Summary

This document defines the operational delivery process in detail and their relationships between each other.

Customer Enquiry / Quotations

1. Procedure
    a. A request for quote (RFQ) is received usually via email. It can be verbal, but customers are encouraged to send via email.
    b. The Commercial Manager creates a Cost Proposal based on the request.
    c. Depending on the complexity, the Cost Proposal is discussed between Senior Management.
    d. Details of the Cost Proposal is logged on the ***Commercial Register***.
    e. If the RFQ for an existing project, the Cost Proposal is saved in the SharePoint *Project/Management/Commercial* folder.
    f. If the RFQ is a new request, it is saved in the C*ommercial/01 – Tenders_Quotes/3 – Customers* SharePoint under that customer.
    g. The Commercial Manager sends the approved Cost Proposal to the customer via email.
2. Typical Process Flow - See IMPF001_A

Forecasting / Planning

1. Procedure
    a. Following the RFQ, the customer provides a Purchase or Task Order, Site Instruction or Subcontract order (Work Instruction).
    b. Upon receiving the Work Instruction, the Commercial Manager logs the details of the instruction on the ***Commercial Register***.
    c. At a minimum, the Commercial Manager creates:
        i. Project folders – Management and Shared on SharePoint
        ii. A Project in QuickBooks financial system
        iii. The project reference on the Timesheet webform.
    d. The Commercial Manager then assesses the work instruction and decides if a Contract Inception Review (CIR) Meeting is required or not.
    e. If required, the Commercial Manager organises the CIR meeting to be held as soon as practicably possible with members of the Senior Management Team and recorded on IMD018 Contract Inception Review form.
    f. The Commercial Manager also assesses whether or not a IMD028 Project Work File is required based on the complexity of the work instruction. If so, it is created and saved in Projects/Management on SharePoint for the relevant project.
    g. Either at the CIR meeting or at operational meetings on a daily or weekly frequency, the Managing Director, Operations Director and Commercial Manager allocate resources using the ***Warboard Planner***.
    h. Even during the less-formal operational meetings, labour, plant, equipment, tools or materials are discussed to establish if there are any purchasing requirements. If so, the Purchasing procedure is followed.
2. Typical Process Flow - See IMPF001_B

Purchasing

1. Procedure
    a. Prior to entry onto INFRATEC Key Supplier and Subcontractor Register, The Commercial Manager will determine if the supplier has significant impact on the quality, health, safety and environmental performance of the Company. If so, the Commercial Manager will issue IMD027 New Key Supplier Form to key suppliers and request a Credit Account. Once approval has been granted the supplier can be added to the Key Supplier and Subcontractor Register.
    b. Due to some reactive work instructions being received that have immediate requirements to carry out works, some purchasing is required immediately.
    c. If purchasing is required immediately the following applies:
        i. For hired plant and materials, the Commercial Manager may instruct Site Operatives to purchase goods directly.

ii. Ideally, Site Operatives will use those suppliers whom INFRATEC holds a credit account with, but if required they may purchase items using their Company Credit Card.
iii. If items are purchased with suppliers that INFRATEC has a credit account with, an invoice will be sent to the Accounts department email address for payment.
iv. For those purchases that are made on the Company Credit Card, a receipt is uploaded to the Dext app and coded to the project the purchase is for.
v. Only Approved Persons can be used for purchasing of immediate labour requirements. This is typically restricted to the Managing Director, Operations Director and Commercial Manager (see steps below).

d. If purchase requirements are not immediate the following steps apply.
    i. For purchases from suppliers that INFRATEC holds a credit account:
        - An order is placed with the supplier by an Approved Person with a PO number where applicable.
        - An order confirmation and/or an invoice is typically emailed to the Accounts department email address and is paid by the Financial Controller within the agreed credit terms.
    ii. For purchases from suppliers that INFRATEC does not hold a credit account for:
        - An order is placed with a PO number where applicable.
        - Order is paid for using a Company Debit Card by an Approved Person.
        - An order confirmation and/or a sales invoice is typically emailed to the Accounts department email address.
    iii. Subcontract Labour
        - Prior to entry onto INFRATEC Key Supplier and Subcontractor Register, The Commercial Manager will issue IMD 019 Subcontractor Questionnaire to all subcontractors who can have an effect on the ability of the Company to meet its aims and objectives in maintaining an effective safety health, environmental and quality management system. Once approval has been granted the supplier can be added to the Key Supplier and Subcontractor Register and utilised by an Approved Person.

2. Typical Process Flow - See IMPF001_C

Site Service Delivery

1. Procedure
    a. During the Forecasting / Planning stage, a Supervisor is appointed to oversee that particular site work during the Contract Inception Review or Operational meeting by the Operations Director or Managing Director.
    b. The Supervisor is provided the work instruction, usually via email, but can be via informal discussion.
    c. This works instruction usually includes details of the work to be carried out, site details, site contact, meeting point and a copy and/or link to the RAMS document. The Instructing Manager will also highlight any specialist equipment, materials, purchasing and any specific customer communications required identified during the Forecasting / Planning stage. If requested by the customer, the Instructing Manager will brief the supervisor of any specific quality plan, testing and inspection requirements.
    d. The Instructing Manager confirms that the Supervisor is clear on the works instruction.
    e. Once confirmed that the Supervisor understands the works instruction, he/she checks the ***Warboard Planner*** to see who will be working with them on site.
    f. The Supervisor then briefs the team on the works instruction.
    g. Before departure for site, the Supervisor ensures that the correct equipment and a supply of consumables are carried on the allocated vehicles to ensure the work instruction can be carried out.
    h. The Supervisor liaises with the site contact provided by the customer via the Instructing Manager to agree a meeting point and time to allow the working team to receive the Main Contractor's site induction or pre-start briefing (as required).
    i. At the start of the working shift the Supervisor defines personal roles/responsibilities during the operation and ensures each member of the working team have read and understood the RAMS.

