yurika is committed to providing services in a manner which meets or exceeds the expectation of stakeholders, authorities, codes, and standards in all phases of the Project.

The following table outlines the supporting documentation in attached appendices:

Addendums	Description
Addendum 1	QA policy statement
Addendum 2	Certificate of registration
Addendum 3	Hierarchy of documents
Addendum 4	Relevant project plans
Addendum 5	Audit plan
Addendum 6	NCR template
Addendum 7	Training plan

Yurika has been independently certified to comply with the requirements of, ISO 9001:2015.

ISO 14001:2015 and ISO 45001:2018. Copies of the certifications and the Contractors policies are available on request.

1.4 Quality Plan Preparation, Issue, Approval and Revision

This Plan has been prepared by the Project Quality Manager and will be reviewed and approved in accordance with the contract.

This is a live document, which has been developed in collaboration with experienced members of the project team and will be reviewed and refined as required throughout the Project life cycle and will be subject to the same review process as the original.

The Plan will be submitted to the Project Owner for review and comment for use on the Project and distributed through to all relevant Project staff.

2 DEFINITIONS AND ABBREVIATIONS

Term	Description
Principal	CleanCo Queensland Limited
Contractor	Yurika Pty Ltd
InEight	Principal's nominated Electronic Document Management System (EDMS)
Commissioning Procedure	A document which details commissioning activities for a given system in a way that a sub-system commissioning of that system is promoted.
EBOP	Electrical Balance of Plant
ECR	Engineering Change Request
FAT	Factory Acceptance Test
Hold Point	A point in a manufacturing and or construction process beyond which the work may not proceed without authorisation.
IMTE	Inspection, Measuring and Test Equipment
Inspection	Activities such as measuring, examining, testing or gauging one or more characteristics of a product or service and comparing these with specified requirements to determine conformity.
ITP - Inspection & Test Plan	A document which identifies the inspection, testing (verification) requirements for an identified activity. This is normally completed in the sequence of steps for a manufacturing or construction process.
ITR - Inspection & Test Report	A document which details and records the required discipline activity specific checks, tests and functional tests of the equipment to confirm that each system component and associated safety devices operate and interact correctly and have been constructed and or installed as per the design criteria.
MDR	Material Data Reports
Monitoring (Surveillance)	The continuing evaluation of the status of procedures, methods, conditions, products, processes and services, and analysis of records to ensure that quality requirements will be met.
NCR - Non-conformance and Non-conformance report	A deficiency in measurable property, documentation or procedure which makes the quality of an item of equipment or a service unacceptable, indeterminate or not according to specified requirements.
NDT	Non-Destructive Testing.
OSD Report	Goods delivered Over, Short or Damaged Report.
Punch List	A list of outstanding works raised when a request is made for approval/acceptance of all Works as a pre-requisite to completion.

Term	Description
Quality Assurance (QA)	All planned and systematic actions implemented within the quality system and demonstrated as necessary, to provide adequate confidence that an entity will meet quality requirements.
Quality Control (QC)	Techniques and operational activities that are used to meet quality requirements.
SAT	Site Acceptance Test.
Sub-Contractor	A third party who performs work on behalf of the Contractor.
Test Pack	A set of documents that define how a pre- commissioning test is to be performed and includes the required test reports.
Verification	The formal process of confirming and documenting compliance with acceptance criteria.
Witness Point	A point in a manufacturing, construction or verification process (indicated on the Inspection and Test Plan) at which an activity is to be observed.
Work Packages	A set of documents for a system at different completion stages. The Contractor defines these as work packages for a completion lot.
Corrective Action	Finding the cause of a problem (including non-conformance) and carrying out the necessary actions to prevent the problem recurring.

3 QUALITY MANAGEMENT PLAN INPUTS

The Quality Management Plan inputs are those issues (contractual, regulatory, physical or social) that define the working environment and conditions within which the Works must be undertaken, and which must be addressed in the Plan.

3.1 Statutory Requirements

Specific statutory and legislative requirements applicable to the Work are nominated in the Contract.

The Contractor's obligation to comply with Law, the work under the Agreement shall comply with the following standards and in the event of any inconsistencies between such standards, the following hierarchy shall apply, with the Australian Standards taking precedence:

1. Australian Standards.
2. ISO and IEC Standards.
3. Other equipment standards.

3.2 Other Project Plans

Any quality plans prepared by a Subcontractor shall be reviewed and approved in accordance with contract requirements and this Quality Management Plan.

Below is a sample list of subcontractors who may require QMP's:

- Construction both civil and electrical.
- Supply and Manufacturer.
- Design and Consultation.

The quality plans will be submitted by the subcontractor for approval by Yurika and not commence their work until their Quality Management Plan has been reviewed and released.

3.3 The Contractors System Requirements

- Business standards.
- Integrated Corporate Management Systems.
- Project Management Systems.
- Project Management Plans.

3.4 Other Standards (not limited to)

- Quality Management Systems – Requirements in line with ISO 9001:2015.
- Quality Management - Guidelines for quality Plans ISO 10005:2018.
- Guidelines for quality and/ or environmental management systems auditing ISO 19011:2018.

3.5 Changes to Standards and Legislation

Changes to standards or legislation may result in the need to change the Quality Management System and Plan. The QA Manager will monitor any changes to Australian Standards including legislation and make any necessary changes to the system and Plan.

4 QUALITY OBJECTIVES AND TARGETS

The quality objectives and targets set out in Table 1 are designed to facilitate the management and implementation of quality for the Project. These objectives are achievable through a concerted effort by all managers, employees, consultants, and subcontractors.

Management will lead by example to ensure that standards, legislative and contractual requirements are met. Quality performance will be continuously monitored, and work processes reviewed with the aim of mitigating risk to the maximum extent possible.

