



**Quality,  
Health and Safety and  
Environmental  
Management System**

Management and construction  
of new build, refurbishment  
and fit-out projects

## 1. ISSUE AND AUTHORISATION

### 1.1 Version

Version 2.1

### 1.2 Date of issue

These company procedures will apply from 1<sup>st</sup> April 2019

### 1.3 Document control

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### 1.4 Authorisation

<b>Guy Butler</b>	Managing Director
<b>Neil Baker</b>	Commercial Director

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### 3. CONTROL OF QUALITY, HEALTH & SAFETY AND ENVIRONMENTAL SYSTEMS MANUAL

#### 3.1 Responsibility

The Total Construction Directors and management representative are responsible for the overall content and quality of this document, ensuring that all company activities, ISO 9001:2015, ISO14001: 2015 and ISO 45001: 2018 requirements are adequately represented by the QHSE manual and supporting documents. The Directors are responsible for review & authorisation.

<b>Guy Butler</b>	Managing Director
<b>Neil Baker</b>	Commercial Director
<b>Paul Stewart</b>	Quality, Health & Safety and Environmental Management Representative

Any suggested changes or amendments must be communicated through the QHSE Representative for consideration and inclusion if suitable.

#### 3.2 Control

The QHSE Representative shall ensure that all person(s) who have roles and/or responsibilities within this manual, have full access to its content & are advised of any subsequent amendments.

All Total Construction staff and direct subcontractors are briefed in the responsibilities relevant to their duties.

**4. PAGE ISSUE DATE INDEX**

Below is the number of pages contained within this document and their current status.

<b>Pages</b>	<b>Issue date</b>	<b>Additions/alterations</b>
All	Nov 17	Draft for comment/review for 2015 transition – v.2.0draft
All	1 <sup>st</sup> March 18	V2.0 approved issue
All	1 April draft	V2.1 for ISO 45001: 2018

**5. PURPOSE**

The purpose is to define the policies, objectives and processes to satisfy BS EN ISO 9001: 2015, 14001:2015 and 45001: 2018 – Quality, Health & Safety and Environmental Systems requirements. It also provides focus; direction and the control mechanism for Total Construction to manage processes in line with the business objectives .

**6. CONTEXT**

**6.1 Organisation and context**

In order for Total Construction to determine the external and internal issues relevant to our purpose and strategic direction and our ability to achieve the intended results of this QHSE Management System we annually complete a SWOT analysis and review the outcomes relevant to the company’s position within the industry. The results of these reviews will be recorded.

**6.2 Interested parties**

Total Construction have a variety of interested parties with differing effects or potential effects on our ability to provide our expected high standard of product and service, including compliance with statutory and regulatory requirements. This is reviewed annually and recorded

## 7. SCOPE

1. The Quality, Health & Safety and Environmental Management System shall control all Total Construction's activities.

The scope of the management system and certification is:

*“Management and construction of new build, refurbishment and fit-out projects”*

2. The Total Construction Management System shall conform to all the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018.
3. The Total Construction Management System shall consider the context of the organisation as previously determined in section 6.
4. The Total Constructions QHSE Management System shall also ensure that all their activities conform to current statutory & regulatory requirements plus other requirements that apply to the organisation.

**8. COMPANY POLICIES**

# Quality Policy

As our name suggests, Total Construction provides a total service and is committed to total quality and total client satisfaction

Our vision is to be a first choice for a few, select construction clients with the highest possible quality of service.

We will continue to build our strengths and further develop our areas of expertise for the benefit of those associated with the company and its activities.

The Total approach is unique. Instead of hiding our best talent away in offices, they are where they have the biggest impact and can add most value to your project – on the construction site.

Key company values are:

- **Total commitment**
- **Focused customer base**
- **Client driven building long-term relationships**
- **Multi-disciplined**
- **Hands-on, enthusiastic**
- **Ethical, honest, trustworthy**

To help achieve our objective of **total client satisfaction**, the company has implemented a Quality Management System based on ISO9001: 2015, to measure and continually improve the performance of the company.

The systems defined have our active full support. They are under continual review and improvement, however once defined are mandatory for all personnel.

.....  
Guy Butler  
Managing Director

.....  
Neil Baker  
Commercial Director

Mar 18

# Health and Safety Policy

- 1) It is the Company's policy that its operations shall be conducted in such a way as to ensure, so far as is reasonably practicable, that the health, safety and welfare of its employees and of any other person who may be affected by its operations are protected. This Policy will be actively pursued by the Directors and Managers and the company is committed to the prevention of injury and ill health.
- 2) The Company requires that a high standard of safety, health and welfare shall be achieved and consistently maintained both on site and at the Company's offices.
- 3) It is imperative that every employee familiarises him or herself with the content of this policy. Its effectiveness can only come from the combined efforts of us all. We expect every employee to give their full commitment and cooperation to the implementation of this policy.
- 4) The Company acknowledges the fact that safety and operational efficiency are complementary and that the use of safe working practices and accident prevention techniques are a most important responsibility of management.
- 5) The requirements of the Health and Safety at Work etc. Act 1974, and the Management of Health and Safety at Work Regulations 1999 and all legislation relevant thereto shall be regarded as the minimum standard of health, safety and welfare to be achieved and the company will comply with all legal and other identified requirements relating to its Occupational Health and Safety (OHS) hazards.
- 6) This company will allocate sufficient resources to enable the Policy to function effectively. An annual review shall be conducted to determine the resources required to implement this policy. Planning and organising is an ongoing activity within the business. Our procedures are certificated to OHSAS 18001 and are continually reviewed in order to ensure continuous improvements to our procedures and performance. The reviews shall identify the human and financial resources required to implement our policy.
- 7) Protective clothing and equipment shall be made available to employees, and shall be used by all employees when the nature of the work being carried out requires the use of such protective gear in the interests of health and safety. Personal Protective Equipment (PPE) shall only be used as a workplace precaution and as the last resort.
- 8) All employees shall be encouraged to submit suggestions and ideas for improving the general standards of health, safety and welfare.
- 9) Employees have a duty under Section (7) of the Health and Safety at Work etc Act 1974 to take reasonable care for their own safety and the safety of any other person who may be affected by their acts or omissions and also to co-operate with the Company in its arrangements to perform or comply with statutory safety obligations which include adherence to the Company's Safety Policy.
- 10) All employees, regardless of status, found to be deliberately and consistently negligent in their performance of the Company's Policy on Health, Safety and Welfare may be subject to instant dismissal.
- 11) This Policy will be reviewed annually or revised and updated when new legislation or guidance is introduced.