INFRATEC

j. Before work commences and if a MEWP or HIAB is required to carry out the works instruction, Pre-Use checks are carried out using the Fleetio system by the Operators. A record of which is maintained on Fleetio system.
k. When Traffic Management (TM) is in place and the works access is installed, the working team accesses the Work Area as defined in the Main Contractors Pre-Start Briefing instruction
l. Before work commences, the INFRATEC Supervisor assesses:
    ii. Whether or not the TM is sufficient to carry out the works safely.
    iii. The weather conditions – considering wind speed, visibility and ground surface conditions.
e. If the work area is deemed unsafe by the INFRATEC Supervisor, they inform the Main Contractor immediately. If the Main Contractor cannot make the Work Area safe, then work is abandoned.
f. If the Work Area can be made safe or, was originally, the INFRATEC Supervisor assesses whether or not work can be carried out in accordance with the RAMS document and if so, instructs the working team to complete the works.
g. Once work has been completed, the working team exit the Works Area using the Works Exit as defined in the Main Contractors Pre-Start Briefing instruction and informs the Main Contractor that works are now complete.
h. Works completed or reasons for non-completion are recorded by the Supervisor using a ***Site Visit Report***.
i. The Supervisor emails the customer, key managers and the shared Site Reports email address a completed Site Visit Report at the end of the shift or as soon as practicable possible.
j. If works involved electronic components, either supplied by a customer or from our own stock and if any were found to be faulty, these are to be marked as faulty using a ***Repair Label*** and placed into to the 'Repairs In' shelf at Head Office.

3. Typical Process Flow - See IMPF001_D

Commercial Control Activity

1. Summary
    a. For works that have been assessed as requiring an IMD028 Project Work File, works will be commercially controlled using this file alongside the ***Commercial Register.***
    b. For works that have been assessed as not requiring an IMD028 Project Work File, works will be commercially controlled via the ***Commercial Register*** only.
2. Procedure
    a. Upon receiving the Work Instruction/Purchase Order/Task Order/Subcontract Order, the Commercial Manager logs the details of the instruction on the ***Commercial Register***.
    b. Following the operational meeting and allocation of resources, the works are logged by the Commercial Manager in the 'Scheduling' section of the ***Commercial Register***.
3. Procedure – Works requiring an IMD028 Project Work File (higher complexity and high value).
    a. Having assessed that the works are complex enough to warrant an IMD028 Project Work File, the Commercial Manager creates it and completes the 'Summary', 'Project Team', 'Quotes', and 'Task Order' details and saves it in Projects/Management on SharePoint for the relevant project.
    b. Following the operational meeting and allocation of resources, the works are logged by the Commercial Manager in the 'Scheduling' section of the ***Commercial Register***.
    c. During any pre-works carried out such as RAMS creation, document review or following operational or Contract Inception Review meetings, any technical queries are raised using IMD032 Technical Questions Form (TQF) and logged on the IMD028 Project Work File.
    d. If the pre-works or site work identifies any issues that may happen, that could affect time, quality and cost of the project, an IMD034 Early Warning Notification Form (EWN) is raised and logged on the IMD028 Project Work File.
    e. If site work encounters any issues that have affected time, quality and cost of the project, an IMD035 Compensation Event Notification Form (CEN) is raised along with an accompanying quote and logged on the IMD028 Project Work File and ***Commercial Register***.
    f. If clients requires communication to be formalised, all commercial correspondence is completed using an emailed copy of IMD033 General Communications Form (GCF) and logged on the IMD028 Project Work File.

g. Once work has been completed, and if the project requires an Application for Payment (AfP) rather than invoice after delivery, details of the AfP is recorded on IMD028 Project Work File. Details of the AfP is also recorded on the ***Commercial Register***.

4. Procedure – Works not requiring an IMD028 Project Work File (low complexity and small value).
   a. During any pre-works any issues or questions are raised via email to the client.
   b. If site work encounters any issues that have affected time, quality and cost of the project, this is raised via email to the client and may include an accompanying quote and logged on the ***Commercial Register***.
5. Procedure – Invoicing
   a. Once work has been completed, the work is invoiced using the QuickBooks system and a record of the invoice number or AfP reference is logged in the 'Scheduling' section of the ***Commercial Register*** and coloured green.
   b. The status of the works instruction is then updated in 'Task_Purchase Order' section of the ***Commercial Register***.
6. Typical Process Flow - See IMPF001_E