Employees are responsible for complying with the relevant processes, rectifying, and reporting non-compliance, and actively participating in quality meetings, committees, and various training sessions.

Objectives	Indicator	Metric	Target
Understand and deliver the Project owner requirements from product and service delivery	• Project Owner dissatisfaction measures such as NCR, negative audit findings • Project Owner satisfaction levels	• Report number of Project Owner NCR, Audits etc • Captured in Monthly report and corrective actions register	• No findings or NCRs classified as Major
Review and monitor compliance to achieve defined requirements and identify improvements	• Effective Audit Management	• Developed and implemented Audit Schedule	• Greater than 90% completion of planned tasks to date

		• Actions closed within agreed time frames • Statutory breaches identified and rectified within required timeframes	
Develop behaviors that deliver quality outcomes	• Train, Communicate and Educate	• Quality component included in daily prestart • Quality component included in weekly toolbox meeting	• Greater than 90% compliance

5 MANAGEMENT RESPONSIBILITY

5.1 Organisation

Following is a list of key Project roles which describe Quality Management responsibilities. This list of roles and responsibilities is not exhaustive as all Project personnel are responsible to ensure their own work practices are consistent with the Quality Management System requirements as well as statutory and contractual constraints.

5.2 Management Roles and Responsibilities

5.2.1 Project Manager / Site Manager

Reporting to the Project Director, the Project Manager has responsibility for:

- Review, approve and implement the Quality Management Plan and provide appropriate resources, supervision, and training to ensure the QMP is implemented.
- Ensuring project deliverables are fulfilled and critical metrics are tracked and reported.
- Review quality performance to ensure compatibility and continued effectiveness in line with this Quality Management Plan.
- Coordinating and participating in Quality Management reviews and audits.
- Ensure all corrective actions from reviews, audits are closed out or implemented within an acceptable timeframe.
- Ensure all lessons learnt from reviews, audits and reports are communicated throughout the organisation.
- Managing project risks, opportunities, issues and escalating where required; and
- Participation in Quality meetings.

5.2.2 Project Quality Assurance Specialist / Yurika Quality Team

The Quality Assurance Specialist key responsibilities are:

- Overseeing the project quality and ensure it meets all applicable requirements;
- Adapting the Quality Management Plan to project specific requirements;
- Promoting quality awareness of the project quality requirements;
- Implementing an internal audit schedule and conducting the audits to monitor ongoing compliance;
- Ensuring that the processes identified in the Quality Management Plan are established, implemented, maintained and continuously improved;
- Support the project team with development, review and comprehension of Quality documentation and the associated processes, where required;
- Ensuring the project Quality KPIs are met;
- Prepare the Quality reports both internal and external as required;
- Provide training/educate key project personnel to familiarise the team with the Yurika quality management system and its processes, where required.

5.2.3 Engineering Design Manager

The Engineering Design Manager is the lead member of Yurika's design delivery and is responsible for the design resourcing, delivery, quality and alignment of all approved projects and is responsible for:

- Lead Designers and Project Engineers, ensuring that the objectives of scope, quality, time, cost, risk, procurement, and sub-consultants are effectively managed.
- Ensuring that the design delivery team, through internal and external resources, has the appropriate skills, experience and competence for the work to be undertaken and to resolve any design issues that arise.
- Delivery performance of the design delivery team, ensuring that design delivery team members provide collaborative and constructive support to the project delivery teams in order to achieve 'best for project' outcomes.
- Primarily responsible for running the design progress reviews thereby ensuring that the best overall design and project outcomes are achieved.
- Ensuring that the agreed design delivery processes, as defined by each Internal Design Management Plan and its associated documents, are appropriately implemented thereby enhancing the culture of professionalism, traceability, discoverability, and continuous improvement.
- Overall technical guidance function ensuring that key technical issues are resolved without compromising safety, quality, or the overall project delivery performance.

5.2.4 Project Engineer

The Project Engineer is responsible for leading the in-field engineering decision making and any associated activities.

The Project Engineer provides a key quality assurance function by being a key reviewer of the design delivery to minimize single point failure risks in the design process.

The Project Engineer is responsible for:

- Site related engineering decision making by ensuring the equipment delivered to site follows site technical hold points and any staging and commissioning activities are delivered in accordance with project requirements.
- Approving and making engineering decisions by setting and managing engineering quality criteria, procedures, and systems for site work – SWMS, ITP's, ITCs, Hold Points etc.
- Using the project's document register, works with the project's Site Manager to manage and coordinate the revision control of the design information; design information requirements for sub-contractors; mark-ups and site instructions; and liaising with the design office through the Lead Designer when necessary.
- Working closely with the Site/Project Manager to ensure the site works approach delivers suitable site and projects outcomes, ensuring safe and logically sequenced site works schedules.
- Coordinate and/or assist with the development, review and approval of test packs in line with project requirements.
- Coordinate and/or assist with site construction teams defining scope of work and schedule requirements of test packs.
- Ensuring all non-conformance works or non-compliances are raised, tracked and closed out as per the NCR procedure.
- Ensuring all site-based engineering documentation (as built mark-ups and configurations) are suitably returned and superseded in the Project Register for commissioning and final issue by the Lead Designer.
- Ensuring materials delivered to site are suitable, correct, and free from any damage and defects. Completing register of delivery and compliance.
- Coordinate/Allocate goods and equipment received on site to correct areas.

5.2.5 Supervisor / Superintendent

Foremen, Supervisors and Superintendent' quality responsibilities include:

- Coordination of resources to produce quality work output.
- Monitoring activity to advise when inspection and testing may be required.
- Liaising with the Project Owner's field personnel.
- Leading by example with respect to quality including training and development of the workforce.

