

R&M POLICY · QUALITY

Product Conformity and Compliance Procedure

R&M Property Group Ltd

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11. Director's Statement

R&M Property Group Ltd is committed to ensuring that every product and system specified, procured, and installed on our projects conforms to the relevant designated standards, carries the appropriate conformity marking, is supported by valid independent certification where required, and is used only for its intended purpose and within the scope of its tested and certified performance.

The Grenfell Tower tragedy and the subsequent inquiry exposed the catastrophic consequences of using construction products outside their tested scope, relying on misleading product information, and failing to verify conformity at every stage of the supply chain. The Building Safety Act 2022, the Construction Products Regulations, and the Code for Construction Product Information (CCPI) have fundamentally raised the bar for product compliance in our industry. R&M fully embraces these requirements and this procedure sets out how we meet them in practice.

I am personally accountable for the implementation of this procedure and expect every member of the R&M team, our design partners, and our supply chain to treat product conformity as non-negotiable.

Thom McKenna, Director - R&M Property Group Ltd

2. Purpose and Scope

2.1 Purpose

This procedure sets out R&M's arrangements for ensuring that all construction products and systems:

- Conform to the relevant designated standards and carry valid UKCA, UK(NI), or CE conformity markings where required.
- Are supported by valid Declarations of Performance (DoPs) that confirm the product's essential characteristics against the designated standard.
- Hold valid independent certification (BBA, LPCB, Certifire, BRE, or equivalent) where specified or where the product's performance is safety-critical.
- Are accompanied by accurate field of application data that defines the scope and limitations of the product's tested performance.
- Comply with the Code for Construction Product Information (CCPI) where the manufacturer holds CCPI verification.
- Are used only for their intended purpose and within the parameters of their tested, certified, and approved performance.
- Are fully traceable from manufacturer to installed location, supporting the golden thread of building information required by the Building Safety Act 2022.

2.2 Scope

This procedure applies to all construction products and systems specified, procured, supplied, and installed on R&M projects, including but not limited to:

- Structural products - steel, concrete, timber, masonry, structural fixings, and connections.

- Fire safety products - fire doors, fire stopping and cavity barriers, fire-resistant glazing, fire-rated ductwork, smoke control systems, cladding and insulation materials, and compartmentation products.
- Building envelope products - external wall systems, rainscreen cladding, curtain walling, roofing membranes, windows, and doors.
- Insulation products - thermal insulation, acoustic insulation, and pipe/duct insulation.
- Waterproofing products - below-ground waterproofing, tanking systems, roof waterproofing, and wet room systems.
- MEP products - electrical components, plumbing and heating products, ventilation equipment, and fire detection and alarm systems.
- Adhesives, sealants, coatings, and chemical products used in construction.

It applies to all R&M employees, design team partners, sub-contractors, and material suppliers involved in specification, procurement, delivery, storage, and installation.

3. Legal and Regulatory Framework

This procedure supports compliance with:

- **Building Safety Act 2022:** Part 5 - construction products. Establishes duties on manufacturers, importers, and distributors to ensure products are safe and perform as claimed. Creates the power for the Secretary of State to designate standards for construction products. Introduces the requirement for a golden thread of building information for higher-risk buildings.
- **Construction Products Regulations 2013 (as amended):** Requires manufacturers to draw up a Declaration of Performance (DoP) and affix the CE marking (or UKCA marking post-Brexit) for products covered by a harmonised European standard (hEN) or European Technical Assessment (ETA). The DoP declares the product's essential characteristics against the designated standard.
- **The Construction Products (Amendment etc.) (EU Exit) Regulations 2020:** Established the UKCA marking regime for construction products placed on the GB market. Products must carry UKCA marking where a UK designated standard applies, or CE marking where the product is placed on the Northern Ireland market under the UK(NI) marking regime.
- **Building Regulations 2010 (as amended):** Approved Documents (particularly B - Fire Safety, L - Conservation of Fuel and Power, E - Resistance to Sound) set performance requirements that products and systems must meet. Products must be fit for their intended use as defined in the regulations.
- **Regulatory Reform (Fire Safety) Order 2005:** Products used in fire safety applications must conform to the relevant standards and be installed in accordance with their tested and certified scope.
- **Code for Construction Product Information (CCPI):** A voluntary industry code administered by the Construction Product Information Council. Verified manufacturers commit to providing product information that is clear, accurate, up-to-date, accessible, and unambiguous. R&M gives preference to CCPI-verified products where available.
- **Consumer Protection from Unfair Trading Regulations 2008:** Prohibits misleading product claims. R&M has a duty not to rely on misleading product information in the design and construction of buildings.