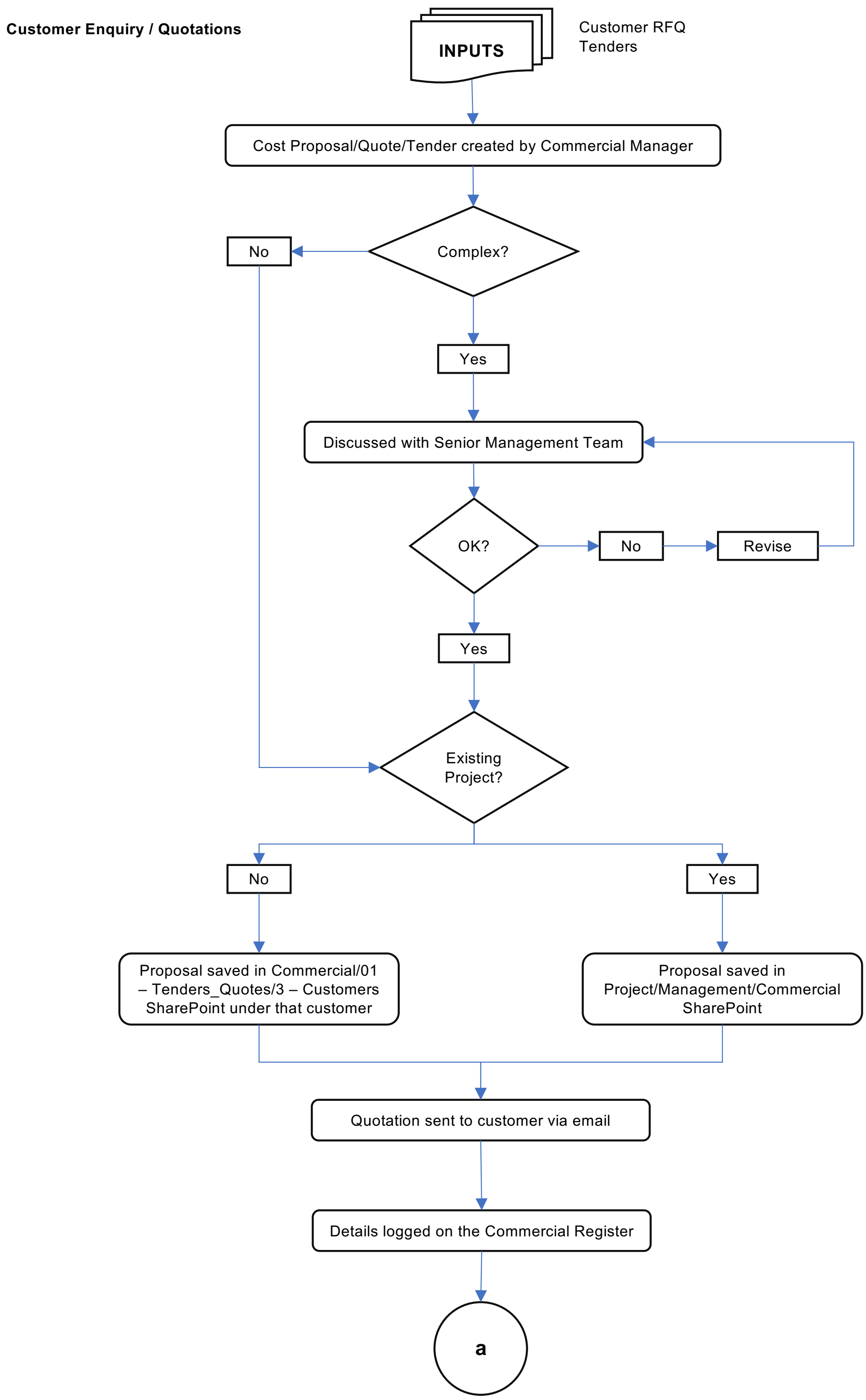
Repairs Service Delivery

1. Procedure – Customer Repair Returns
   a. Customers are encouraged to send all repair queries to service@infratec-uk.com though they may telephone or contact another email address.
   b. Depending on the contact method, information of repair is established along with the customer details including their email.
   c. Customer information is then checked against QuickBooks system to establish if an existing or new customer.
   d. If a new customer:
      i. A New Account Opening Form is sent.
      ii. Following completion of the new account being opened, a Customer Repair Return Form is sent.
   e. If an existing customer:
      i. A Customer Repair Return Form is sent.
   f. Customers are informed via the Customer Repair Return Form to return their items with any documentation, if applicable, and ensure parts are packed correctly to meet ESD (Electro Static Discharge) demands and for safe transport.
   g. When items are received to INFRATEC, the following Goods-In Procedure is to be followed.
2. Procedure – Goods In
   a. Received items are placed on to the 'Repairs In' shelving in main deliveries area in Unit 8 and is checked daily.
   b. For customer returns, the Business Administrator inspects the goods and the Customer Repair Return Form and allocates a unique Return Reference No., and attaches a ***Repair Job Label*** to the items and enters the items into the ***T&R Tracker v2.0*** system.
   c. For site work returns, the Business Administrator inspects the goods and the attached ***Fault Label*** and enters the items into the ***T&R Tracker v2.0*** system.
3. Procedure – Repairs
   a. The Business Administrator creates a ***Job Sheet*** and informs the Repair Engineers that a new repair is on the system.
   b. The items are then moved to the 'Awaiting Repair' shelving outside the Test Room facility.
   c. The Repair Engineers carry out diagnostics on the damaged item and compiles the information on the ***Job Sheet*** and informs the Business Administrator.
   d. The items are then moved to the 'Diagnostics Complete' shelving outside the Test Room facility.
   e. The Business Administrator then creates a quote based on these details and and sends it to the customer, along with a copy of the ***Job Sheet*** and a link to the Repair Acceptance Form.
   f. Details of quote and diagnostics are recorded on the ***T&R Tracker v2.0*** system.
   g. Once the Repair Acceptance Form is received back from the customer along with their accompanying purchase order, the details are recorded on the ***T&R Tracker v2.0*** system and the Business Administrator informs the Repair Engineers to carry out the full repair.
   h. The Repair Engineers retrieve the items from the 'Diagnostics Complete' shelving and carry out the repairs and compiles the updated information on the ***Job Sheet***