5.2.6 Document Controller

The Document Controller's quality responsibilities include:

- Manage the document and data control procedures and ensure that they deliver compliance with Contract requirements.
- Coordinating the receipt and distribution of all technical data, specifications and drawings.
- Establishing and maintaining site document registers which control both revision status and distribution control.
- Ensuring that all Contract documents are correctly registered within the InEight project register with correct revision.

6 CONTROL OF DOCUMENTS AND DATA

6.1 Control of Documents

Details of the process for the identification and management of documentation and data will be provided in a Project specific procedure for document and records management which will be consistent with the requirements of the contract:

All versions of documents as required will be transmitted to the Project owner through “InEight” and internally within Yurika via “SharePoint” to ensure proper management.

Documents that are subject to control will include such things as procedures, engineering drawings, specifications, and other contract documents. Controlled documents include documents from external authorities such as codes and standards.

Document distribution lists are to be developed and agreed by the relevant functional management areas to ensure that the parties receive all the necessary controlled documents.

Documents created by the Contractor will be numbered using a system that is consistent with the Project Contract "Document Numbering System".

6.1.1 Engineering Change Management

Changes to documents arising from all sources, (but typically from Technical Queries, Non-conformance reports, field change requests, (RFIs), Deviation Requests, Concessions, Variation Orders etc.) will be tracked by Yurika workflows so that the current information is readily available.

Refer to the project’s YUR 2020 Design Management Plan for further details.

6.2 Control of Data

The Project servers are backed up on a regular basis by the corporate Group IT using a range of media.

The data stored in is backed up by the service provider in a secure data centre. The data is replicated on multiple servers in physically separate locations. The retrieval process is subject to verification by the Contractor.

On-site hardcopies will be stored within named folders and all documents will be scanned into the project server.

7 CONTROL OF RECORDS

7.1 Control of Records

All quality records generated by the Project including those identified in the Technical Specification are to be stored in the Project SharePoint Library. Project records shall be maintained to provide evidence of conformity to Project requirements and of the effective operation of the management system.

Records of system conformance are as follows:

- Training records (Lucidity).
- Audit Schedule and Audit Reports.
- Registers (e.g. Non-conformance Report Register, Change Register).
- Preventive and Corrective Action records.
- Records of management review.

Records of product conformance are as follows:

- Non-conformance, improvements, complaints.
- Inspection, measuring and testing equipment, calibrations records.
- Certificates of Conformance.
- Correspondence.

7.1.1 Project file structure

FOLDER	EXAMPLE OF CONTROLLED DOCUMENTUPLOADED AT INCEPTION OF PROJECT			EXAMPLES OF FILES
01 Commercial	YUR 2022 Div. of Responsibility YUR 2002 Memo A4 Portrait	YUR 2005 Agenda Portrait YUR 2006 Agenda Landscape	YUR 2003 Minutes Portrait YUR 2004 Minutes Landscape	BD handover; DOR; Notice of delays; Extensions of time; Contract letters and commercial corres.; BGs; Insurances.
02 Project Management	YUR 2081 Project Doc Register YUR 2037 RFI Register YUR 2112 Proj. Report - Monthly YUR 2113 Proj. Report - Weekly	YUR 2012 Project Mgmt Plan YUR 2013 Contract Mgmt Plan YUR 2014 Quality Mgmt Plan YUR 2015 Comms Mgmt Plan	YUR 2016 Construct Mgmt Plan YUR 2017 T&C Mgmt Plan YUR 2018 Risk Mgmt Plan	RFI register and associated documents. Project document register. All approved management Plans.
03 Scope	YUR 2019 Scope Brief			Scope documents; Offer document; Specifications.
04 Cost	YUR 2053 Project Mgmt Tool (PMT)	YUR 2065 Variations Register	YUR 2072 Progress Payment Claim	Original estimate; Invoices; Transaction reports; Subcontractor invoicing; Claims; PMT; Variations.
05 Time				Original signed contract schedules; Client baseline schedules; Iterations of project schedules.
06 WHSE	YUR 1056 PC H&S Mgmt Plan*	YUR 1062 PM H&S Mgmt Plan*	YUR 1063 H&S Mgmt Plan Minor Works*	SWMS; JSA; Licenses; Accred.; Site audits; COVID; Inductions; Permits; HSE Reports; HazChat. *Approved copies of HSP must be stored in 02 folder.
07 Quality	YUR 2097 Non-Conform Register	YUR nnnn ITPs (all)	YUR nnnn ITCs (all)	ITPs; ITCs; NATA; NCRs; Client quality doc.
08 Design	YUR 2020 Design Mgmt Plan* YUR 2024 Design Office Register YUR 2028 SiD Risk Register YUR 2044 Project Design Report YUR 2068 Engineering Release YUR 2036 DCN Register YUR 2045 PDR Record YUR 2046 FDR Record YUR 2047 Verification Record YUR 2048 Design Close Out	*Studies/Reports*: YUR 2086 Bus Bar Design YUR 2087 Building Design YUR 2088 Cable Rating YUR 2089 Design Criteria YUR 2090 Earthing Study YUR 2091 Electrical Clearance YUR 2092 Insulation Coord Design YUR 2093 Lighting Design YUR 2094 Lightning Design YUR 2095 Protection Design	YUR 2111 Fire Risk Assessment YUR 2120 Civil Design Specification *Technical Specifications*: YUR 2121 33kV Switchgear YUR 2122 Current Transformer YUR 2123 Disconn & Earth Switch YUR 2124 Earthing Transformer YUR 2125 Live Tank CB YUR 2126 Voltage Transformer YUR2127 Power Transformer	Deliverable List; All Pre-IFC Drawings; Studies; Transmittals; Specifications; Completed PDRs, FDRs, Release Certifications; Design Close Out records. Completed Project Design Report (end of project). *Approved copy of approved DMP must be stored in 02 Project Management folder.
09 Resources				DNSP accreditation training; Plant and equipment test reports; Compliance test and tag reports.