4. Conformity Markings and Designated Standards

4.1 UKCA Marking

The UK Conformity Assessed (UKCA) marking applies to construction products placed on the Great Britain market that are covered by a UK designated standard. R&M requires the following for all UKCA-marked products:

- The product carries a valid UKCA marking on the product itself, its packaging, or accompanying documentation.
- A Declaration of Performance (DoP) is available from the manufacturer, declaring the essential characteristics of the product against the relevant UK designated standard.
- The DoP reference number is recorded on R&M's product compliance register for the project.
- The declared performance meets or exceeds the requirements of the specification and the applicable Building Regulation Approved Document.

4.2 CE Marking

CE marking remains valid for products placed on the Northern Ireland market under the Windsor Framework and for products covered by harmonised European standards (hENs) during any applicable transition period. R&M applies the same verification requirements as for UKCA-marked products: valid marking, available DoP, recorded reference, and performance meeting the specification.

4.3 UK(NI) Marking

For products placed on the Northern Ireland market that have been assessed by a UK-based conformity assessment body, the UK(NI) marking is used alongside the CE marking. R&M verifies both markings where applicable.

4.4 Products Without a Designated Standard

Where a product is not covered by a designated standard and therefore does not carry a UKCA or CE marking, R&M requires alternative evidence of fitness for purpose:

- A valid British Board of Agrément (BBA) certificate or European Technical Assessment (ETA).
- Independent test evidence from a UKAS-accredited laboratory demonstrating the product's performance against the relevant British Standard or Building Regulation requirement.
- A manufacturer's declaration supported by third-party test data.

Products without any conformity marking, independent certification, or credible test evidence are not accepted for use on R&M projects.

5. Independent Certification

For safety-critical products and systems - particularly those related to fire safety, structural performance, and weathertightness - R&M requires valid independent certification in addition to conformity markings. The following certification bodies are recognised:

5.1 Recognised Certification Bodies

- **BBA (British Board of Agrément):** BBA certificates confirm that a product or system has been assessed against relevant standards and is fit for its intended use. The certificate specifies the conditions and limitations of use. R&M verifies that the BBA certificate is current (not expired or withdrawn) and that the proposed application falls within the scope of the certificate.
- **LPCB (Loss Prevention Certification Board):** LPCB certification is required for fire safety products including fire doors, fire shutters, fire stopping products, and fire detection and alarm systems. R&M verifies that products listed in the LPCB Red Book are current and that the installation is in accordance with the LPCB-approved scope.
- **Certifire:** Certifire certification covers fire-resistant products including fire doors, fire door hardware, fire-resistant glazing, and fire stopping. R&M verifies the Certifire certificate and ensures the product is installed within the scope of the certificate, including any field of application limitations.
- **BRE (Building Research Establishment):** BRE Global certification, including BRE Assessment in Lieu of Test (AILT) reports, provides independent assessment of product performance. R&M recognises BRE certification for a range of construction products.
- **UKAS-accredited test laboratories:** Where test evidence is relied upon in lieu of third-party certification, the testing must have been conducted by a UKAS-accredited laboratory (or equivalent accredited laboratory under mutual recognition agreements).

5.2 Verification of Certification

R&M verifies independent certification through the following process:

- The certificate number and expiry date are recorded on the product compliance register.
- The certificate is checked against the issuing body's online database to confirm it is current and has not been suspended or withdrawn.
- The scope of the certificate is reviewed to confirm the proposed application falls within the certified scope - including product variants, dimensions, substrates, and environmental conditions.
- Where a product is certified for use as part of a system (for example, a fire door assembly including frame, leaf, hardware, glazing, and intumescent seals), R&M verifies that all system components are compatible and certified for use together.

6. Field of Application Data

Field of application data defines the scope within which a product's tested performance is valid. This is particularly critical for fire safety products, where test results obtained for one configuration cannot be assumed to apply to all configurations.

6.1 What Field of Application Data Covers

Field of application reports, assessment reports, and extended application data typically define:

- The range of sizes, configurations, and orientations for which the test result is valid.
- The substrates, supporting constructions, or wall/floor types on which the product has been tested and approved.
- The fixing methods and details that must be followed to achieve the tested performance.

- Any limitations on the product's use - maximum opening sizes for fire doors, maximum joint widths for fire stopping, minimum thicknesses for insulation, or maximum exposure categories for cladding.
- Environmental conditions or service classifications under which the product can be used.