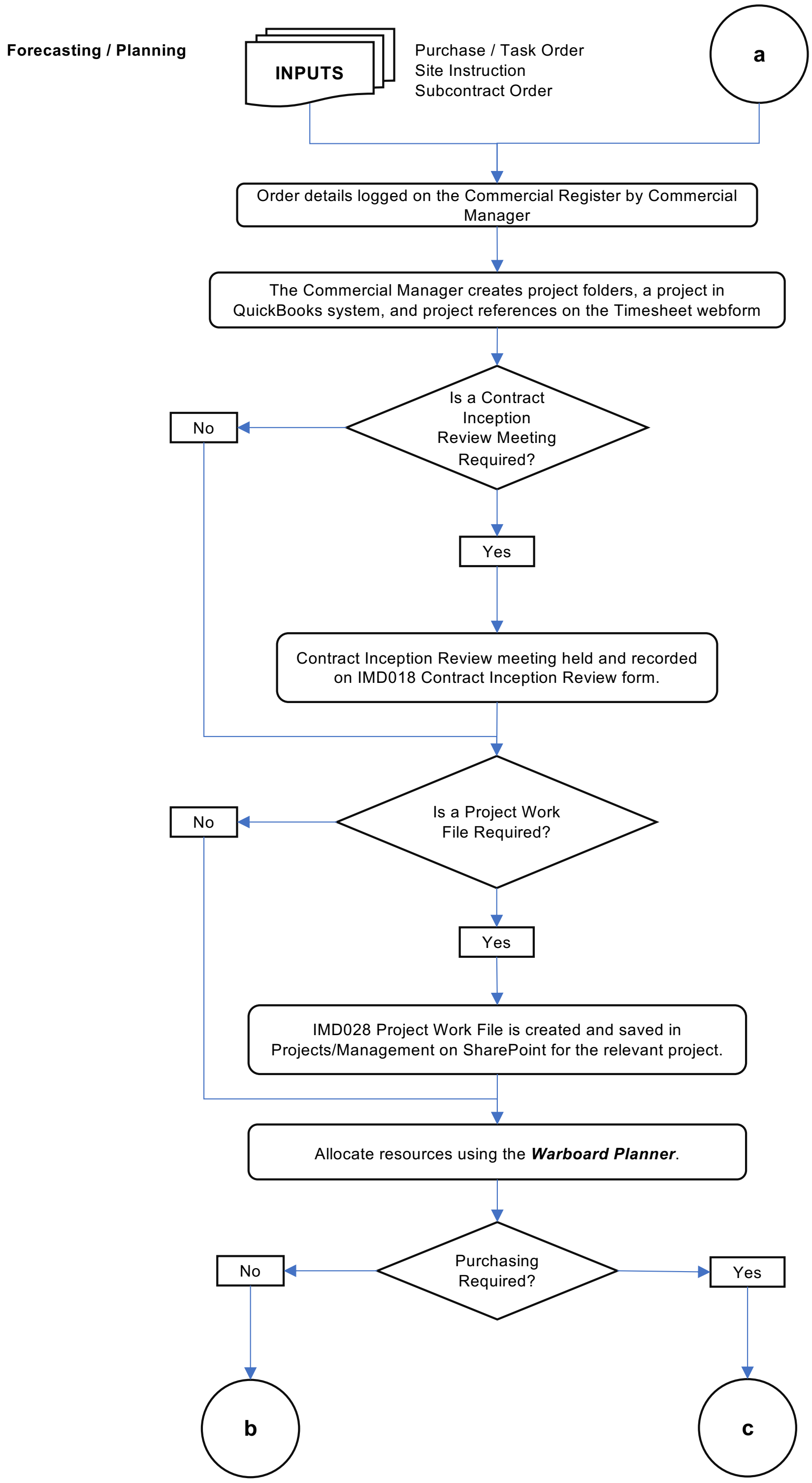
i. Once complete, the Repair Engineers inform the Business Administrator and move the items to the ‘Repairs Complete’ shelving outside the Test facility.
j. The Business Administrator logs the information ***T&R Tracker v2.0*** system and checks to see if the actual time and materials taken/used are different to that of the quote. If they are, the Business Administrator advises the customer.
k. If the costs are in line with the quote, the Business Administrator advises the customer of the completed job.
l. The items are then packaged and collection from a courier arranged.
m. Once despatched, the Business Administrator advises the Commercial Manager who organises an invoice to be sent via the QuickBooks system and updates the ***T&R Tracker v2.0*** system with the invoice information.