Signed .....

**Guy T Butler**  
**Managing Director**

**Date: 15 March 2019**

# Environmental Policy

Total Construction is committed to conducting its business in a manner that:

- ***addresses sustainability through a responsible approach to economic, environmental and social issues***
- ***is both professional and ethical whilst paying particular attention to its environmental responsibilities***

The objectives of the company are:

- Identify and then strictly comply with the letter and intent of all relevant legal and other identified requirements relating to its environmental aspects
- Organise our operations in order to minimise and prevent pollution and disturbance to our neighbours and the general public
- Protection of flora, fauna and their habitats at our office, yard and on sites where we hold responsibility or can influence those that do
- The efficient use of materials and resources with particular regard to the long-term sustainability of consumable items
- Minimising the need to travel but where travel is unavoidable, consider the least environmentally damaging option
- Regularly review and improve the environmental performance of the company, achieved through the adoption of best practice, training and expertise

To achieve these objectives, the company has implemented an Environmental Management system based on the requirements of ISO14001: 2015.

The systems defined have our active full support. They are under continual review and improvement, however once defined are mandatory for all personnel.

This policy is published via the website, is available on request and is communicated to all employees.

## 9. ENVIRONMENTAL ASPECTS & DEFINITIONS

1. Environment - surroundings in which we operate, including air, water, land, natural resources, flora, fauna, humans and their interrelation.
2. Environmental Aspect - element of our activities or services that can interact with the environment.
3. Significant Environmental Aspect - an environmental aspect that has or can have a significant environmental impact.
4. Environmental Impact - any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organisation's activities or services.

The QHSE Representative will determine & regularly evaluate the environmental aspects/impacts of all company activities with reference to current legislation and other requirements. These findings will be reported at regular Management Review Meetings.

## 10. LEGAL & OTHER REQUIREMENTS

The QHSE Representative will determine & regularly evaluate current and future changes to health & safety and environmental legislation relevant to the company's activities (or any other requirements to which we may subscribe).

This is achieved through contact with our Health, Safety and Environmental Advisers, regular visits to & e-alerts from the Environmental Agency website, visits to the Health and Safety Executive web-site (HSE) as well as other web-sites, use of appropriate trade associations and journals, supplier information or local business support, industry expert consultants.

The results of these reviews shall be recorded.

## 11. QUALITY, HEALTH & SAFETY AND ENVIRONMENTAL OBJECTIVES

As a company we will:

1. Identify the elements of our service that are most critical to our clients (quality), the environment and health and safety.
2. Survey our clients to establish how they rate our performance in these critical elements.
3. Analyse the environmental aspects & impacts/evaluation findings for all company activities.
4. Analyse the health and safety risk assessments and residual risk levels for all company activities.
5. Analyse the effectiveness of the process performance in meeting customer requirements.
6. Create benchmarks, set future objectives & plan improvement based on the analysis of these statistics.

*QHSE Objectives are set & reviewed at regular management review meetings – performance against objectives shall be communicated to all personnel via memos, notices and training.*

*Meeting minutes shall detail where appropriate the programmes for achieving the objectives with actions, responsibilities and time frames.*

## 12. RESPONSIBILITIES & AUTHORITY

### 12.1 The Directors

Have the responsibility to:

1. Provide ISO9001, ISO14001 and ISO 18001 direction and focus as applicable to Total Construction's business.
2. Conduct context reviews of the company's position within the industry
3. Ensure that adequate infrastructure is provided to support working environment & achieve QHSE objectives.
4. Ensure staff who carry out services for or on behalf of Total Construction are selected in line with business, contractual, quality, health & safety and environmental requirements.
5. Ensure periodical internal audits of the QHSE system are carried out.
6. Conduct management reviews of the QHSE system.
7. Review staff roles and responsibilities and personal development needs.
8. Continually review & authorise policy, objectives & processes.
9. Determine if the QHSE performance is to be communicated to external parties.
10. Nominate the QHSE Representative and define the company structure & organisation.

### 12.2 The Quality, Health & Safety and Environmental Representative

Has the responsibility to:

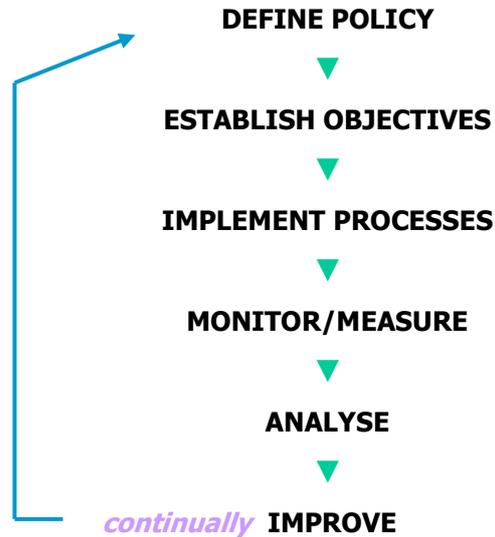
1. Maintain existing and develop new QHSE processes/procedures in line with ISO 9001/14001/45001 & company requirements via the management review meetings.
2. Determine & regularly evaluate the environmental aspects/impacts of all company activities with reference to current legislation & recommend planned reduction of effect.
3. Determine and regularly evaluate the health & safety risk assessments and control measures required, ensuring residual risk levels are acceptable.
4. Coordinate & participate in ISO 9001/14001/45001 management reviews.
5. Ensure the QHSE Management System is current and operated effectively by all staff.
6. Ensure staff are developed to apply the processes/procedures appropriate to their own responsibilities.
7. Consult with staff where problems with operation of any particular process/procedure are identified along with appropriate action required.
8. Consult with appropriate staff to ensure they are kept informed of any changes to QHSE processes/procedures.
9. Maintain a controlled copy of the QHSE Management System Manual and ensure the QHSE management system is fully implemented.
10. Monitor & maintain the effectiveness of the QHSE management system, continually seeking scope for improvement.
11. Promote awareness of QHSE principles & the need to achieve total client satisfaction, with minimum impact to the environment and with acceptable levels of health & safety risk, both within the company & to any persons conducting work for or on behalf of the company or others who may be affected by our operations.
12. Check the Action Log regularly and via the Management Review Meeting ensure action requests are being solved and all persons with actions are fully aware and understand them. Understand the implications on the QHSE system and action accordingly.
13. Liaise with external assessor/awarding body to arrange audits and clarify requirements.
14. Respond to internal or external audit requirements.
15. Ensure the training needs of staff are identified and addressed in relation to the QHSE Management System.

16. Ensure the QHSE Management System enables compliance to all current legislation & any other subscribed requirements.

## 13. QUALITY, HEALTH & SAFETY AND ENVIRONMENTAL MANAGEMENT SYSTEM

### 13.1. Overview

The principle elements of our quality, health & safety and environmental management system are to operate on a continual improvement cycle, minimizing environmental impact, avoiding accidents and ill health & targeting total customer satisfaction at all times.



1. Total Construction seeks to improve its overall efficiency by implementing, reviewing & continually improving the Management System.
2. The processes of service delivery product realization & the methods for monitoring measuring, analysing & continually improving these processes, are defined in this QHSE Manual & fully supported by training, communication and information provided.
3. The Management System will satisfy all company requirements, statutory & regulatory requirements, the criteria defined in the ISO 9001:2015, ISO14001:2015 and ISO 45001: 2007.
4. The interactivity between the operating procedures, supporting the processes defined by the QHSE Management System, is illustrated in section 14.

### 13.2 Communication

#### Internally

The QHSE Representative shall ensure that adequate communication occurs internally on the effectiveness of the management system (environmental, health & safety and quality) and the associated environmental aspects, health & safety risk assessments and objectives. Communication can occur via:

- QHSE Awareness training via Toolbox Talks
- Document up-date issue via tool box talks
- E-mails to all employees
- Information displayed on notice boards
- Consultation meetings with management

**Externally**

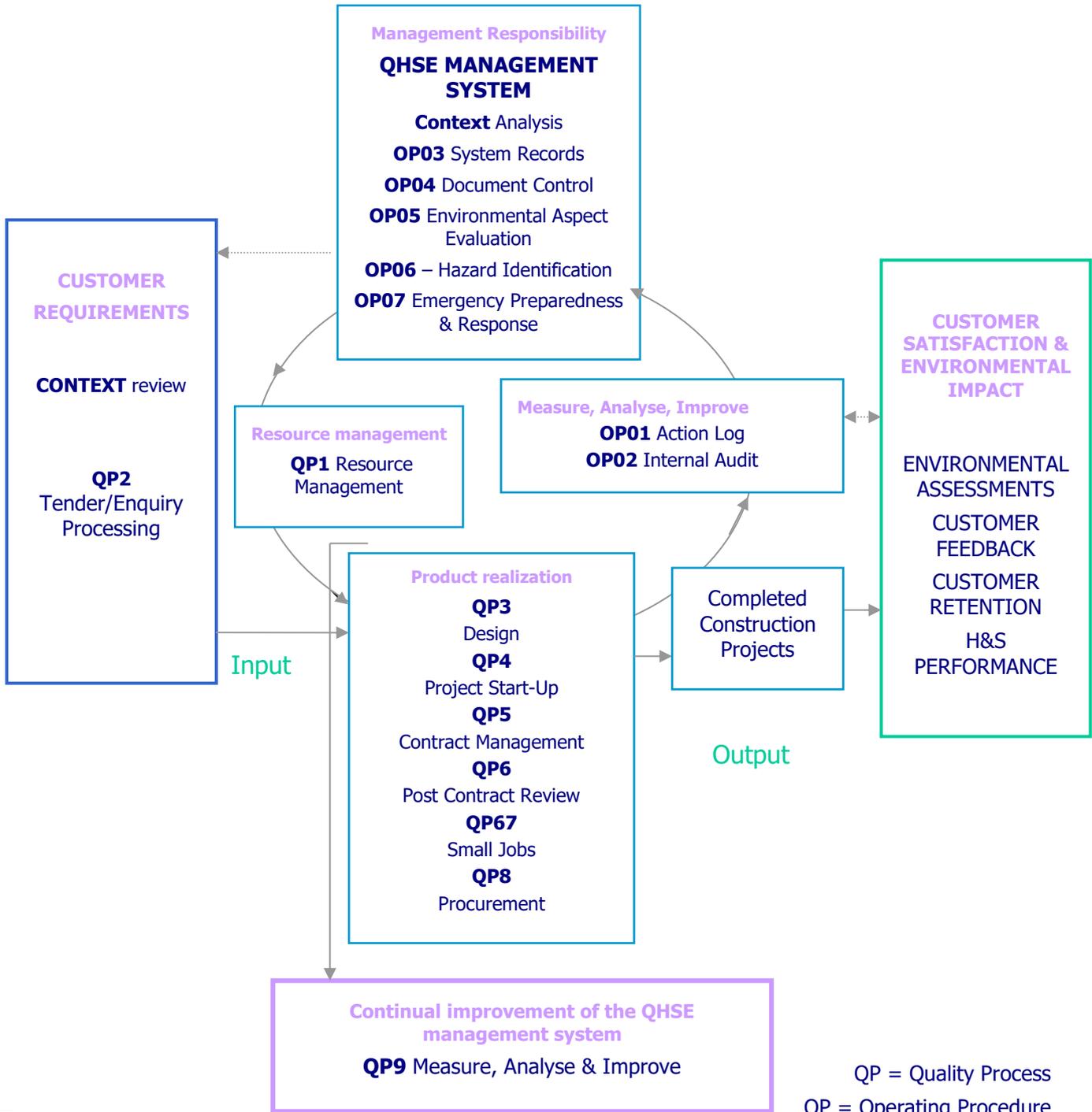
External communication from interested parties , or requirements established via the Context analysis shall be processed by the Directors and/or QHSE Representative, who organise appropriate action, either via the Action Log or the management review meeting.