6.2 R&M's Field of Application Verification Process

R&M requires the following for all products where field of application is relevant:

- The design team (Graham Stevenson, Principal Designer, and Ian Jones, Design Manager) reviews the field of application data at specification stage to confirm that the specified product is suitable for the proposed application in the specific building context.
- Where the proposed application falls at the boundary of or outside the tested scope, the design team engages with the manufacturer and/or the certification body to obtain clarification or an assessment in lieu of test (AILT) before proceeding.
- The site manager verifies at installation stage that the actual conditions match those specified and tested - including substrate type, opening sizes, fixing centres, and environmental exposure. Any discrepancy is reported to the design team and work is stopped until the issue is resolved.
- Field of application data, test reports, and assessment reports are retained on the project product compliance register and form part of the golden thread documentation.

7. Code for Construction Product Information (CCPI)

The Code for Construction Product Information (CCPI) is an industry code of conduct for construction product manufacturers, administered by the Construction Product Information Council. Manufacturers who achieve CCPI verification commit to providing product information that is:

- Clear - presented in a way that is easy to understand and not misleading.
- Accurate - supported by valid test evidence, certification, and performance data.
- Up-to-date - reflecting the current version of the product and any changes to its composition, performance, or certification status.
- Accessible - readily available to specifiers, contractors, and installers.
- Unambiguous - performance claims are specific and verifiable, not vague or qualified in a way that obscures the product's limitations.

7.1 R&M's Approach to CCPI

R&M supports the CCPI and applies the following approach:

- Where two or more products meet the specification, R&M gives preference to the product from a CCPI-verified manufacturer - this provides an additional layer of confidence in the accuracy and completeness of the product information provided.
- Where a product from a non-CCPI-verified manufacturer is proposed (by the design team, sub-contractor, or supplier), R&M applies additional scrutiny to the product information, cross-referencing claims against independent test evidence and certification.
- The CCPI licence mark on product literature is recorded on the product compliance register where applicable.
- R&M encourages supply chain partners to source from CCPI-verified manufacturers and raises awareness of the code through pre-start meetings and supply chain communications.

8. Ensuring Products Are Used for Their Intended Purpose

A product that is certified, tested, and conformity-marked for one application can be dangerous if used in another. R&M operates the following controls to ensure products are used only for their intended purpose:

8.1 Specification Stage

- The design team specifies products by reference to the relevant designated standard, performance characteristics, and intended application - not simply by brand or product name.
- The specification includes any restrictions on use, installation requirements, and compatibility conditions.
- Where a product has multiple variants (for example, different fire ratings, thermal values, or exposure categories), the specification identifies the exact variant required for each location.

8.2 Procurement Stage

- Louis Howard, Procurement Manager, ensures that purchase orders reference the exact product specification, including variant, standard, and certification requirements.
- Supplier quotations are checked against the specification - any proposed alternative must go through the material substitution process (see Section 10) before acceptance.
- Supplier documentation (data sheets, DoPs, certificates, installation guides) is obtained before the product is ordered and reviewed for consistency with the specification.

8.3 Delivery and Storage

- Materials are checked on delivery against the purchase order, specification, and delivery note. Product markings (UKCA, CE, certification marks), batch numbers, and labelling are verified.
- Products that do not match the order or specification are rejected, quarantined, and recorded as a product non-conformance (see Section 11).
- Products are stored in accordance with manufacturer recommendations to prevent damage, deterioration, or contamination that could affect their performance. Storage conditions are inspected regularly.

8.4 Installation Stage

- Sub-contractors are required to install products in strict accordance with the manufacturer's installation instructions, the relevant certification scope, and the project specification.
- The site manager verifies at hold point inspections that the correct product has been installed in the correct location, in the correct manner, and within the scope of its certification and field of application data.
- Where an operative is unsure whether a product is suitable for a particular application or location, they are required to stop work and check with the site manager before proceeding. If the site manager cannot confirm suitability, the question is escalated to the design team.
- Products must not be modified, cut, adapted, or combined with other products in ways not covered by the manufacturer's instructions and test/certification scope without written approval from the design team and, where applicable, the certification body.

9. Inspection and Test Plan - Product Conformity

R&M's project-level inspection and test plan (ITP) includes specific product conformity checks integrated into the construction inspection programme:

9.1 Pre-Installation Checks

- Verify product markings (UKCA/CE/UK(NI)) match the specification.
- Confirm DoP reference and declared performance against the specified requirement.
- Check independent certification is current and the proposed application is within scope.
- Review field of application data for fire safety products - confirm the actual installation conditions match the tested configuration.
- Verify batch/lot numbers for traceability and record on the product compliance register.

