[CompanyName]

Painting and Coating

Corporate Quality, Safety & Environmental (QSE) Manual

Operating Policies of the [CompanyName] QSE System

Management acceptance

This QSE Manual has been reviewed and accepted

Endorsed By: (Name / Title)	[PresidentName], President		
Signature:	*[PresidentName]*	Date:	[Date]
Version	1.0	Notes	Initial Issue

QSE MANUAL TABLE OF CONTENTS

The [CompanyName] Corporate Quality, Safety & Environmental (QSE) Manual is written for compliance with SSPC-QP1 Requirements

2. Management and Organizational Structure

2.1. Overview

[CompanyName] maintains a clear organizational structure defining roles, responsibilities, and authorities to effectively manage quality, health & safety, and environmental responsibilities across all operational levels.

2.2. General Procedures and Responsibilities

Document Control

- Quality Manager manages document control procedures related to quality documentation.
- HSE Manager maintains document control for health & safety and environmental documentation.

Records Management

- Quality Manager ensures accurate management and retention of quality-related records.
- HSE Manager maintains comprehensive records related to safety and environmental training, incidents, audits, and inspections.

Management of Change

- Production Manager provides final approval of significant organizational changes.
- Quality Manager and HSE Manager evaluate the impacts of changes on quality, health & safety, and environmental systems.
- Project Managers and Superintendents manage site-level implementation of approved changes.

Internal Audits

- Quality Manager conducts internal audits focused on quality management compliance.
- HSE Manager conducts internal audits for health & safety and environmental compliance.

- Production Manager reviews audit outcomes and oversees implementation of follow-up actions.

Management Reviews

- Production Manager leads regular management reviews covering quality, health & safety, and environmental performance.
- Quality and HSE Managers present relevant performance data, incident trends, training effectiveness, and regulatory compliance during reviews.
- Reviews result in documented actions and resource allocation to drive continual improvement.

2.3. Job Descriptions for Key Personnel

Job descriptions are regularly reviewed and updated to ensure they accurately reflect current responsibilities and compliance requirements clearly detailing:

- Roles and responsibilities
- Required experience and qualifications
- Necessary licenses, certifications, and training

2.4. President

2.4.1. Position Summary

The President establishes company-wide quality, safety, and compliance policies and ensures allocation of necessary resources for effective management.

2.4.2. Duties and Responsibilities

- Establish and communicate company-wide quality, safety, and compliance policies.
- Ensure allocation of resources for effective QSE management.
- Hold ultimate responsibility for the effectiveness of the QSE system.
- Oversee executive management reviews and endorse continuous improvement initiatives.

2.4.3. Required Experience and Qualifications

- Extensive management experience, ideally in industrial coating operations.
- Knowledge of AMPP QP1 standards and regulatory compliance requirements.

2.5. Production Manager (Senior Manager)

conform to contract requirements, schedules, and applicable quality and safety standards, fulfilling the SSPC QP1 requirement for 'Production Management'.

2.7. Duties and Responsibilities

- Oversee and coordinate all company production activities, ensuring compliance with contract specifications, schedules, and quality standards.
- Supervise and manage field Superintendents and production crews, providing clear direction and ensuring project objectives are met.
- Ensure adequate allocation and utilization of production resources including personnel, materials, equipment, and subcontractors.

2.8. Required Experience and Qualifications

- Extensive experience (typically 7-10+ years) in industrial coatings, painting, or construction production management.
- Proven track record in successfully managing multiple production operations concurrently.
- Strong understanding of SSPC QP1 and related industry standards and regulations.
- Excellent leadership, organizational, and communication skills.
- Proficiency in resource planning, project scheduling, and production oversight.
- Ability to effectively implement quality control processes and safety programs.

2.9. Licenses, Certifications, and Training

- Relevant industry certifications or training such as SSPC PCI, NACE CIP, or equivalent.
- Training in safety management and quality systems (e.g., OSHA 30-hour, SSPC QCS training).
- Continuous professional development in production management, leadership, and project execution.