FOLDER	EXAMPLE OF CONTROLLED DOCUMENTUPLOADED AT INCEPTION OF PROJECT			EXAMPLES OF FILES
10 Procurement	YUR 2116 Procurement Register	YUR 2106 Request for Quote Reg	YUR 2039 Request for Quotation	Technical specifications; Supplier documentations; Supplier requests for quote; Procurement tender reviews.
11 Site	YUR 2115 Daily Site Diary YUR 2026 Site Drawing Register	YUR 2109 Constr. Safety Clearance YUR 2108 Authority to Energise YUR 2098 Certificate of Compliance	YUR 2069 Construction Release YUR 2070 Commissioning Release	All IFC Drawings; Daily site diaries. Completed Release and Energisation Certifications.
12 Photos				Photos to be added in clearly marked and dated folders.
13 Grid Connections				Releasable User Guide; Generator Performance Standard; R2 Testing; Voltage Control Strategy; Connection Study.
14 Close Out	YUR 2011 Lessons Learned Register	YUR 2114 Project Punchlist	YUR 2110 Project Site Close Out Walk Through Checklist	Minutes of project close out meetings; Project close out checklist.

7.2 Manufacturers Data Report (MDR)

Verification records will be progressively audited for completeness and compliance and then scanned and uploaded to the Yurika Project SharePoint library to make them readily available for review by all Project participants. The folder structure will mimic the sections and sub-sections of the hard-copy records. Electronic copies of records will be maintained on a secure sever and will be easy to access for auditing purposes.

Concurrent with the uploading of soft-copy records, the hard-copy original documents will be progressively filed in the MDR. The structure of the MDR will be consistent with the requirements in the contract.

- Technical Specification -Manufacturers Data Record

Records will be maintained by the document control team so that they are readily auditable.

The MDR will include such items as:

(SAMPLE LIST - NOT LIMITED TO)

1. Material and Equipment Test Certificates.
2. Non-conformance Reports.
3. Concessions.
4. Type Test Certificates.
5. Batch Test Certificates.
6. Compliance Certificates.
7. Archiving.

Yurika will archive and maintain Project records in accordance with all relevant statutory and Contract requirements, with a minimum retention period as defined in ISO 10005 Clause 4.2.4.1 i.e. five years.

Archiving may be either hardcopy or electronic as appropriate to the records being archived.

8 RESOURCE MANAGEMENT

8.1 Provision of Resources

Project staffing requirements and the proposed duration for each position is determined by the Project Manager and Project Management Team. During the Project, staff numbers and their responsibilities will be subject to change. The Project Management Team will assign duties to personnel based on demonstrated competencies and experience to ensure necessary activities are completed effectively and efficiently to meet the Project requirements.

8.2 Competence, Training and Awareness

The experience of all personnel performing activities potentially affects the quality of Work on the Project and must be managed.

A standard list of quality training needs for the Project roles will be prepared in Lucidity. Where gaps are identified relevant training will be provided.

The requirements for training and ensuring the technical competence of the workforce are managed through Yurika's internal training plan.

Where deemed required, quality trainings on specific quality topics will be organised to mentor and educate key personnel.

Prior to commencement on site, all personnel including staff and Subcontractor will undergo a site induction. This is to ensure that personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the project objectives.

Quality awareness is also encouraged through the use of toolbox talks focussing on quality aspects as where necessary.

All work crews are to be briefed on relevant Inspection and Test Plans prior to commencing work to ensure everyone involved understands what outputs are expected of them and to enable them to identify when work is approaching a Hold/Witness Point.

8.3 Use of Computers

For data and record storage refer Control of Documents and Data (Section 6 of this Plan) and Control of Records (Section 7 of this Plan).

With the current Scope of Work, it is anticipated that no customisation or modification of software will be used.

Only software validated by the supplier is to be used for Work. If any validated software is modified the software shall be revalidated.

All computers on the network are protected from viruses that may be introduced from the internet. The network is swept regularly to detect viruses that may have been introduced by other means.

9 COMMUNICATION

9.1 Communication Process

There are several standard documents which will be used to communicate matters relating to quality. All management system and project specific documentation is available through the Yurika internal Project SharePoint system. Communication is also made via; notice boards, briefing sessions to inform staff and regular meetings to gather feedback. All technical communication with the Project Owner will be through the Client EDMS. Outlook may only be used for informal communication.

The communication process across the project is described in the project's Communication Management Plan.

10 PROCUREMENT

All procurement activities will be managed through the Procurement team.

Subcontractors / Suppliers will have their Quality Management Systems and past performances evaluated to provide input into the tender selection process.

Visits to a Subcontractor's/ supplier premise may also be necessary to enable proper evaluation.

Subcontractors shall be selected from:

- Assessed Subcontractor lists.
- Subcontractors with 3rd party certified quality systems; or
- Assessed through a pre-qualification questionnaire.
- Similar controls will be applied to any works outsourced by the Subcontractor.

11 PROJECT DELIVERY

11.1 Managing Quality Risks

Risk Management applies equally to quality issues as to any other process and activity on the Project. At the Project start-up and at regular intervals throughout the Project lifecycle, risk workshops will be held.

The object of the workshops will be to identify and assess risks and propose risk management strategies as well as to review previously identified risks and ensure the process context is still valid. Risks to Project quality management will be included in these workshops.

Risk identification, assessment and proposed management strategies will also be undertaken prior to significant milestones or known risk events of the Project. This allows the Project to be broken down into more manageable sizes for the Project team to focus on more immediate issues.