9.2 Installation Checks (Hold Points)

- Fire stopping: inspect every penetration and junction before cover-up. Verify the product is LPCB or Certifire-certified, the correct variant is used for the substrate and gap size, and the installation follows the manufacturer's tested detail.
- Fire doors: verify certification (Certifire, BWF-Certifire, LPCB), correct door leaf and frame combination, approved hardware and intumescent seals, and gap tolerances within the certified parameters.
- Insulation: verify the correct product type and thickness is installed in the correct location, that fixings are as specified, and that the product is within the scope of its fire classification (Euroclass or BS 476 rating as applicable).
- External wall systems and cladding: verify the system is installed in accordance with the BBA certificate or system approval, including fixings, cavity barriers, ventilation, and fire classification.
- Structural products: verify steel grades, concrete strengths, timber grades, and connection details against the structural engineer's specification and the relevant BS EN standards.
- Waterproofing: verify the product and system are certified for the specific application (below ground, wet room, roof) and installed in accordance with the manufacturer's tested details.

9.3 Post-Installation Verification

- Collate all product certificates, DoPs, test reports, and installation records for the project golden thread file.
- Cross-reference installed products against the specification and design - confirm no unauthorised substitutions have occurred.
- Include product conformity records in the handover documentation (O&M manuals, as-built information, health and safety file).

10. Material Substitution Control

No material or product substitution may be made without formal approval through R&M's design change process. This applies whether the substitution is proposed by the design team, sub-contractor, supplier, or R&M's own procurement team.

10.1 Substitution Process

- The party proposing the substitution submits a formal substitution request to the site manager, including the reason for the substitution, the proposed alternative product, and full technical documentation (data sheet, DoP, certification, test evidence, field of application data).
- The site manager forwards the request to the design team for review. The design team assesses whether the proposed alternative meets the specification, Building Regulation requirements, and any certification or warranty conditions.
- For fire safety products, the design team must confirm that the alternative product's fire performance, certification scope, and field of application data are equivalent to or better than the specified product.
- Substitutions are approved or rejected in writing by the design team. Approved substitutions are recorded on the project design change register and the product compliance register is updated.
- The sub-contractor is notified of the approved substitution, and the RAMS and method statement are updated if the installation method differs.

10.2 Prohibited Substitutions

The following substitutions are prohibited without explicit written approval from the design team and, where applicable, the client and warranty provider:

- Any fire safety product (fire stopping, cavity barriers, fire doors, fire-rated glazing, cladding insulation).
- Any structural product or connection.
- Any product specified by a warranty provider as a condition of the warranty (for example, NHBC-required products).
- Any product where the specification states a specific manufacturer with no 'or equivalent' allowance.

11. Product Non-Conformance Management

Product non-conformances are managed through R&M's non-conformance procedure (Quality Management Policy RM-QMP-001, Section 5) with the following additional requirements specific to product conformity:

11.1 Types of Product Non-Conformance

- Product delivered without valid conformity marking (UKCA/CE) where one is required.
- Product delivered without a valid or current Declaration of Performance.
- Product delivered with expired, suspended, or withdrawn independent certification.
- Product installed outside the scope of its certification or field of application data.
- Product substituted without formal approval through the design change process.
- Product damaged, deteriorated, or contaminated such that its performance may be compromised.
- Product documentation (data sheets, installation guides, certificates) inconsistent with the product delivered or installed.
- Product markings, labelling, or batch numbers missing or unreadable, preventing traceability.

11.2 Immediate Actions

- Non-conforming products are quarantined immediately - segregated from compliant stock, clearly marked as 'Do Not Use', and recorded on the NCR.
- Where a non-conforming product has been installed, work in the affected area is stopped. The site manager assesses whether the installed product poses a safety risk and takes immediate action to make the area safe if necessary.
- The design team is notified immediately for any non-conformance involving fire safety products, structural products, or products with a safety-critical function.

11.3 Investigation and Resolution

- The site manager investigates the root cause - supply chain error, procurement error, storage damage, installer error, or specification ambiguity.
- For products installed outside their certified scope: the design team and, where necessary, the certification body assess whether the installation can remain in situ with an assessment in lieu of test (AILT) or whether removal and replacement is required.
- For non-conforming products not yet installed: the product is returned to the supplier and a compliant replacement is procured. The supplier is notified of the non-conformance through the supply chain.
- All product non-conformances are recorded on the project NCR register with full details, photographic evidence, root cause, corrective action, and preventive action. The NCR is closed only when the compliant product is installed and verified.