2.10. Quality Manager

Position Summary

Manages quality system implementation and effectiveness, ensures compliance, coordinates inspections, audits, and training.

2.10.1. Duties and Responsibilities

- Develop and maintain the QSE Management System.
- Coordinate quality audits.
- Manage corrective actions.
- Report quality metrics.

2.10.2. Required Experience and Qualifications

- Degree or extensive experience in QSE management.
- Relevant certifications (SSPC PCI, NACE CIP).

2.11. Quality Control Supervisor (QCS)

2.11.1. Position Summary

The Quality Control Supervisor (QCS) ensures compliance with quality standards and project-specific requirements throughout all coating and painting operations. The QCS manages quality inspections, testing, and verification processes to confirm that work adheres strictly to the SSPC QP1 standards, contractual requirements, and industry best practices.

2.11.2. Duties and Responsibilities

- Develop and implement project-specific Inspection and Test Plans (ITPs).
- Conduct and document regular quality inspections and tests.
- Verify adherence to surface preparation and coating application standards.
- Ensure inspection equipment is calibrated and maintained.
- Review and approve Daily Inspection Reports (DIRs).
- Manage nonconformance identification and corrective actions.
- Coordinate quality control training for personnel.
- Act as primary contact for quality-related issues with customers and inspectors.
- Conduct quality audits.

2.11.3. Required Experience and Qualifications

- Minimum 3 years in coating quality control.
- SSPC PCI Level 2, BCI Level 2, or NACE CIP Level 2 certification.
- Completion of SSPC QCS training or equivalent.
- Knowledge of SSPC, ASTM, AMPP standards.
- Excellent leadership and communication skills.

2.12. Quality Control Inspector

2.12.1. Position Summary

Quality Control Inspectors conduct detailed inspections and testing to ensure compliance with coating standards and project specifications, documenting results clearly and effectively.

2.12.2. Duties and Responsibilities

- Perform inspections according to Inspection and Test Plans.
- Conduct daily surface preparation and coating inspections.
- Submit accurate Daily Inspection Reports.
- Maintain calibration and inspection records.
- Document nonconformances and assist in corrective actions.
- Ensure proper handling and storage of coating materials.
- Ensure compliance with safety and environmental regulations.

2.12.3. Required Experience and Qualifications

- Minimum 2 years in coating inspection.
- SSPC PCI Level 1 or NACE CIP Level 1 certification.
- Proficient with inspection standards and equipment.
- Strong attention to detail and documentation skills.

2.13. Superintendent

2.13.1. Position Summary

Manages daily site activities ensuring compliance with quality and safety standards, coordinates inspections and operational tasks.

2.13.2. Duties and Responsibilities

- Supervise project operations daily.
- Conduct inspections and corrective actions.
- Coordinate closely with Project and HSE Managers.

2.13.3. Required Experience and Qualifications

- Experience in field supervision.
- Familiarity with AMPP and quality standards.

2.14. Project Manager

2.14.1. Position Summary

Responsible for project execution, budget control, and overall project management.

2.14.2. Duties and Responsibilities

- Oversee compliance with project standards.
- Manage resources and timelines.
- Maintain accurate project documentation.

2.14.3. Required Experience and Qualifications

- Experience in managing complex projects.
- Certification or training in project management.

2.15. HSE Manager

2.15.1. Position Summary

Leads implementation of safety and environmental programs, compliance monitoring, safety and environmental audits, training, and incident management.

2.15.2. Duties and Responsibilities

- Manage HSE compliance.
- Conduct safety and environmental audits and investigations.
- Maintain safety and environmental training programs.

2.15.3. Required Experience and Qualifications

- Training or certification in occupational health, safety and environmental.
- Experience managing safety and environmental programs.