4. Typical Process Flow - See IMPF001_F

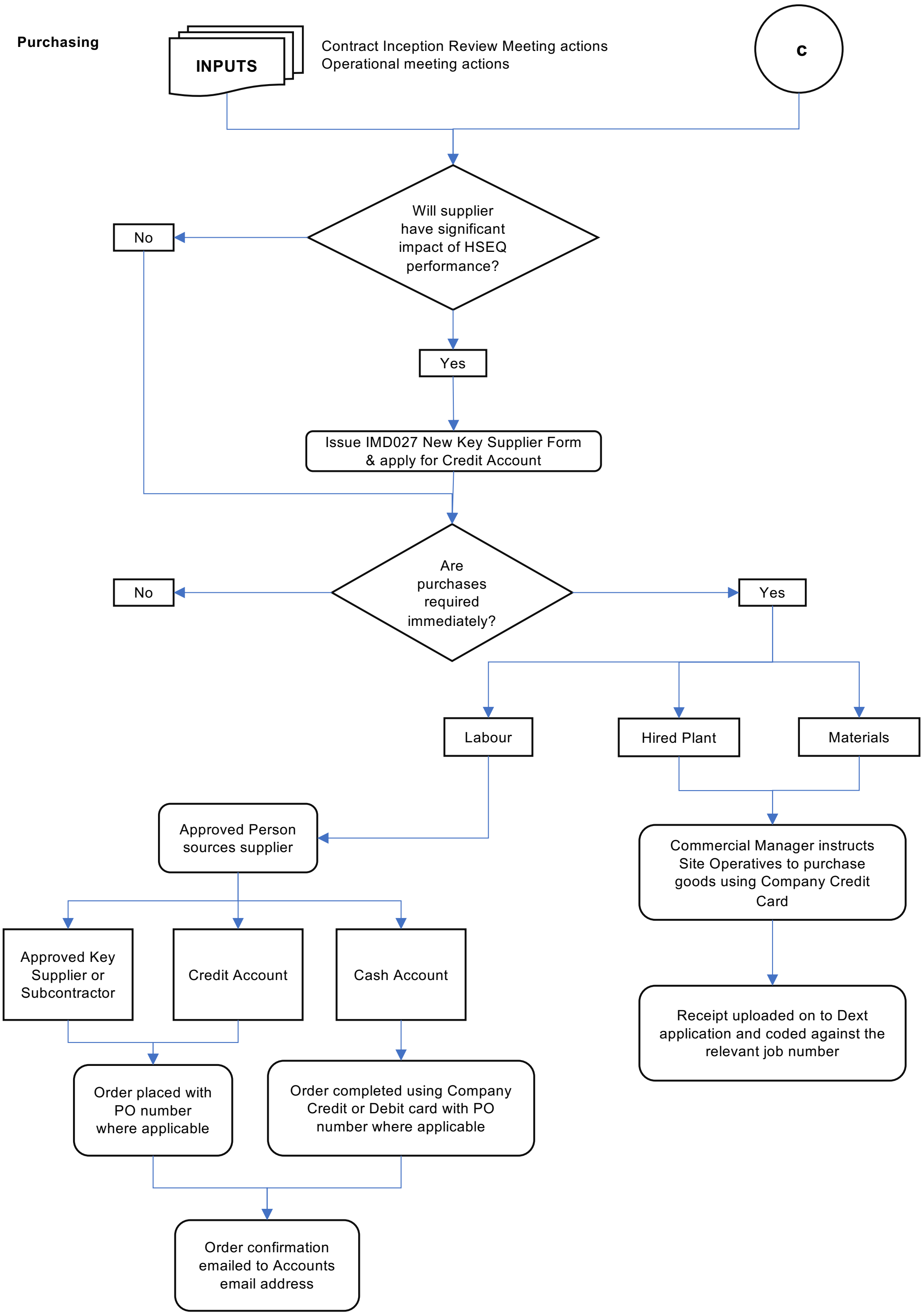
IMPF001_A


Customer Enquiry / Quotations
INPUTS
Customer RFQ
Tenders
Cost Proposal/Quote/Tender created by Commercial Manager
Complex?
No
Yes
Discussed with Senior Management Team
OK?
No
Revise
Yes
Existing Project?
No
Yes
Proposal saved in Commercial/01 – Tenders_Quotes/3 – Customers SharePoint under that customer
Proposal saved in Project/Management/Commercial SharePoint
Quotation sent to customer via email
Details logged on the Commercial Register
a

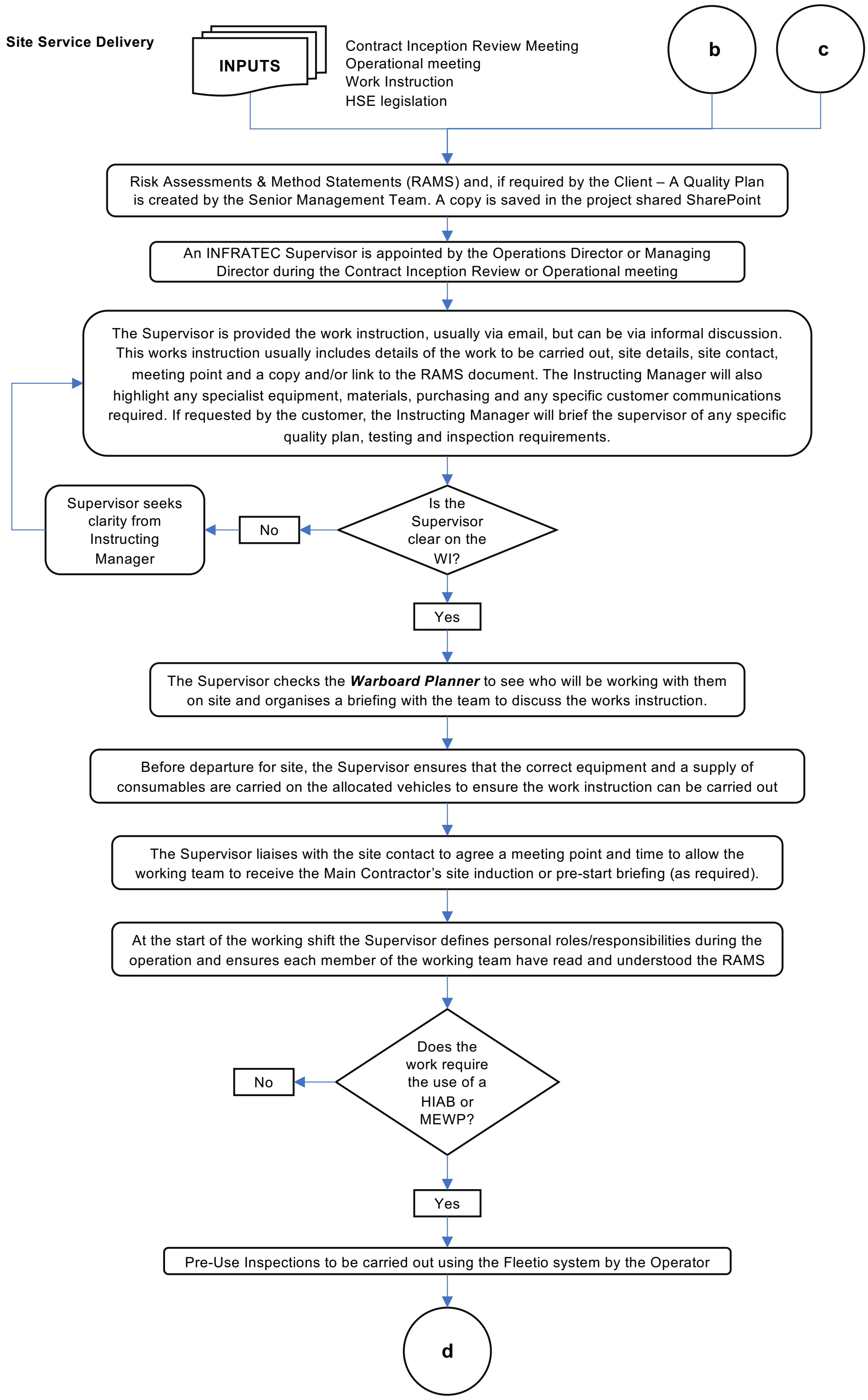
IMPF001_B


Forecasting / Planning
INPUTS
Purchase / Task Order
Site Instruction
Subcontract Order
a
Order details logged on the Commercial Register by Commercial Manager
The Commercial Manager creates project folders, a project in QuickBooks system, and project references on the Timesheet webform
Is a Contract Inception Review Meeting Required?
No
Yes
Contract Inception Review meeting held and recorded on IMD018 Contract Inception Review form.
Is a Project Work File Required?
No
Yes
IMD028 Project Work File is created and saved in Projects/Management on SharePoint for the relevant project.
Allocate resources using the Warboard Planner.
Purchasing Required?
No
Yes
b
c