12. Defect and Issue Notification to Stakeholders

Where a defect or issue is found in a construction product or system that could impact building safety, R&M has a duty to notify relevant stakeholders including manufacturers, suppliers, the design team, the client, and - where applicable - Accountable Persons responsible for the building in occupation. R&M uses Autodesk Build as its project delivery platform to manage and record this process.

12.1 Autodesk Build - Issue Sheets

All product defects and quality issues identified on site are recorded on Autodesk Build issue sheets. Each issue sheet captures:

- Description of the defect or issue, with photographic evidence.
- Location of the affected product or system (plot, floor, room, element reference).
- Product details - manufacturer, product name, batch/lot number, certification reference.
- Severity classification - critical (safety-critical product, immediate risk), major (non-compliant product, no immediate risk), or minor (cosmetic or documentation issue).
- Assigned responsibility - the party responsible for investigation and resolution (sub-contractor, supplier, design team).
- Required actions and target date for resolution.
- Status tracking - open, in progress, resolved, verified, closed.

Issue sheets are visible in real time to all project team members with platform access, including the client, design team, and sub-contractors. This ensures immediate visibility of defects and issues to all relevant stakeholders without delay.

12.2 Autodesk Build - Requests for Information (RFIs)

Where a product defect or issue raises a design or compliance question - for example, whether an installed product remains fit for purpose, whether a substitution is required, or whether the product's certification covers the specific application - an RFI is raised through Autodesk Build. The RFI is directed to the appropriate party (Principal Designer, structural engineer, fire engineer, or manufacturer) and tracks the query, response, and any resulting design change or instruction. RFIs create a full audit trail of technical decisions related to product conformity and defect resolution.

12.3 Notification to Manufacturers and Suppliers

- Where a product defect is identified that may affect other batches, sites, or projects, R&M notifies the manufacturer or supplier in writing within 48 hours, providing full details of the product, batch number, nature of the defect, and photographic evidence.
- Where the defect relates to a product with independent certification (LPCB, Certifire, BBA, BRE), the relevant certification body is also notified.
- Where the defect involves a product subject to UKCA or CE marking, and R&M considers there may be a wider product safety concern, the matter is reported to the Office for Product Safety and Standards (OPSS) in accordance with the Construction Products Regulations.

12.4 Notification to Accountable Persons and Building Safety Regulator

For higher-risk buildings (as defined by the Building Safety Act 2022), where a product defect or system failure is identified that could affect the safety of residents or building users:

- The Accountable Person for the building is notified in writing, with full details of the affected product, its location, the nature of the defect, and any interim safety measures implemented.
- Where the defect could constitute a building safety risk, the Building Safety Regulator is notified in accordance with the mandatory occurrence reporting requirements.
- All notifications are recorded on the project's Autodesk Build platform and retained as part of the golden thread documentation.

12.5 Audit Trail and Record Retention

Autodesk Build provides a complete, time-stamped audit trail of every issue raised, every RFI submitted, every response received, and every action taken to resolve product defects and issues. This audit trail is retained as part of the project quality file and forms part of the golden thread of building information. Records are retained for the duration of the project plus six years, or for the life of the building where required under the Building Safety Act for higher-risk buildings.

13. Benchmarking Plan

For key elements of construction output, R&M operates a benchmarking process to establish the quality standard before full production commences:

13.1 Sample and Benchmark Approval

- For visible or quality-critical elements (brickwork, blockwork, render, decorative finishes, joinery, tiling, external landscaping), a sample panel, sample room, or benchmark section is constructed first using the specified products.
- The sample is inspected and approved jointly by the site manager, design team, and client before full production is authorised.
- The approved sample is retained on site for the duration of the relevant work as the reference standard against which production quality is measured.
- Where the production work deviates from the approved benchmark, this is treated as a workmanship non-conformance and managed through the NCR process.

13.2 System Mock-Ups

For complex or safety-critical systems (external wall systems, curtain walling, fire compartmentation details, complex waterproofing details), R&M may require a full-scale mock-up to verify:

- The products function as a system - interfaces, junctions, and penetrations perform as designed and tested.
- The installation sequence is practical and achievable to the required standard.
- The installed appearance meets the design intent.
- The products and installation comply with the relevant certification, test evidence, and field of application data.