Generic information regarding the QHSE Management System is made available via the website.

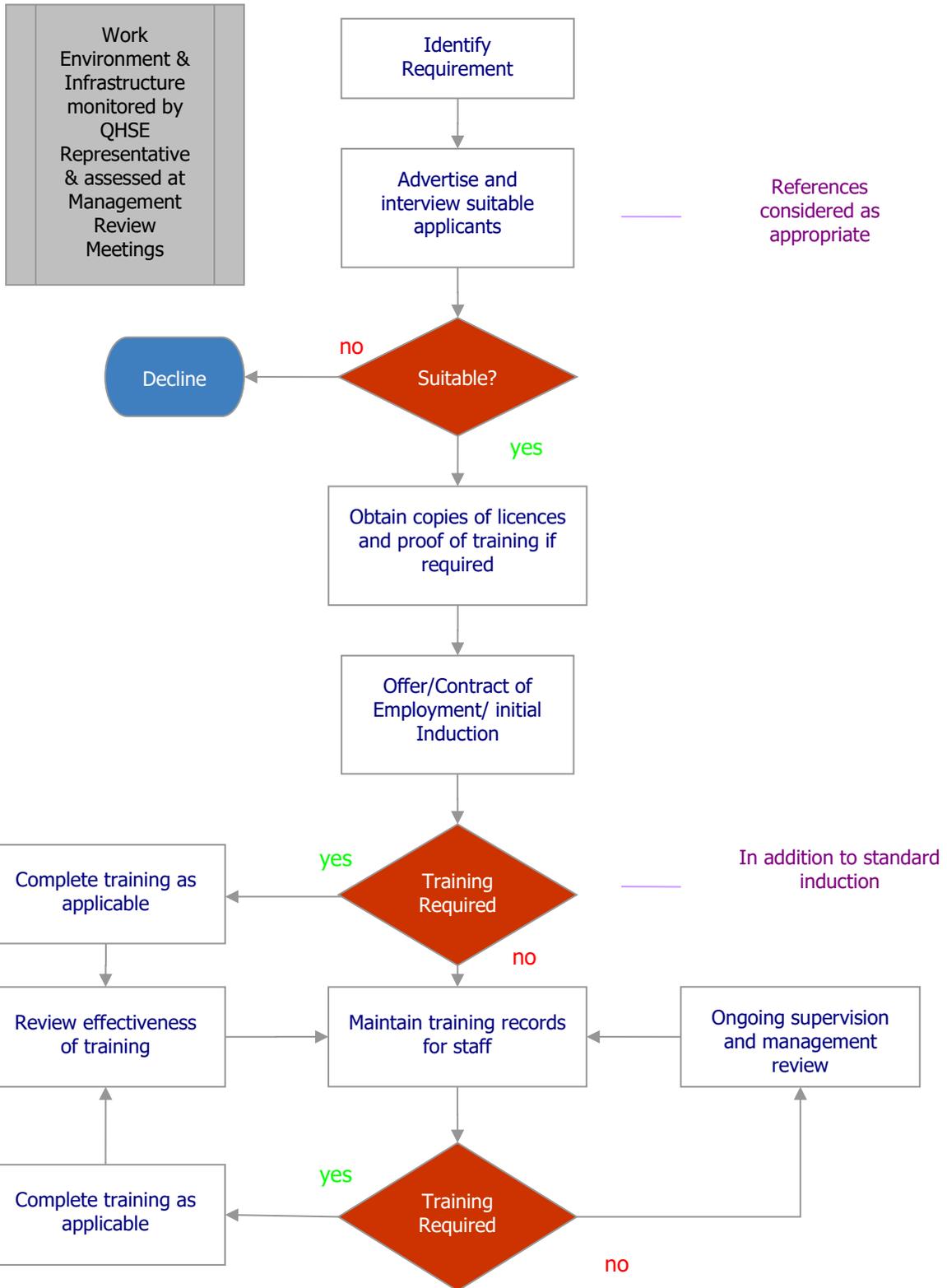
Project specific external communications, such as Pre-qualification questionnaires, Construction Phase Plan Risk Assessments are determined by the assigned personnel to the relevant project.

The company has decided not to communicate externally on the environmental aspects and impacts identified.