  - have documented training on the contents of said program

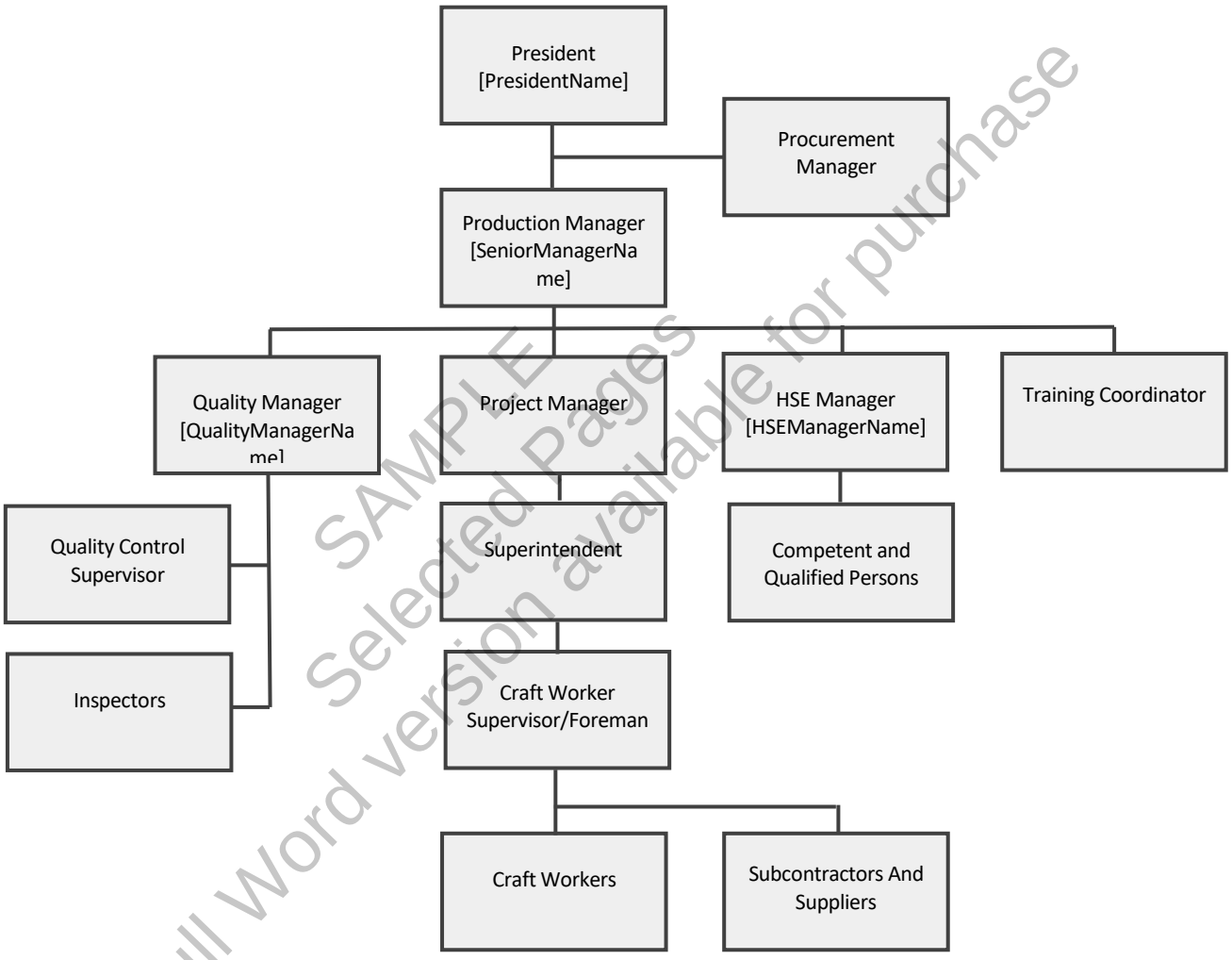
2.16. Project Organizational Chart

The project organizational chart includes job titles, names of assigned personnel, and organizational and administrative interfaces with the customer. The lines of authority preserve independence of QSE control personnel from the pressures of production.

The Project Organization Chart shows the organizational structure. Figure 2-1 shows a typical Project Organization Chart.