11.2 Work Process Controls

Implementation of controls for quality management of the Works will be in accordance with the Project Management System and any subordinate management Plans.

Major Project controls are listed below:

11.2.1 Construction Method Statements

The purpose of the Construction Management Plan (CMP) is to clarify the sequencing, methodology and responsibilities for the Work that is to be undertaken. The relevant authorised person responsible for the

activity shall decide whether a Construction Method Statement is required for a specific activity or whether an Inspection and Test Plan alone will suffice. Construction Method Statements are typically produced where the activity is complex and interfaces with other construction activities or multiple Subcontractor Plans are involved.

11.2.2 Inspection and Test Plans

ITPs detail by whom, what, when and how work will be inspected and tested to provide assurance that the work is being constructed in accordance with the relevant specifications and the Contract. The ITP takes a specific process of the Works, which may be detailed on a Construction Method Statement, sequences the Works and identifies the tests and inspections that are required, detailing records that will be created and providing construction verification checklists (ITR/C's) to verify that all requirements have been achieved.

As a minimum the ITPs shall address the following requirements:

1. ITPs are required to show (in steps) all the stages of development of goods or service from start to completion and follow the progression of the planning schedule for the work. Each step should identify as a minimum:
    a) the various checks or tests that are planned.
    b) the control procedures that will be utilised.
    c) the applicable codes and standards.
    d) the acceptance criteria.
    e) the evidence that will be provided to verify fulfilment of requirements.
2. The format of an ITP at minimum shall be as follows:
    a) Project name.
    b) Contractor's name and work location.
    c) Unique ITP number and revision status.
    d) Description of the work.
    e) Acceptance criteria (applicable codes, standards, specifications, and other documents Statutory or otherwise).
3. The second page or series of pages requires completion of the description of all activities required from start to completion of work, listed and numbered in steps each identifying:
    a) Location of activity, e.g. office, workshop, worksite or subcontractor's premises.
    b) The controlling document reference, e.g. standard, specification or procedure.
    c) Acceptance criteria to be used.
    d) the certifying or verification document reference, (usually the document which will be included in a Manufacturer's Data Report); and
    e) Inspection/Surveillance Activity (witness, monitor or hold points).
    f) Project Owners Representative and any regulatory authority, with verification of action.

A schedule of the ITPs is included in Addendum 4 - Schedule of ITPs for information.

The ITP defines the Contractors' quality surveillance requirements. The interface points with the Project Owner for quality surveillance will be documented as a Hold Points, Witness Points in the relevant Inspection and Test Plan for the activity in question if requested during the revision period.

11.2.3 Non-Conformance Report

A non-conformance is the identification of a deficiency in the characteristics or documentation of a product or service compared to specified criteria. The method of dealing with non-conforming works needs to be controlled by authorised personnel by raising a Non-Conformance Report (NCR's).

A project NCR register will be kept and stored within Yurika internal SharePoint and submitted to the client with all relevant QA submissions and applies to all stages of the project inclusive of all subcontractors and suppliers. This ensures traceability and response to all NCRs and corrective actions associated in a timely manner.

NCR's will contain at a minimum:

1. Detailed NCR Issue
    a) Detail of Non-conformance.
    b) Root Cause and proposed solution to eliminate the cause.
    c) Proposed disposition/corrective action.
2. Corrective Acceptance
    a) Use as-is (accepted by Client or engineering report stating construction meets as intended design).
    b) Repair/rework to meet specified requirements (as per proposed corrective actions).
    c) Rejected – replace with conforming product.
3. Corrective Action
    a) Corrective action taken.
    b) References/Drawings/Documents.
    c) Evidence of Corrective Action Taken.
    d) Retest and re-verification records.
    e) Verification of corrective action by Yurika Project Engineer/Project Manager.

11.3 Work Breakdown Structure

To manage the Works, the Project scope will be divided into manageable portions in a series of logically connected levels of increasing detail. At the highest level the 'Project' will be divided into a number of phases, areas or sections that reflect the intended Work process.

Within each of the phases, areas or sections of the works may be sub-divided into several packages that reflect the intended sequence of process Plant.

The Work may be subdivided into several areas defined by geographical boundaries for passive plant e.g. roads, earthworks etc. (including provision of access to install the plant). Work areas for plant based on a logical subdivision of each discipline SLD's P&ID, may also be used. The works in each area will be controlled by Work Packs.

11.3.1 Work Packs

Work Packs are a collection of documentation that controls how (and where) the work is to be performed. Each Work Pack may include several standard operations or components that are individually controlled by Procedures. Work packs will be prepared, managed, and issued by the project engineer in consultation with the QA Manager. Each work pack will contain the information necessary to construct and commission the Works and typically will contain some or all of the following information:

- Access approvals.
- Drawings.
- Method Statements (if required).
- Material schedules.
- Applicable procedures.
- Plant schedule.
- Test Plan and standard forms e.g. ITR and or ITC.
- Information issued by the Project Owner.

Work Packs will not be issued until all the appropriate clearance documents have been received by the Yurika Quality function.

Issue of the Work Packs is how the Contractor will ensure that the Work is only done in accordance with approved methods and materials.

Output from the work packs constitute the records required and may include:

- As-built survey.
- Inspection reports and other work records.
- Material test certificates.
- Functional test results.
- Applicable non-conformance reports.
- Applicable technical queries i.e. RFIs.
- Completed test packs.

Work Packs will be audited by the Yurika Quality Function to verify that the system requirements have been fully implemented and that all appropriate records are available. The output from the work pack will be consolidated by the Quality Function to generate the submission package as evidence of completion.

11.3.2 Inspection and Testing

The process of inspections and tests are detailed on the Inspection and Test Plans. Personnel responsible for the subject work activities are to arrange the appropriate party to attend Hold Points, Review, Surveillance and/or Witness Points.