**14. PROCESS PLANNING & INTERACTION DIAGRAM**

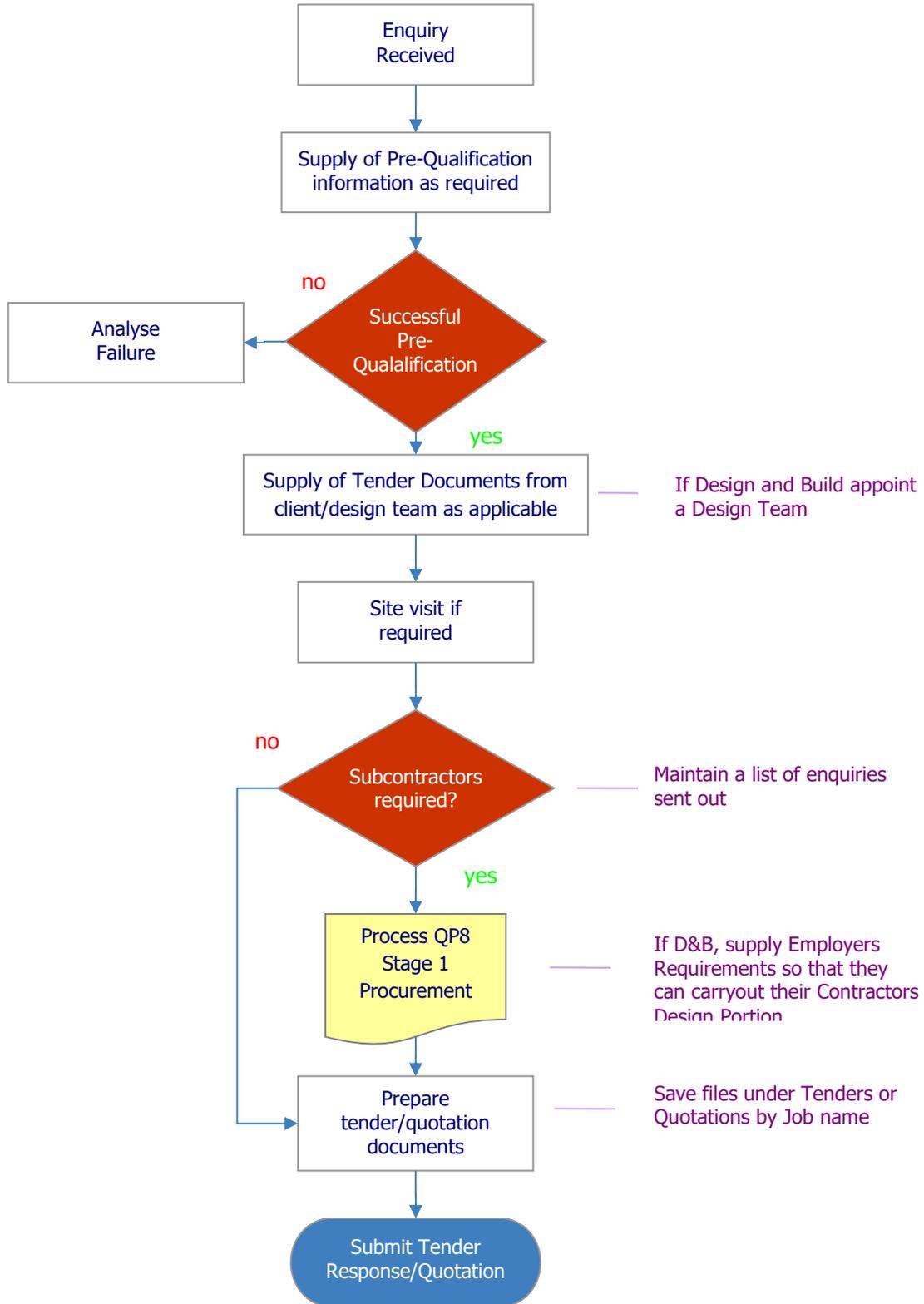


**15. QUALITY PROCESS 1**  
**RESOURCE MANAGEMENT**

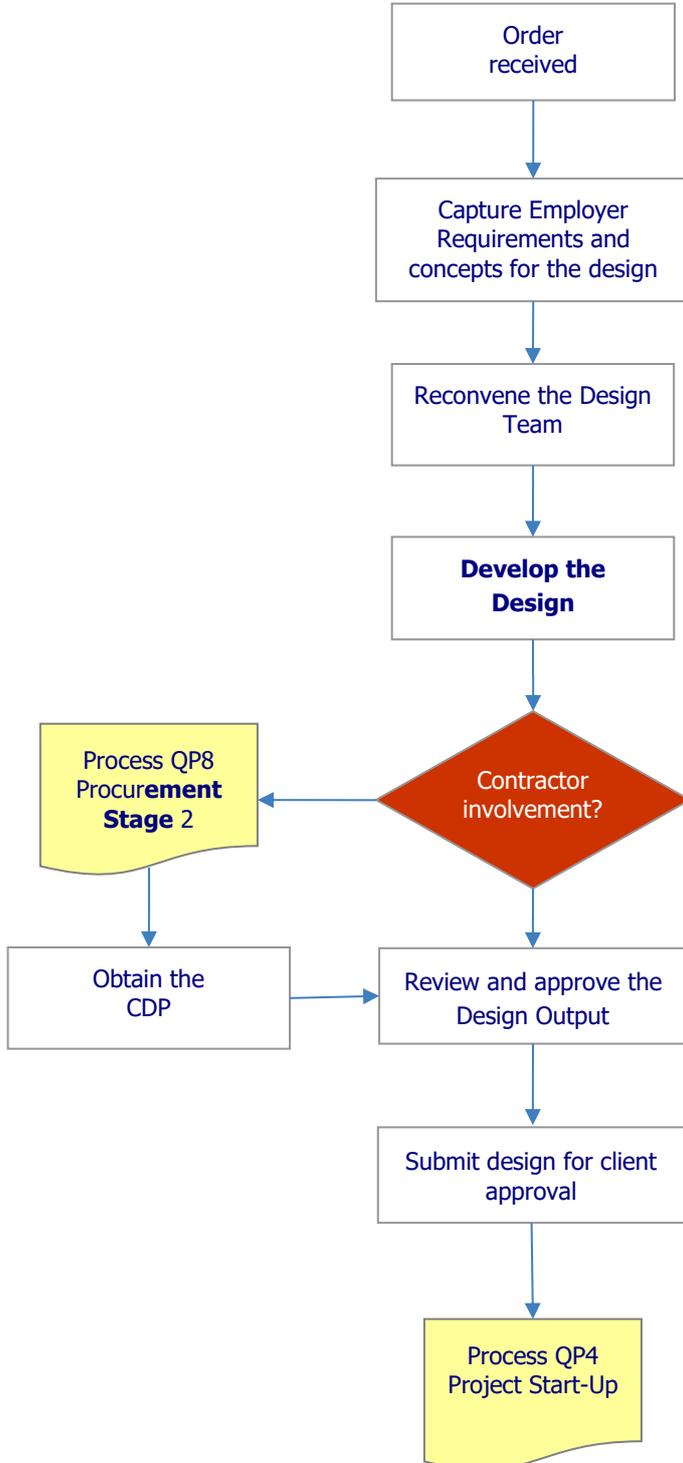


TOTAL CONSTRUCTION