When a person with authority is unavailable only a person with higher authority may assume the responsibility of the unavailable person. The organization chart:

Figure 2-1



Endorsed By: (Name / Title)	[PresidentName], President		
Signature:		Date:	[Date]
Version	1.0	Notes	Initial Issue

7. Craft Worker Qualification and Assessment Program

7.1. Overview

[CompanyName] ensures that craft workers engaged in surface preparation, coating, and painting tasks meet defined proficiency, training, and certification standards consistent with SSPC-QP1 requirements.

7.2. Training and Qualification Requirements

The Quality Manager oversees the qualification, training, and assessment of all craft workers performing industrial coating and painting tasks. This includes:

- Initial qualification assessment
- Annual proficiency evaluations
- Continuous skills training

7.3. Initial Qualification Assessment

Newly hired craft workers or workers newly assigned to coating and painting operations must

- Verification of valid SSPC Coating Applicator Specialist (CAS) certification or equivalent

Workers who do not fully meet the initial qualification criteria are required to complete additional training and assessments before performing critical coating and painting tasks.

7.4. Mandatory Training Requirements

Craft workers involved in coating and painting must successfully complete training recognized by SSPC, PDCA, NCCER, FTI, or equivalent programs, which include:

- SSPC CAS (Coating Applicator Specialist)
- SSPC C-7 (Abrasive Blasting)

- Completion of an approved apprenticeship or on-the-job training program

7.5. Annual Proficiency Evaluations

The Quality Manager or designated Training Manager conducts annual proficiency evaluations for each craft worker. These evaluations ensure continuous competence in key areas:

- Surface preparation techniques (abrasive blasting, power tool cleaning, water-jetting)
- Coating application methods (brush, roller, spray, plural-component systems)
- Measurement and inspection techniques (surface profile, dry film thickness, adhesion testing)

Workers holding valid CAS certifications or equivalent recognized credentials are exempt from annual proficiency evaluations for one year following initial certification. All evaluation results are documented and reviewed annually.

7.6. Documentation and Records

The Quality Manager maintains comprehensive records documenting:

- Initial qualification assessments
- Certification status and renewal dates

7.7. Responsibilities

- Quality Manager:
  - Implements and oversees the Craft Worker Qualification & Assessment Program
  - Maintains accurate records of training and qualifications
  - Ensures annual proficiency evaluations are conducted and documented
- Training Manager (if designated):
  - Conducts training sessions
  - Performs practical skill assessments
  - Provides recommendations for further training or skill improvements
- Superintendent:
  - Verifies craft worker qualifications before work assignments
  - Reports training needs or deficiencies observed in the field

All craft workers are responsible for maintaining their qualifications and promptly reporting any lapse in certifications or competencies.

7.8. Corrective Actions and Requalification

Craft workers failing to demonstrate required competencies or proficiency evaluations must undergo corrective actions:

- Immediate additional training sessions
- Skill reassessment within 30 days
- Temporary reassignment or suspension from coating tasks until successful reevaluation

The Quality Manager documents all corrective actions and ensures compliance with this procedure to maintain workforce quality and safety.

11. PROJECT-SPECIFIC QUALITY, SAFETY, AND ENVIRONMENTAL STANDARDS AND SPECIFICATIONS

11.1. OVERVIEW

This section defines the procedures for identifying, managing, distributing, and complying with project-specific quality, safety, and environmental standards and regulations. These procedures ensure alignment with AMPP QP1 standards, customer specifications, and regulatory requirements.

11.2. IDENTIFICATION OF APPLICABLE STANDARDS AND SPECIFICATIONS

Clearly identify and maintain updated lists of all quality, safety, and environmental standards, specifications, and regulatory requirements relevant to each project. Responsibilities are explicitly divided as follows:

Type of Standard	Responsible Manager	Examples of Applicable Standards
Quality	Quality Manager	AMPP QP1, SSPC-SP 5, SSPC-PA 2, ASTM standards relevant to surface preparation and coatings
Safety	HSE Manager	OSHA 29 CFR 1910 (General Industry), OSHA 29 CFR 1926 (Construction Industry), OSHA 1910.134 (Respiratory Protection), OSHA 1910.146 (Confined Space Entry), OSHA 1926.451 (Scaffolding), OSHA 1926.501 (Fall Protection)
Environmental	HSE Manager	EPA 40 CFR Part 261 (Hazardous Waste Management), EPA 40 CFR Part 122 (NPDES), EPA 40 CFR Part 63 (Hazardous Air Pollutants - HAPs), local and state-specific environmental regulations

Each responsible manager ensures these standards and regulations are kept current and communicated promptly to all relevant project personnel.