The Contractor will provide the required notice of any off-site tests to allow witnessing by the Project Owner (or via an appointed third party), and as required of any onsite tests.

The identification of inspection and test status will be maintained throughout production and installation to ensure that only activities and products that have passed the required inspections and tests is dispatched, used or installed.

Inspection and Test Plans (and Factory Acceptance tests for equipment) will cover all phases of the Work. Progressive completion and sign-off of ITPs will demonstrate the inspection and test status.

11.3.3 Subcontractor Works

Where subcontractors have been engaged to perform work under their own quality systems the Contractor will review their system for consistency with the Project Quality Management System. The Contractor will monitor their implementation of the system through a series of audits, from process level through to system audits in accordance with the Contractors' Inspection Surveillance Plan.

Where Subcontractors are required to prepare their own Inspection & Test Plans these will be reviewed by Yurika for adequacy against the Contract and technical requirements. Additional hold or witness points may be included by the Contractor to ensure critical items are adequately controlled.

Surveillance activities of the Subcontractor's works will include progressive approval of ITPs leading to documentation review and final acceptance of the item and issue of the inspection release note prior to delivery.

12 MEASUREMENT AND VERIFICATION

12.1 Verification of Product and System Compliance

All inspection, measuring and testing equipment (IMTE) used to verify compliance against the drawings, specification and statutory requirements will be controlled on the Project. All such equipment in use on the Project will be recorded and stored in SharePoint and assigned a calibration status with attached certificate.

Personnel responsible for management of Subcontractor Work will also be responsible to ensure all new equipment is added to the Project register and any equipment no longer in use is removed from the list. The Project Quality Manager will ensure a monthly review of the equipment register is conducted to determine any expiring calibrations.

A register of certificates will be included in the MDR together with the material and test certificates.

Periodic reviews of the Project Management System will be used to assess its implementation and effectiveness, Project performance and whether existing objectives and targets are still appropriate.

Reviews are also used to investigate ways to improve the system through preventive action. The monthly report will contain review status and findings.

12.2 Corrective and Preventive Action

A Corrective Action Request (CAR) is used to identify and record audit findings, improvement requests and process non-conformity where there is a need to identify and implement corrective and/or preventive actions. The frequency of exceptions, events or incidents shall initiate an investigation into why the problem is recurring and action plans shall be implemented to prevent major deficiencies.

12.3 Improvements

There are several processes for capturing continual improvement and these will be captured in the Quality Project files:

- Project and Business Unit Management Review.
- Audit results.
- Project Owner feedback.
- Review of lessons learned.

Identified areas for improvement are fed into the Management System at Project and business unit level to facilitate dissemination of the improvement.

12.4 Identification and Traceability

Product identification and traceability shall be maintained during all phases of production through manufacture, fabrication, receipt, delivery to site, installation and testing by traceability to a drawing number, delivery docket, batch number and/ or equipment number as applicable to the nature of the product and the applicable specification.

This process of traceability shall be documented on the following:

- Master Site Incoming Materials Register.
- Manufacturers Incoming Materials Master Register.
- Inspection, Measuring, Testing; and
- Equipment Register (Lucidity).

12.5 Preservation and Packaging

All material for incorporation into the works will be handled and stored to ensure no degradation of properties. External deliveries are to be inspected upon arrival. The Contractor will ensure that the receipt, storage, handling and transportation and preservation of materials are carried out in a manner which prevents abuse, misuse, damage, deterioration, or loss.

13 AUDITS

During the Project, Yurika will perform regular quality audits to determine the degree of compliance and the effectiveness of the implemented controls.

To this end, the Project Manager will prepare an Audit Plan, which defines the scope of the audits that will be carried out during each year of the Project's life.

The Audit Plan will ensure that each element of the Quality Plan is subject to regular audits during the life of the Project, in all activities included in the Swanbank BESS. This will include the activities carried out by the Yurika and those carried out by its main subcontractors.

Yurika will require its main subcontractors to carry out internal quality audits of the project, as required by its ISO9001 Quality System.

Any actions raised during auditing will be documented and a corrective action submitted to the responsible party. These corrective actions will be closed out within a reasonable time and meet the requirements of this Management plan.

14 TRAINING AND COMPETENCY

No worker will undertake activities on site that they are not qualified, licensed or competent to perform.

Yurika will confirm competency of all workers as part of the induction process and prior to starting work on site using surveillance, VOCs, and history checks.

The following can be used as evidence of competency to confirm minimum HSE training, competency, qualification, and licensing requirements are verified (in line with requirements identified within Yurika's Training Needs Analysis):

- A High-Risk Work License issued by a state or territory under the National Certification System as per applicable WHS regulatory requirements.
- Where a High-Risk Work License is not required by legislation.
    - License or Certificate of Competency issued under previous state or territory legislation for which there is no longer a High-Risk Work License required (e.g. load shifting equipment); or
    - Statement of Attainment or Certificate issued by a registered training organisation (RTO) for the successful completion of the appropriate unit of competency in the nationally recognised training (NRT) package (this includes certificates for qualifications or degrees under the Australian Qualifications Framework); or
    - Evidence of formal verification of competency (VOC) assessment against defined competency standards, which:
        - Is to be completed, or confirmed as having been completed, by the accredited company to an acceptable level, such as the relevant NRT package.
        - Includes a detailed and documented assessment standard.
        - Is completed by a person or persons who meets the documented competency as defined by the company conducting the VOC assessment.
        - Is evidenced by a signed and completed VOC assessment.

Evidence sighted (inductions, licenses, statements of attainment, certifications, similar) will be maintained on site via photocopies, scans, electronic files (i.e. within Lucidity) or in hard-copy form.