**16. QUALITY PROCESS 2**  
**TENDER/ ENQUIRY RESPONSE**



**17. QUALITY PROCESS 3  
DESIGN**



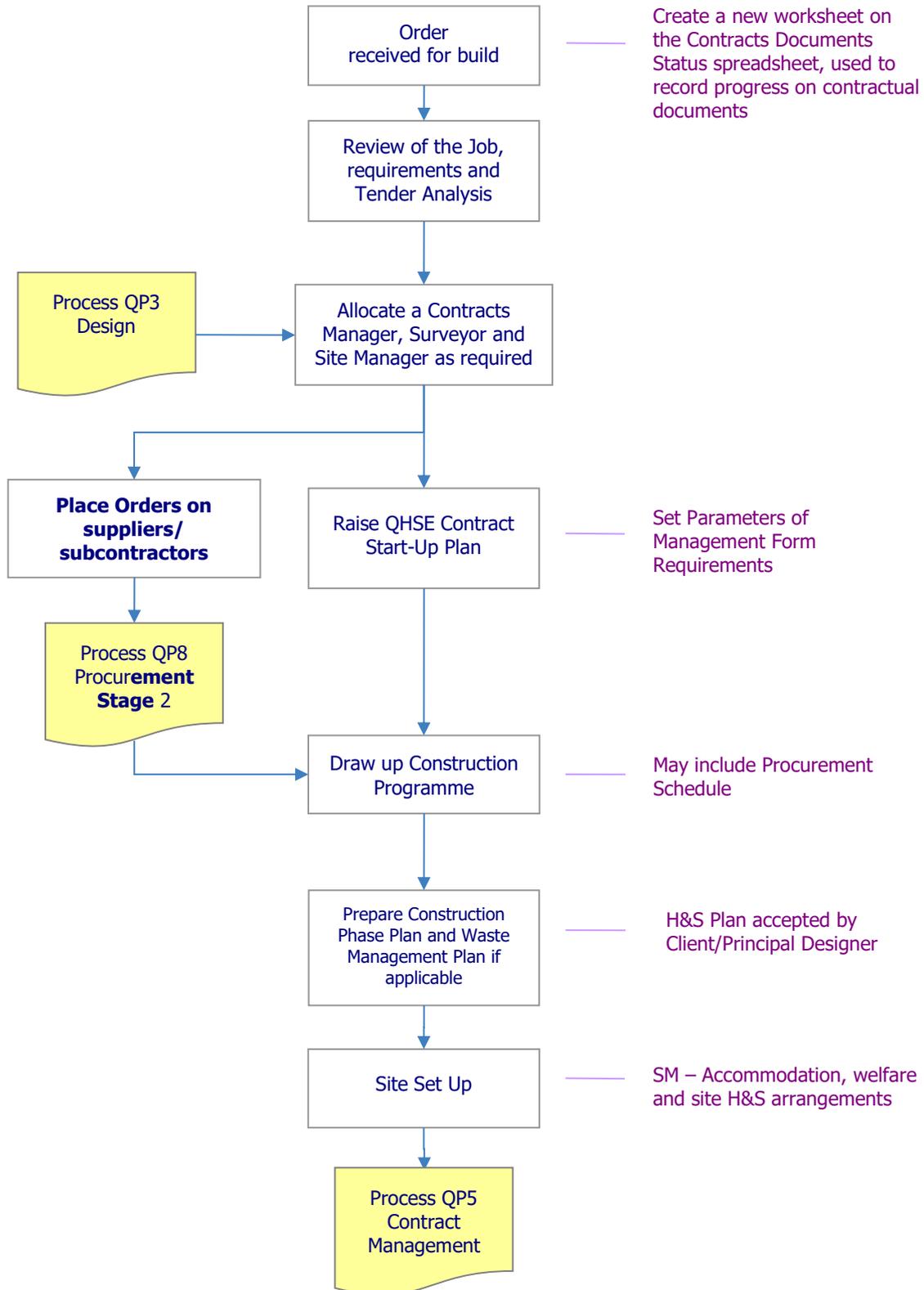
Create a new worksheet on the Contracts Documents Status spreadsheet, used to record progress on contractual documents