11.3. APPLICATION OF MULTIPLE SOURCES OF SPECIFICATIONS

Should multiple sources of specifications apply to a work task, the higher level of specification applies. When there are equal levels of specifications that conflict, the specifications are applied in this order:

- Submittals approved by the customer

- Contract technical specifications
- Contract drawings

HSE Manager define the standards that apply to the specific project on the Project Quality Assurance/Quality Control Plan and Site HSE Plan.

11.4. Regulatory Compliance and Access

The HSE Manager is designated to:

- Stay informed about, interpret, and communicate applicable environmental, health, and safety regulations to all relevant personnel.
- Maintain current regulatory documents electronically via a secure company database and ensure physical copies or immediate electronic access at all job sites.
- Provide training to ensure all project personnel are knowledgeable about accessing and complying with relevant standards and regulations.

The Quality Manager is designated to:

- Stay informed about, interpret, and communicate applicable quality regulations to all relevant personnel.

Standards and Codes that may apply to [CompanyName] projects include those listed below.

11.5. Distribution of Specifications

- The Quality Manager ensures that project specifications and related documentation are promptly distributed through the company's secure email or designated project management system after management review and approval.
- The Project Manager maintains distribution logs and acknowledgments to verify receipt and ensures comprehensive dissemination among all relevant personnel.

11.6. Procedures for Clarifying Ambiguous Specifications

- The Project Manager and Quality Manager jointly review specifications prior to project initiation to identify ambiguous, conflicting, or unclear requirements.

- The Quality Manager formally documents any unclear or ambiguous specifications and promptly submits clarification requests to the customer or authorized representative.
- The Quality Manager records all responses, including verbal clarifications, detailing the date, source, method, and content of clarifications provided.
- The Project Manager ensures that clarifications are immediately communicated and understood by all relevant personnel, verifying alignment with clarified standards and specifications.

11.7. Regulatory Compliance and Access

- The HSE Manager is designated to stay informed about, interpret, and communicate applicable environmental, health, and safety regulations to all relevant personnel.

relevant standards and regulations.

11.8. Procedures for Documenting and Managing Deviations

- The Quality Manager and Project Superintendent identify deviations from established specifications and standards promptly through ongoing inspections and audits.
- The Quality Manager documents all deviations on standardized Deviation from Specification (DFS) forms, detailing the issue, potential impacts, corrective actions proposed, and responsible parties.
- The Project Manager ensures DFS forms undergo formal review and obtain written approval from the customer, engineer of record, or authorized representative before implementation.
- The Project Superintendent communicates approved deviations clearly to all relevant personnel and monitors their implementation under controlled conditions.

11.9. Maintenance of Technical Resources and Standards Library

- The Quality Manager maintains a comprehensive library containing current editions of applicable technical standards, regulatory guidelines, and best practices from organizations such as AMPP, SSPC, ASTM, OSHA, EPA, and others.
- The Quality Manager and HSE Manager jointly conduct regular audits and updates of this library to ensure resources remain current and accessible to all project personnel.

- The Training Coordinator organizes regular training sessions to ensure employees are adept at accessing and utilizing these resources effectively for compliance and quality assurance purposes.

12. MATERIAL AND EQUIPMENT CONTROLS

12.1. OVERVIEW

This section outlines the procedures for managing materials and equipment used in project operations, ensuring compliance with established standards, specifications, and AMPP QP1 requirements.