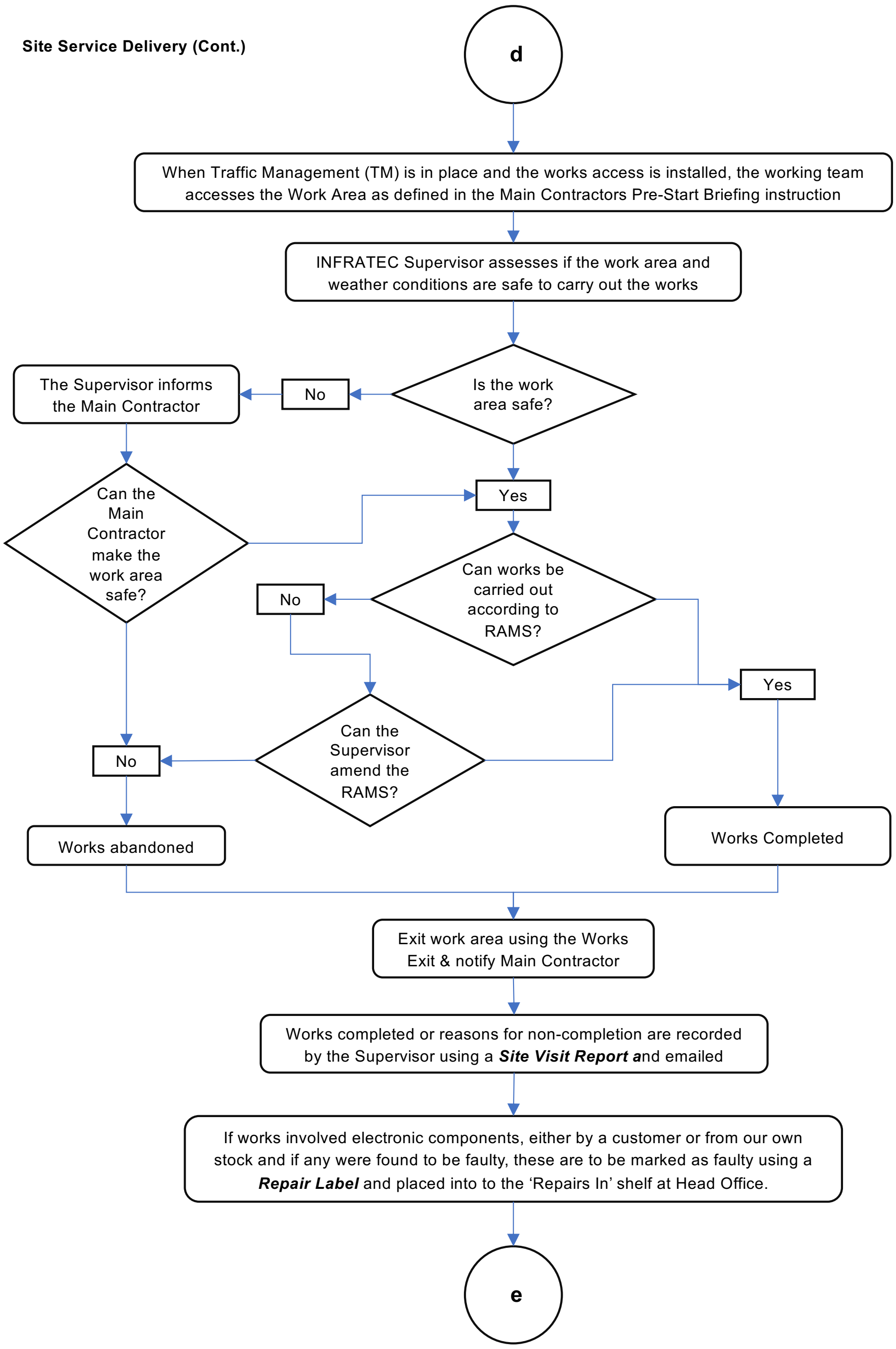
IMPF001_C


Purchasing
INPUTS
Contract Inception Review Meeting actions
Operational meeting actions
C
Will supplier have significant impact of HSEQ performance?
No
Yes
Issue IMD027 New Key Supplier Form & apply for Credit Account
Are purchases required immediately?
No
Yes
Labour
Hired Plant
Materials
Approved Person sources supplier
Approved Key Supplier or Subcontractor
Credit Account
Cash Account
Order placed with PO number where applicable
Order completed using Company Credit or Debit card with PO number where applicable
Order confirmation emailed to Accounts email address
Commercial Manager instructs Site Operatives to purchase goods using Company Credit Card
Receipt uploaded on to Dext application and coded against the relevant job number