May have been supplied at the tender stage

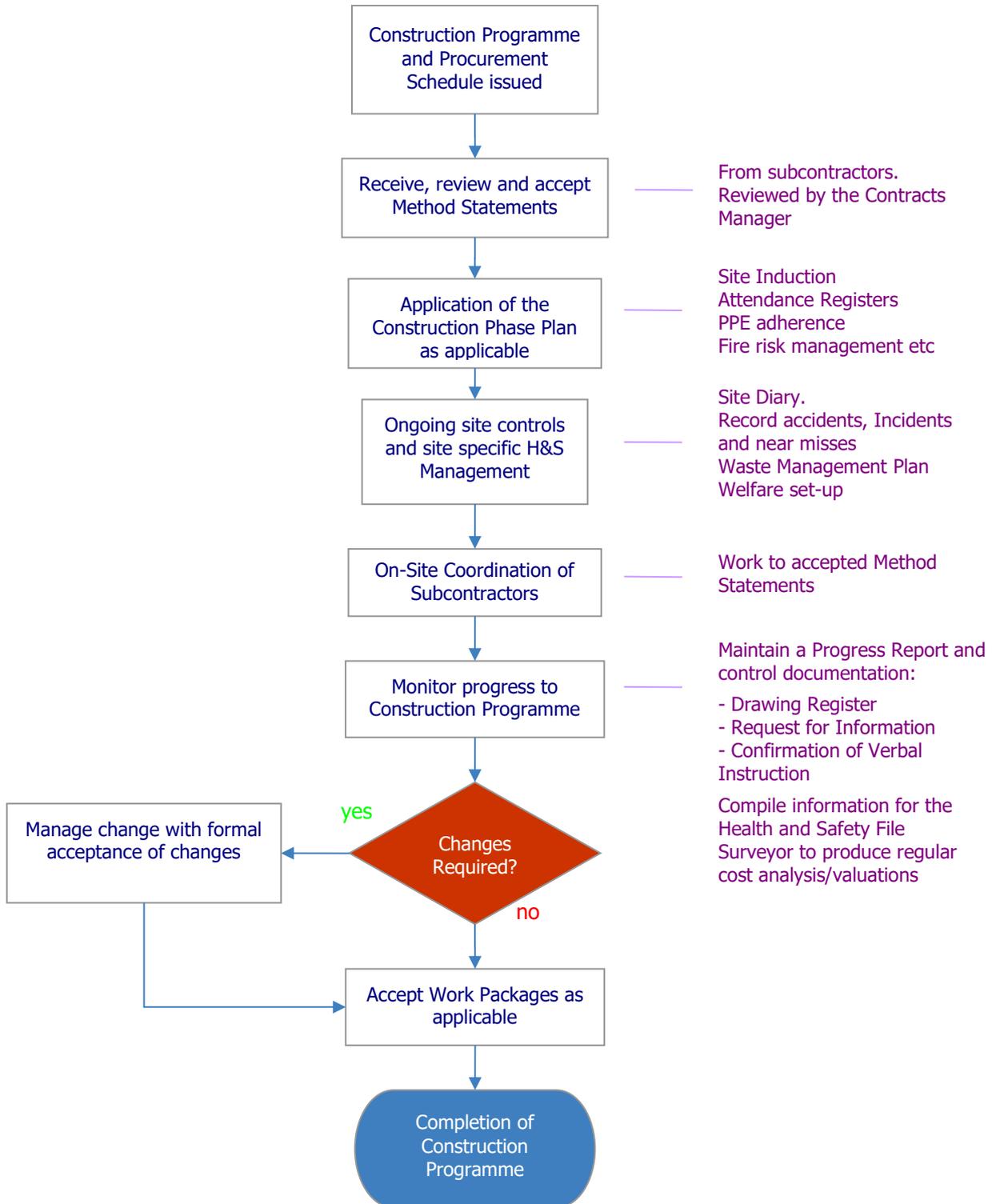
- Review for:
- Technical
  - Cost
  - Environmental
  - Health and Safety

Client acceptance does not absolve Total for design responsibilities as defined by the CDM Regulations.

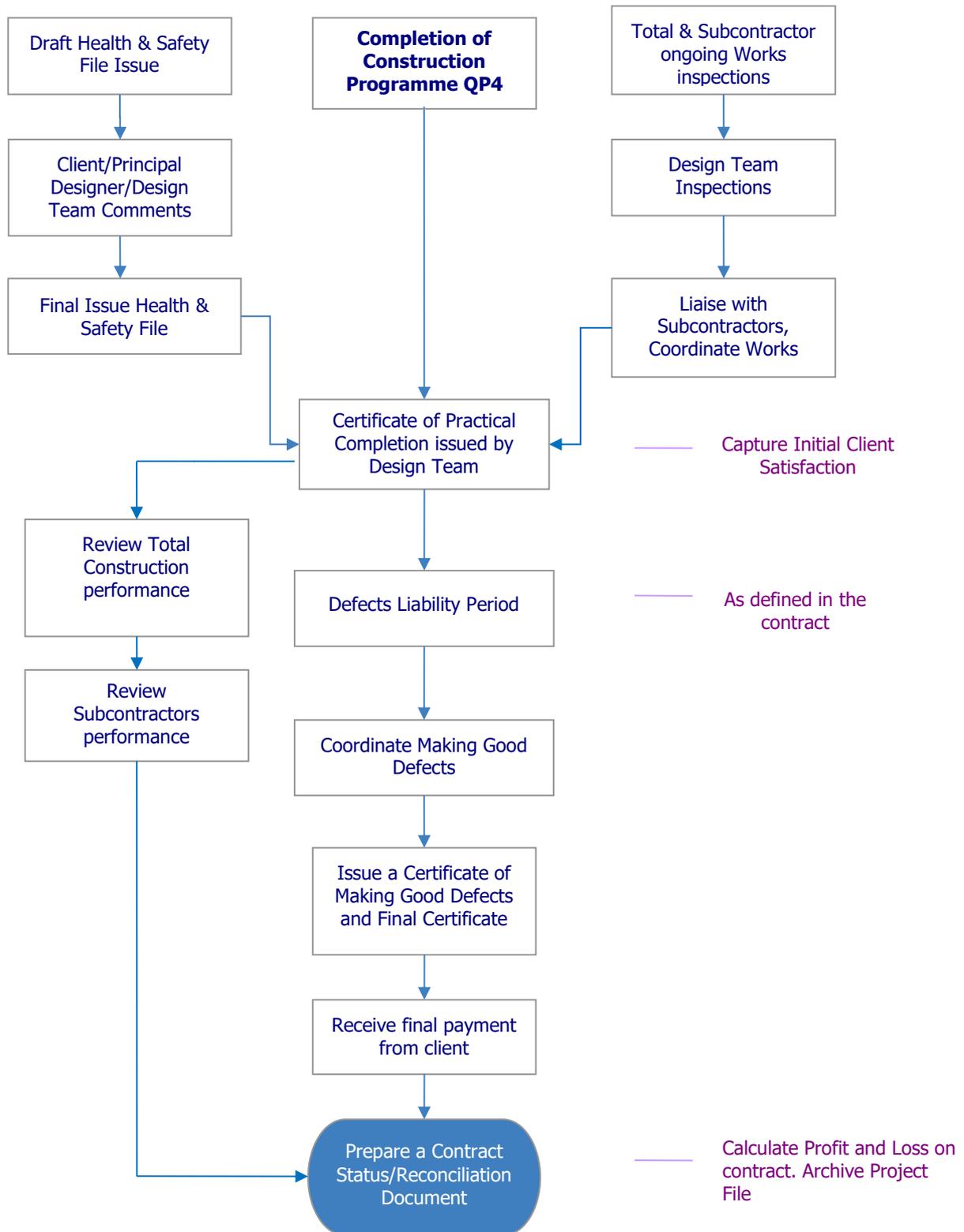
**18. QUALITY PROCESS 4**  
**PROJECT START-UP**