12.1.1. CONTROLLED MATERIALS

Controlled Industrial Coating and painting materials include:

- Industrial Coating Acrylic Paint systems
- Industrial Coating Epoxy Paint systems
- Industrial Coating Polymer Paint systems
- Cleaning solvents
- Abrasive media
- Fillers, Caulks and Sealants

12.1.2. CONTROLLED EQUIPMENT

Controlled Industrial Coating and painting equipment includes:

- Spray guns and systems
- Compressors
- Application hand tools including brushes, rollers, and squeegees
- Wet Industrial Coating measuring devices
- Dry Industrial Coating measuring devices
- Surface profile measuring devices
- Concrete surface testing devices

12.2. RESPONSIBILITIES FOR MATERIAL AND EQUIPMENT CONTROLS

- **Procurement Manager**: Oversees material sourcing, procurement, and maintains accurate documentation of compliance.
- **Quality Manager**: Ensures material and equipment compliance with applicable standards and verifies documentation accuracy.
- **Project Superintendent**: Responsible for on-site management, handling, and proper use of materials and equipment.

12.3. EQUIPMENT INSPECTION AND PREVENTIVE MAINTENANCE

- The Project Superintendent conducts routine inspections of all project equipment prior to use and at regularly scheduled intervals as defined by manufacturer recommendations or internal procedures.

- Preventive maintenance activities, including cleaning, lubrication, adjustments, and minor repairs, are documented using standardized inspection and maintenance logs.
- Equipment maintenance records are reviewed quarterly by the Quality Manager to confirm compliance and identify improvement areas.

12.4. Material Traceability and Documentation

- The Procurement Manager ensures all materials are clearly identified and documented upon receipt, including supplier information, batch numbers, material certificates, and compliance documents.
- The Quality Manager verifies traceability documentation and maintains records that clearly demonstrate the path from receipt through project installation.
- Traceability records are regularly audited by the Quality Manager to ensure accuracy and completeness.

12.5. Measuring Device Control and Calibration

- The Quality Manager establishes and maintains a comprehensive calibration schedule for all measuring and testing devices.
- Calibration intervals adhere to manufacturer recommendations and applicable industry standards.

- The Quality Manager formally documents nonconformances on standardized forms, including detailed descriptions, impacts, and corrective actions proposed.
- Disposition decisions (e.g., rework, return to supplier, disposal) require formal approval by the Quality Manager and Project Manager prior to implementation.
- Comprehensive records of all nonconformance incidents, corrective actions, and follow-up verification are maintained for continuous quality improvement and compliance purposes.

12.7. Controlled Material Identification and Traceability

The Quality Manager determines types of project materials that require quality controls.

For each type of quality-controlled material, the Quality Manager determines lot control traceability requirements, if any, and specifies the means of lot identification. Identification methods may include physical labels, tags, markings and/or attached certification documents.

When lot-controlled materials are received, the Superintendent verifies that materials have the specified lot identifications.

The Superintendent maintains lot identification at all production phases from receipt, through production, installation, or assembly, to final completion. Acceptable methods for preserving lot

12.7.1. Industrial Coating and Painting Material Lot Traceability

The use of Industrial Coating and paint system materials are recorded including:

- Product information (manufacturer, model, color)
- Quantity
- Application area

12.8. Measuring Device Control and Calibration

The Quality Manager evaluates the project requirements and determines if there are measuring devices that require controls to assure quality results.

For each type of device, the Quality Manager identifies:

- Restrictions for selection
- Limitations on use.
- Calibration requirements including the frequency of calibration. All calibrations must be traceable to national measurement standards.

When a measurement device is found not to conform to operating tolerances, the Quality Manager validates the accuracy of previous measurements.

12.8.1. Industrial Coating and Painting Controlled Measuring Devices

Industrial Coating and paint measuring devices that are controlled include

- Wet Industrial Coating measuring devices
- Dry Industrial Coating measuring devices
- Surface profile measuring devices
- Concrete surface testing devices

Appendix A: Corporate Procedures

DISSEMINATION OF COMPANY POLICIES

Procedure Number: CP-QSE-101
Revision Number: 1.0
Effective Date: [Insert Date]
Approved by: [PresidentName], President

Purpose

To establish the method for disseminating company quality, safety, and environmental policies to all employees and subcontractors, including detailed recordkeeping requirements.