15 DELIVERABLES AND PROJECT CLOSEOUT

Project closeout is the process or activities associated with finalising handover of project deliverables to the Client.

Deliverables may include but are not limited to:

- Management Plans.
- Work Procedures.
- Inspection and Test Plans.
- Inspection Test Records & Checklists.
- Preliminary and detailed design documentation.
- Weekly/Monthly Reports.
- Factory Acceptance Test Records (FAT).
- AS-BUILT records.
- Personnel qualification records.
- Calibration records.
- Manufacturer data records.

Applicable deliverables will be listed in a deliverable schedule and assigned to responsible personnel with target submission dates.

MDR records must be submitted to Client for approval within the time specified/agreed in the contract document deliverable schedule. MDR records submissions will facilitate progressive MDR population once execution of works under the contract commence.

MDR documents must be progressively compiled and contained detailed verification documentation and information to provide the Client with comprehensive traceability and a complete understanding of works provided within the contract.

16 ADDENDUMS

16.1 Addendum 1 – Quality Policy Statement

BUSINESS (QUALITY) POLICY

Energy Queensland

PURPOSE

This Policy outlines our commitment for an effective Management System throughout the EQL Group business activities that supports our strategic and operational objectives to satisfy the requirements of our customers, community and interested parties.

Scope

This Policy applies to all members of the EQL Group, their officers, employees, contractors and any other person notified that this Policy applies to them.

POLICY STATEMENT

The EQL Group is committed to driving our management system across all levels of the business to support the delivery of strategic and operational objectives through effective commercial practice, a strong customer focus and achievement of our vision '**We energise Queensland communities**' to safely deliver secure, affordable and sustainable energy solutions with our communities and customers. This is achieved through our guiding values Safe, Knowledgeable, Innovative, Leading, Listening, Engaged, and Diverse.

- As a vertically integrated business, we are uniquely positioned to deliver a differentiated and compelling end-to-end offering and are dedicated to continual improvement to achieve Operational Excellence uniting our leaders behind a common vision to maximise value across the EQL Group.
- We are highly trusted with well recognised brands and value propositions across Queensland communities managing risks and compliance obligations, relevant statutory requirements, industry standards and codes of practice to satisfy community engagement and customer principles.
- Our people are our greatest asset, enabling us to be one of the largest suppliers and supporters of all Queensland communities, in order to achieve our strategic goals, business objectives and targets.
- Our performance is monitored for effectiveness to provide more opportunities across business units to share benefits, make better use of resources for consistency in decision making for our stakeholders.

IMPLEMENTATION

The EQL Board and Executives acknowledge the organisation operates as a Government Owned Corporation under the *Government Owned Corporations Act 1993* (Qld) in the capacity of a critical infrastructure owner and operator. This requires the EQL Group to maintain delivery of efficient, effective, integrated, and timely services to meet both the expectations of its customers and all other key stakeholders.

Governance and accountability

Specific roles and responsibilities for ensuring this Policy is implemented are set out in the table in Annexure A.

EXTERNAL REFERENCES

AS/NZS ISO 9001 Quality Management Systems - Requirements

AS/NZS ISO 19011 Guidelines for Auditing Management Systems

Owner: Company Secretary
SME: Manager Business Certification

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BUSINESS (QUALITY) POLICY

Energy Queensland

REFERENCE DOCUMENTS

Business (Quality) Management System Framework R081 - 691869

Manage EQL Business Non-Conformities, Corrective Action and Improvement R219 - 692095

DEFINITIONS

Term	Definition
Management System	A framework of policies, processes and procedures used by an organisation to ensure it fulfils all tasks required to achieve its objectives.

ENFORCEMENT

The Group will not tolerate breaches of this Policy. Any instances of non-compliance with this Policy will be investigated and appropriate action taken. A breach of this Policy may also constitute a breach of other Group policies and procedures and should be reported to your line manager (i.e. direct supervisor, workgroup manager or the Chief Executive Officer) or where this is not appropriate, to your manager once-removed or the Enterprise Risk and Compliance team. Breaches are also to be reported to the person responsible for managing enquiries regarding this Policy.

Non-compliance with this Policy may result in disciplinary action, including termination of employment.

VARIATION

This Policy is not intended to detract from, or add to, any rights held by a person covered by this Policy under a contract of employment or enterprise agreement. Subject to any consultation obligations, the Group may vary, add to, withdraw, or replace this Policy, at its discretion, at any time.

This Policy should be reviewed at least every two years. This Policy may only be varied by the Company Secretary.

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Owner: Company Secretary
SME: Manager Business Certification

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BUSINESS (QUALITY) POLICY

ANNEXURE A – ROLES & RESPONSIBILITIES

The table below sets out specific roles and responsibilities for ensuring this Policy is implemented. These responsibilities are in addition to those that apply to everyone as set out in the Policy.

Role / Position	Responsibilities
Chief Executive Officer and Executive Leadership Team	• Ultimate accountability for ensuring that the EQL Group has identified and maintained procedures consistent with this Policy.
Company Secretary	• Developing, implementing, reviewing, and managing the EQL Group's Business (Quality) Policy. • Responsible for promoting compliance with this Policy and proactively assessing and escalating significant business (quality) risks in accordance with the EQL Risk Escalation and Reporting Mechanism.
General Managers, Managers and Supervisors	• Enforce this Policy as required (see Enforcement). • Responsible for promoting, reviewing, and enabling business (quality) management practices within their teams. • Accountable for the development, implementation, and continuous improvement of EQL Group Business Quality Management system.
All other employees, contractors, and subcontractors	• Responsible for familiarising themselves with this Policy and the supporting strategies, processes, and plans. • Must comply with this Policy.