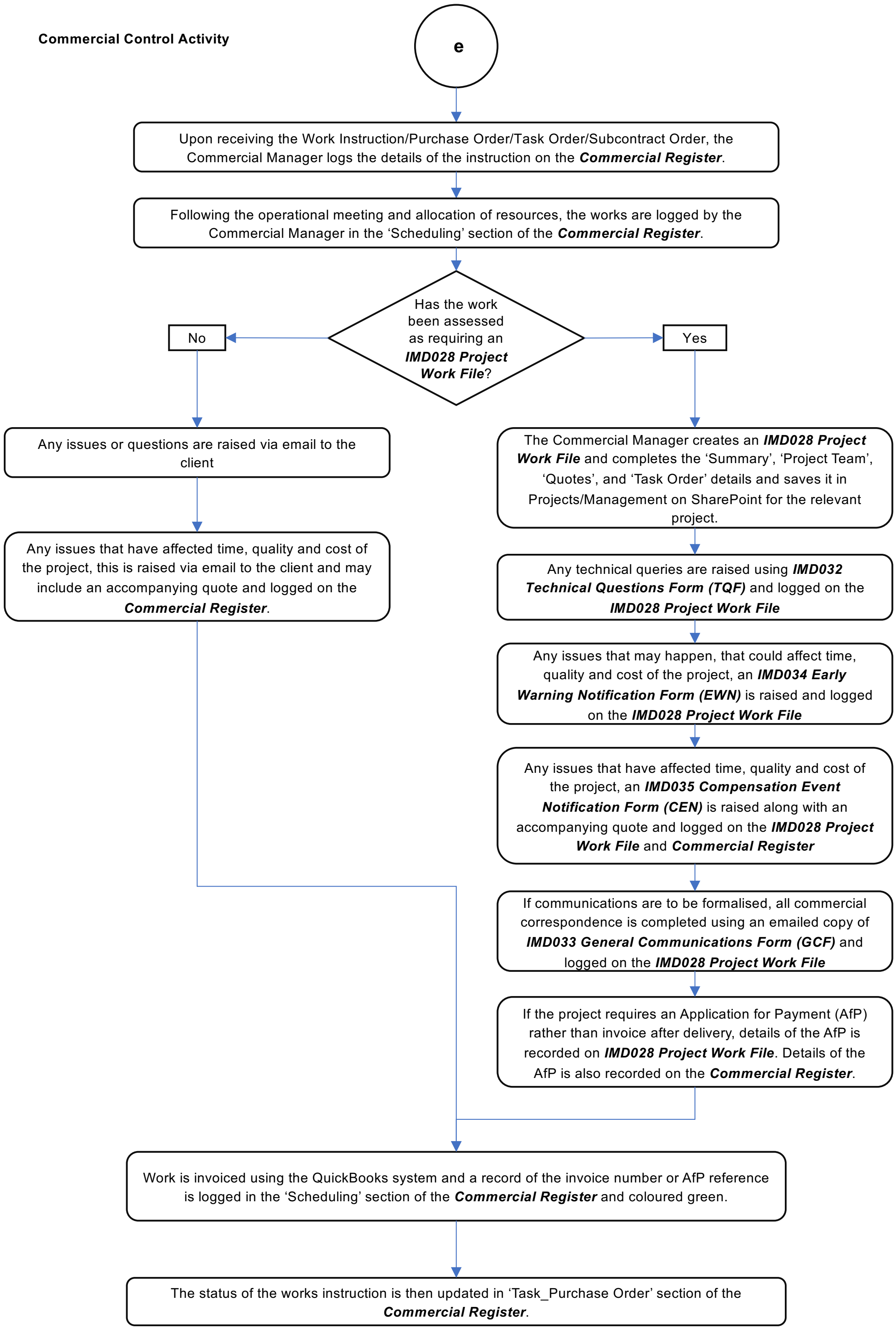
IMPF001_D


Site Service Delivery
INPUTS
Contract Inception Review Meeting
Operational meeting
Work Instruction
HSE legislation
b
c
Risk Assessments & Method Statements (RAMS) and, if required by the Client – A Quality Plan is created by the Senior Management Team. A copy is saved in the project shared SharePoint
An INFRATEC Supervisor is appointed by the Operations Director or Managing Director during the Contract Inception Review or Operational meeting
The Supervisor is provided the work instruction, usually via email, but can be via informal discussion. This works instruction usually includes details of the work to be carried out, site details, site contact, meeting point and a copy and/or link to the RAMS document. The Instructing Manager will also highlight any specialist equipment, materials, purchasing and any specific customer communications required. If requested by the customer, the Instructing Manager will brief the supervisor of any specific quality plan, testing and inspection requirements.
Is the Supervisor clear on the WI?
No
Supervisor seeks clarity from Instructing Manager
Yes
The Supervisor checks the ***Warboard Planner*** to see who will be working with them on site and organises a briefing with the team to discuss the works instruction.
Before departure for site, the Supervisor ensures that the correct equipment and a supply of consumables are carried on the allocated vehicles to ensure the work instruction can be carried out
The Supervisor liaises with the site contact to agree a meeting point and time to allow the working team to receive the Main Contractor's site induction or pre-start briefing (as required).
At the start of the working shift the Supervisor defines personal roles/responsibilities during the operation and ensures each member of the working team have read and understood the RAMS
Does the work require the use of a HIAB or MEWP?
No
Yes
Pre-Use Inspections to be carried out using the Fleetio system by the Operator
d

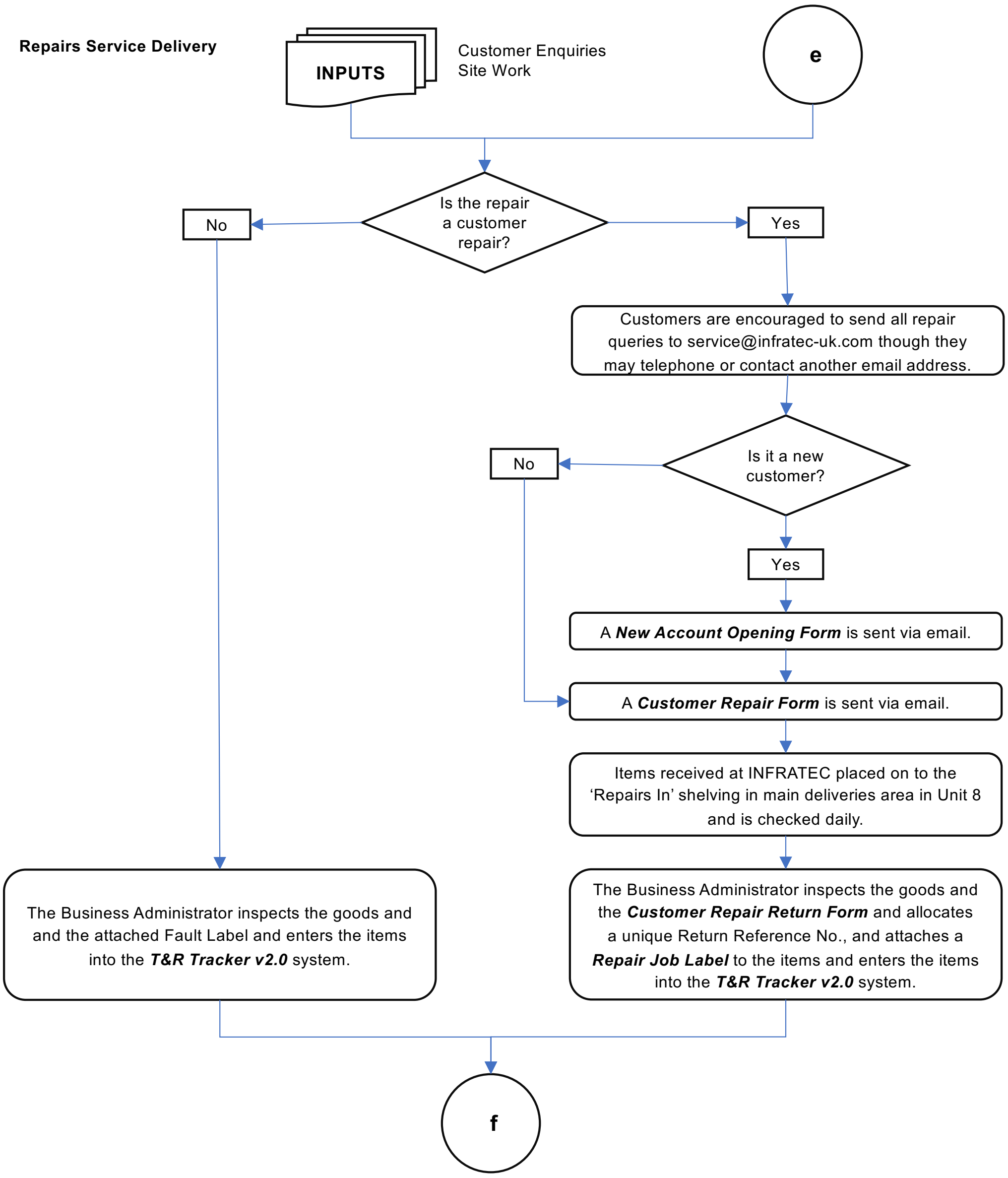
Site Service Delivery (Cont.)