Scope

This procedure applies to all [CompanyName] employees and subcontractors at all company offices, job sites, and projects.

Responsibilities

- Production Manager: Allocate resources necessary for policy dissemination.
- Quality Manager: Ensure policy dissemination and maintain central documentation records.
- HSE Manager: Provide necessary training and support for safety and environmental policy dissemination.
- Project Managers & Superintendents: Implement policy dissemination procedures at project sites and ensure proper recordkeeping.

Procedure

- Employee Handbook Distribution
- Issue Employee Handbooks to new employees.
- Record issuance on the Policy Acknowledgment Form.
- New Employee Orientation

- Electronic Communication
- Email policy updates; track acknowledgment with Policy Acknowledgment Form.
- Centralized Recordkeeping
- Maintain orientation records, training rosters, meeting minutes, and acknowledgment forms centrally.

Documentation Requirements

- Employee Orientation Record Form
- Training Attendance Roster Form
- Workforce Meeting Minutes Form

- Policy Acknowledgment Form

Periodic Review

- Review annually during management audits.
- Update procedure based on regulatory or internal changes.

Forms and Records

- Employee Orientation Record Form
- Training Attendance Roster Form
- Workforce Meeting Minutes Form
- Policy Acknowledgment Form

Authorized and Signed:

[PresidentName], President | Date: _____

[CompanyName]
Employee Orientation Record Form (Form CP-QSE-101a-F1)

Project ID	Project Name	Responsible Person				
[ProjectNumber]	[ProjectName]					

Date of Orientation:	Date of Orientation:	Date of Orientation:	Date of Orientation:	Date of Orientation:	Date of Orientation:

[CompanyName]
Training Attendance Roster Form (Form CP-QSE-101b-F1)

Project ID	Project Name	Responsible Person	
[ProjectNumber]	[ProjectName]		

Training Date:	Topic(s) Covered:	Trainer Name:	Employee Name	Employee Signature

CLARIFYING AMBIGUOUS SPECIFICATIONS

Procedure Number: CP-QSE-106
Revision Number: 1.0
Effective Date: [Insert Date]
Approved by: [PresidentName], President

Purpose

To establish clear procedures for identifying, documenting, requesting clarification, and resolving ambiguous, conflicting, or incomplete specifications prior to commencing work, in compliance with SSPC QP1 requirements.

Scope

This procedure applies to all contracts and project specifications received by [CompanyName].

Responsibilities

- Project Manager: Identifies and formally requests clarifications from customers.
- Quality Manager: Reviews and approves clarification requests and responses, ensures proper recordkeeping.
- Superintendent: Assists in identifying ambiguous specifications, and ensures clarifications are received prior to starting work.

Procedure

- Upon receipt, specifications and documents are reviewed by the Project Manager, Quality Manager, and Superintendent.
- Ambiguous, incomplete, or conflicting specifications are identified and documented.
- Formal requests for clarification are prepared and submitted in writing (email or formal correspondence) by the Project Manager or Quality Manager.
- Responses to clarification requests are recorded, including date received, responder's name/title, response method, and details provided.
- If a verbal clarification is received, a written record documenting the conversation is made immediately, clearly capturing details, source, date, and response.
- Documentation of clarifications is maintained in a centralized Clarification Request Log (Form CP-QSE-106-F1).
- No work proceeds on ambiguous specifications until clarifications are fully received and documented.

Documentation Requirements

- Clarification Request Log clearly documenting requests and responses.
- Written documentation of verbal responses.

Forms and Records

- Clarification Request Log (Form CP-QSE-107-F1)

Authorized and Signed:

[PresidentName], President | Date: _____

[CompanyName]
Clarification Request Log (Form CP-QSE-107-F1)

Craft Worker Name	Employee ID:	Position/Job Title:	Date of Hire:

Request Number	Date of Request	Specification Reference	Description of Ambiguity	Requested By	Date of Response	Responder Name & Title	Summary of Clarification Received