Owner: Company Secretary
SME: Manager Business Certification

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16.2 Addendum 2 – Certificate of Registration

bsi.

Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

Energy Queensland Ltd; Energex Ltd
Ergon Energy Corporation Ltd
Yurika Pty Ltd t/as Yurika
Metering Dynamics Pty Ltd t/as
Yurika Metering; Ergon Energy Telecommunications Pty Ltd
t/as Yurika Telecoms
26 Reddacliff Street, Newstead QLD 4006

Holds Certificate Number: **FS 605019**

and operates a Quality Management System which complies with the requirements of ISO 9001:2015 for the following scope:

For the provision of planning, designing, constructing, installing, operating, maintaining, and managing assets of an electricity transmission and distribution network along with associated ancillary services such as telecommunications, training, metering installation and maintenance, contestable extra-high voltage (EHV), high voltage (HV), and medium voltage infrastructure delivery, HV and energy storage operations and maintenance, solar and wind generation, battery storage, Electric Vehicle (EV) charging infrastructure and services, laboratory testing and calibration, and supply and distribution of electrical infrastructure equipment.

For and on behalf of BSI:

Charlene Loo, Managing Director, BSI Group Australia & New Zealand

Original Registration Date: 1996-12-16
Effective Date: 2023-12-01
Latest Revision Date: 2023-10-20
Expiry Date: 2026-11-30

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16.3 Addendum 3 - Hierarchy of Documents

What	Description	Responsible	Controlling Doc
QMP	Quality Management Plan	Project Manager	Project Management Plan
Register	Register of QA documents, document numbers and associated sections/milestones	Quality Manager	Quality Management Plan
Templates	Templates for ITPs in reference to Payment Milestones	Quality Manager	Register
ITP	Inspection Test Plans for sections under the template milestones and work fronts.	Quality Manager / Project Engineers	Register Templates
ITC	Inspection test checklist for use on-site during works. References the Controlling ITP.	Project Engineers	ITP
ITR	Test Results captured on-site or through testing procedures to be produced as evidence for completion	Project Engineers	ITP
MDR	Material Data Reports captured on-site or before material arrives on-site. Submitted as evidence for completion	Project Engineers	ITP
NCR	Non-Conformance, to be captured on-site and submitted as evidence for completion. Corrective actions must be present on form, with engineering solution if needed.	Project Engineers	ITP
Redline AsBuilt		Project Engineers	ITP
Survey	Survey As-built or datum	Surveyor	ITP
Evidence's	Things such as photos, marked lots on DRGs	Construction Team	ITC

16.4 Addendum 4 – Relevant Project Plans

Document No.	Document Title
SBK-F-175-2000-001	PROJECT MANAGEMENT PLAN
SBK-F-175-2000-005	HEALTH AND SAFETY MANAGEMENT PLAN
SBK-F-175-2000-008	EMERGENCY RESPONSE MANAGEMENT PLAN
SBK-F-175-2000-006	ENVIRONMENTAL MANAGEMENT PLAN
SBK-F-175-2000-007	QUALITY MANAGEMENT PLAN
SBK-F-175-2000-003	CONSTRUCTION MANAGEMENT PLAN
SBK-F-175-2000-002	COMMUNICATION MANAGEMENT PLAN
SBK-F-175-2000-010	RISK MANAGEMENT PLAN
SBK-F-175-2000-011	TESTING AND COMMISIONING PLAN
SBK-F-175-2000-004	DESIGN MANAGEMENT PLAN
SBK-F-175-2000-009	TRAFFIC MANAGEMENT PLAN

16.5 Addendum 5 – Audit Plan

Yurika will perform rolling audits on-site for the entire duration of the works. Listed below is the timing of each audit:

- Regular Quality Audit on Management plans, processes, organisation, competencies, and controls as per this Quality Management Plan. Outcomes will be published internally, and any NCR's or actions will be listed and given outcomes and closures.
- One audit per work front on Quality process, policy, documentation. people and workmanship.
- Random work front audits on documentation control and procedure, workmanship, skills and training. This will be performed randomly and be reviewed against higher level audits when conducted.

Templates used for Audits will be stored on Yurika SharePoint and will be the responsibility of the Quality manager to perform or delegate auditor and prepare reports and assign corrective actions. The Project Manager will be responsible for the outcomes and enforcement of any corrective actions.

16.6 Addendum 6 – NCR template

PROJECT	
LOCATION	
RAISED BY	
DATE RAISED	
ISSUED TO	
NCR TITLE	
NCR NO	

Part of the Energy Queensland Group

DESCRIPTION OF NON-CONFORMANCE
ROOT CAUSE OF NON-CONFORMANCE

SEVERITY	☐ Minor	☐ Major

PROPOSED CORRECTIVE ACTION/ PREVENTATIVE ACTION			
Proposer		Date	
Position		Proposed date of Completion	

PROPOSED CORRECTIVE ACCEPTANCE BY YURIKA	
☐	Use as is
☐	Repair/rework to meet specified requirements (as per proposed corrective actions)
☐	Rejected – replace with conforming corrective action

Name	
Position	
Signature	
Date	

VERIFICATION OF CORRECTIVE ACTION		
Action Implemented	☐ Yes	☐ No
References/Drawings/Documents		
Evidence of Implemented Corrective Action		
Re-test and Re-verification Records		

VERIFICATION BY YURIKA		
Verified By		
Position		
Date		

NCR CLOSE OUT					
Closed By		Position		Date	

16.7 Addendum 7 - Training Plan/Process

All training records including licenses will be stored on Yurika's Lucidity platform. These will be continually updated through inductions and onboarding process.

Alerts will be sent to all personnel and management notifying upcoming renewals.

Further competencies and training will be managed through project specific requirements and will be recorded and stored within Lucidity.