Mock-ups are inspected by the design team, the relevant sub-contractor supervisor, and, where applicable, the product manufacturer's technical representative. Findings are recorded and any modifications to the detail or sequence are agreed before production commences.

14. Traceability and the Golden Thread

The Building Safety Act 2022 requires a golden thread of building information for higher-risk buildings. R&M applies the principle of product traceability across all projects, regardless of building height or risk category:

- Every safety-critical product installed on site is recorded on the project product compliance register, capturing the product name, manufacturer, designated standard, conformity marking, DoP reference, certification details, batch/lot number, date of delivery, date of installation, and installed location.
- Product documentation (DoPs, certificates, data sheets, test reports, field of application data, installation guides) is collated in the project product compliance file and forms part of the handover documentation.
- For fire safety products, R&M maintains full traceability from manufacturer to installed location - if a product is later found to be deficient, every location where it has been installed can be identified.
- The product compliance register and documentation are transferred to the client at handover and form part of the building's permanent information record.

15. Supply Chain Obligations

R&M's product conformity requirements are communicated to the supply chain through:

- Pre-qualification: the PQQ requires sub-contractors and suppliers to confirm their commitment to supplying products that conform to designated standards and carry valid conformity markings and certification.
- Subcontract terms: the subcontract order requires the sub-contractor to supply and install products that conform to the specification, designated standards, and relevant certification. The sub-contractor warrants that all products are genuine, correctly marked, and used within their intended scope.
- Pre-start meetings: product conformity requirements are reviewed at the pre-start meeting for every package, including specific certification and hold point requirements.
- Material approval process: sub-contractors must submit material data sheets, DoPs, certificates, and installation guides for review and approval before ordering materials for the project.
- Right of rejection: R&M reserves the right to reject and remove any product that does not conform to the specification, designated standard, or certification requirements, at the sub-contractor's cost.

16. Responsibilities

Thom McKenna, Director:

- Overall accountability for product conformity and compliance.
- Annual review and approval of this procedure.

Graham Stevenson, Principal Designer (VIEW Architects):

- Specification of products by designated standard, performance characteristics, and intended application.
- Review of field of application data at design stage.
- Approval or rejection of material substitution requests.
- Design review of product conformity for fire safety, structural, and weathertightness applications.

Ian Jones, Design Manager (VIEW Architects):

- Day-to-day management of product specifications and design change process.
- Coordination with manufacturers and certification bodies on field of application queries.

Louis Howard, Procurement Manager (Enabl):

- Procurement of products against the approved specification.
- Obtaining supplier documentation (DoPs, certificates, data sheets) before ordering.
- Verification of CCPI licence marks where applicable.
- Management of the material substitution process.

Frans Coetzee, Quality Manager:

- Maintenance of the product compliance register template.
- Internal audits of product conformity across projects.
- Trend analysis of product non-conformances.

Site Managers:

- Delivery inspection - verifying products against the specification, conformity markings, and certification.
- Maintaining the project product compliance register.
- Hold point inspections verifying correct products installed correctly.

- Raising and managing product non-conformance reports.
- Ensuring sub-contractors install products within the certified scope and in accordance with manufacturer instructions.

Sub-Contractors:

- Supplying and installing only products that conform to the specification and designated standards.
- Providing product documentation, certificates, and test evidence for all products they supply.
- Installing products in strict accordance with manufacturer instructions and certification scope.
- Reporting any product concerns, discrepancies, or potential non-conformances to the site manager immediately.

17. Related Policies and Documents

This procedure should be read in conjunction with:

- Quality Management Policy (RM-QMP-001).
- Quality Monitoring Summary.
- Risk Management Policy (RM-RMP-001).
- Sub-Contractor Selection and Monitoring Policy (RM-SSM-001).
- Financial Due Diligence & Subcontractor Selection Policy (RM-FDD-001).
- Subcontractor Pre-Qualification Questionnaire.
- Project Inspection and Test Plans.
- Building Safety Act 2022 Compliance Arrangements.

18. Document Review

This procedure is reviewed annually, or sooner in response to:

- Changes in construction product regulations, designated standards, or conformity marking requirements.
- Changes to the CCPI or updates to recognised certification schemes.
- Product safety alerts, recalls, or industry notifications.
- Significant product non-conformances or incidents on R&M projects.
- Client or framework requirements.
- Findings from internal or external audits.

Lessons learned from project close-out reviews

Document Owner: Thom McKenna, Director

Approved by: R&M Property Group Ltd Board of Directors

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Next Review: June 2027