IMPF001_E


Commercial Control Activity
e
Upon receiving the Work Instruction/Purchase Order/Task Order/Subcontract Order, the Commercial Manager logs the details of the instruction on the ***Commercial Register***.
Following the operational meeting and allocation of resources, the works are logged by the Commercial Manager in the 'Scheduling' section of the ***Commercial Register***.
Has the work been assessed as requiring an ***IMD028 Project Work File***?
No
Yes
Any issues or questions are raised via email to the client
Any issues that have affected time, quality and cost of the project, this is raised via email to the client and may include an accompanying quote and logged on the ***Commercial Register***.
The Commercial Manager creates an ***IMD028 Project Work File*** and completes the 'Summary', 'Project Team', 'Quotes', and 'Task Order' details and saves it in Projects/Management on SharePoint for the relevant project.
Any technical queries are raised using ***IMD032 Technical Questions Form (TQF)*** and logged on the ***IMD028 Project Work File***
Any issues that may happen, that could affect time, quality and cost of the project, an ***IMD034 Early Warning Notification Form (EWN)*** is raised and logged on the ***IMD028 Project Work File***
Any issues that have affected time, quality and cost of the project, an ***IMD035 Compensation Event Notification Form (CEN)*** is raised along with an accompanying quote and logged on the ***IMD028 Project Work File*** and ***Commercial Register***
If communications are to be formalised, all commercial correspondence is completed using an emailed copy of ***IMD033 General Communications Form (GCF)*** and logged on the ***IMD028 Project Work File***
If the project requires an Application for Payment (AfP) rather than invoice after delivery, details of the AfP is recorded on ***IMD028 Project Work File***. Details of the AfP is also recorded on the ***Commercial Register***.
Work is invoiced using the QuickBooks system and a record of the invoice number or AfP reference is logged in the 'Scheduling' section of the ***Commercial Register*** and coloured green.
The status of the works instruction is then updated in 'Task_Purchase Order' section of the ***Commercial Register***.

IMPF001_F


Repairs Service Delivery
INPUTS
Customer Enquiries
Site Work
e
Is the repair a customer repair?
No
Yes
Customers are encouraged to send all repair queries to service@infratec-uk.com though they may telephone or contact another email address.
Is it a new customer?
No
Yes
A New Account Opening Form is sent via email.
A Customer Repair Form is sent via email.
Items received at INFRATEC placed on to the 'Repairs In' shelving in main deliveries area in Unit 8 and is checked daily.
The Business Administrator inspects the goods and and the attached Fault Label and enters the items into the T&R Tracker v2.0 system.
The Business Administrator inspects the goods and the Customer Repair Return Form and allocates a unique Return Reference No., and attaches a Repair Job Label to the items and enters the items into the T&R Tracker v2.0 system.
f

Repairs Service Delivery

f

The Business Administrator creates a ***Job Sheet*** and informs the Repair Engineers that a new repair is on the system

The items are then moved to the 'Awaiting Repair' shelving outside the Test Room facility.

The Repair Engineers carry out diagnostics on the damaged item and compiles the information on the ***Job Sheet*** and informs the Business Administrator.

The items are then moved to the 'Diagnostics Complete' shelving outside the Test Room facility.

The Business Administrator then creates a quote based on these details and and sends it to the customer, along with a copy of the ***Job Sheet*** and a link to the ***Repair Acceptance Form***.

Details of quote and diagnostics are recorded on the ***T&R Tracker v2.0*** system

Once the ***Repair Acceptance Form*** is received back from the customer along with their accompanying purchase order, the details are recorded on the ***T&R Tracker v2.0*** system and the Business Administrator informs the Repair Engineers to carry out the full repair.

The Repair Engineers retrieve the items from the 'Diagnostics Complete' shelving and carry out the repairs and compiles the updated information on the ***Job Sheet***

Once complete, the Repair Engineers inform the Business Administrator and move the items to the 'Repairs Complete' shelving outside the Test facility.

The Business Administrator logs the information ***T&R Tracker v2.0*** system and checks to see if the actual time and materials taken/used are different to that of the quote. If they are, the Business Administrator advises the customer.

If the costs are in line with the quote, the Business Administrator advises the customer of the completed job.

The items are then packaged and collection from a courier arranged.

Once despatched, the Business Administrator advises the Commercial Manager who organises an invoice to be sent via the QuickBooks system and updates the T&R Tracker v2.0 system with the invoice information.