**19. QUALITY PROCESS 5  
CONTRACT MANAGEMENT**



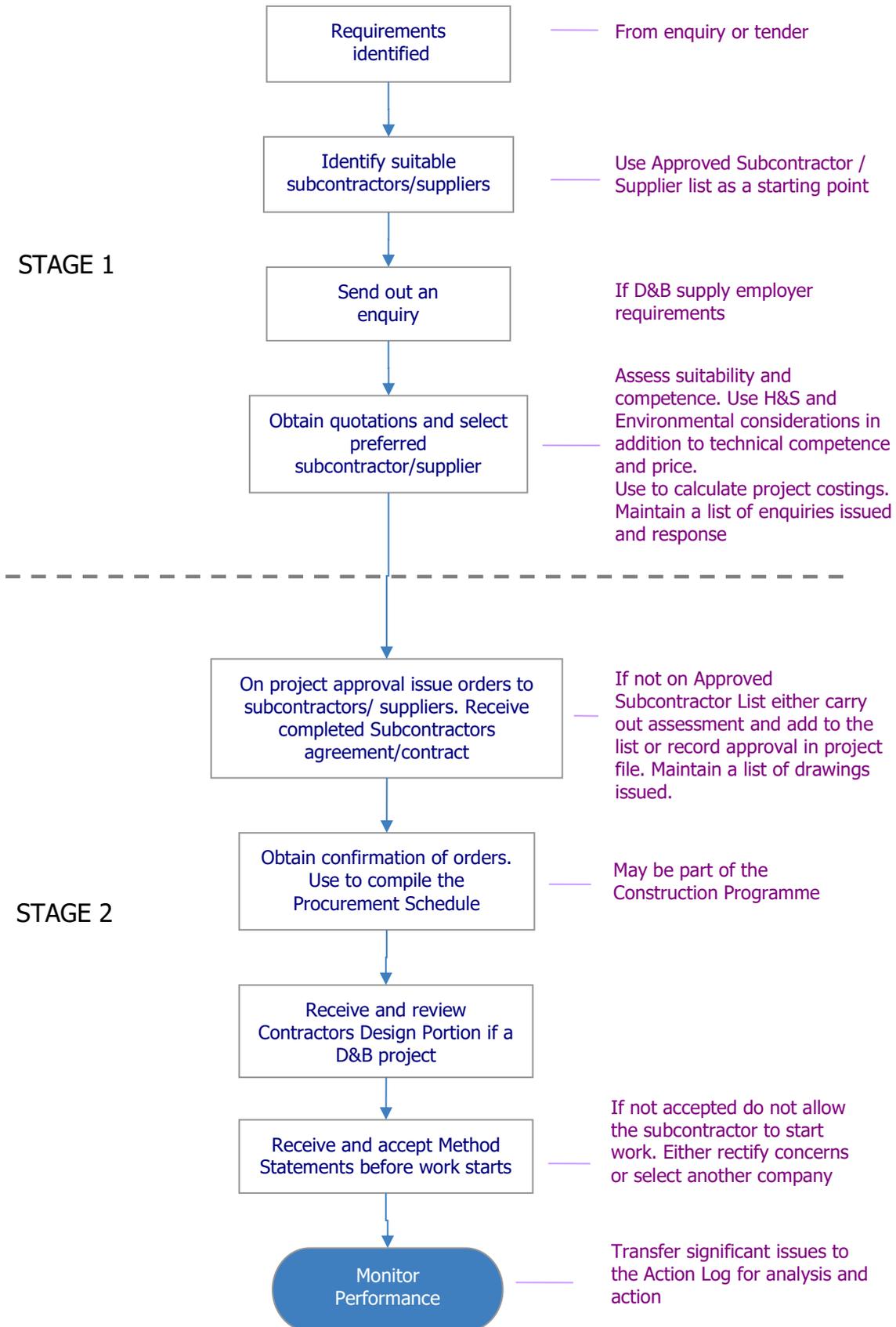
**20. QUALITY PROCESS 6**  
**POST CONTRACT REVIEW**



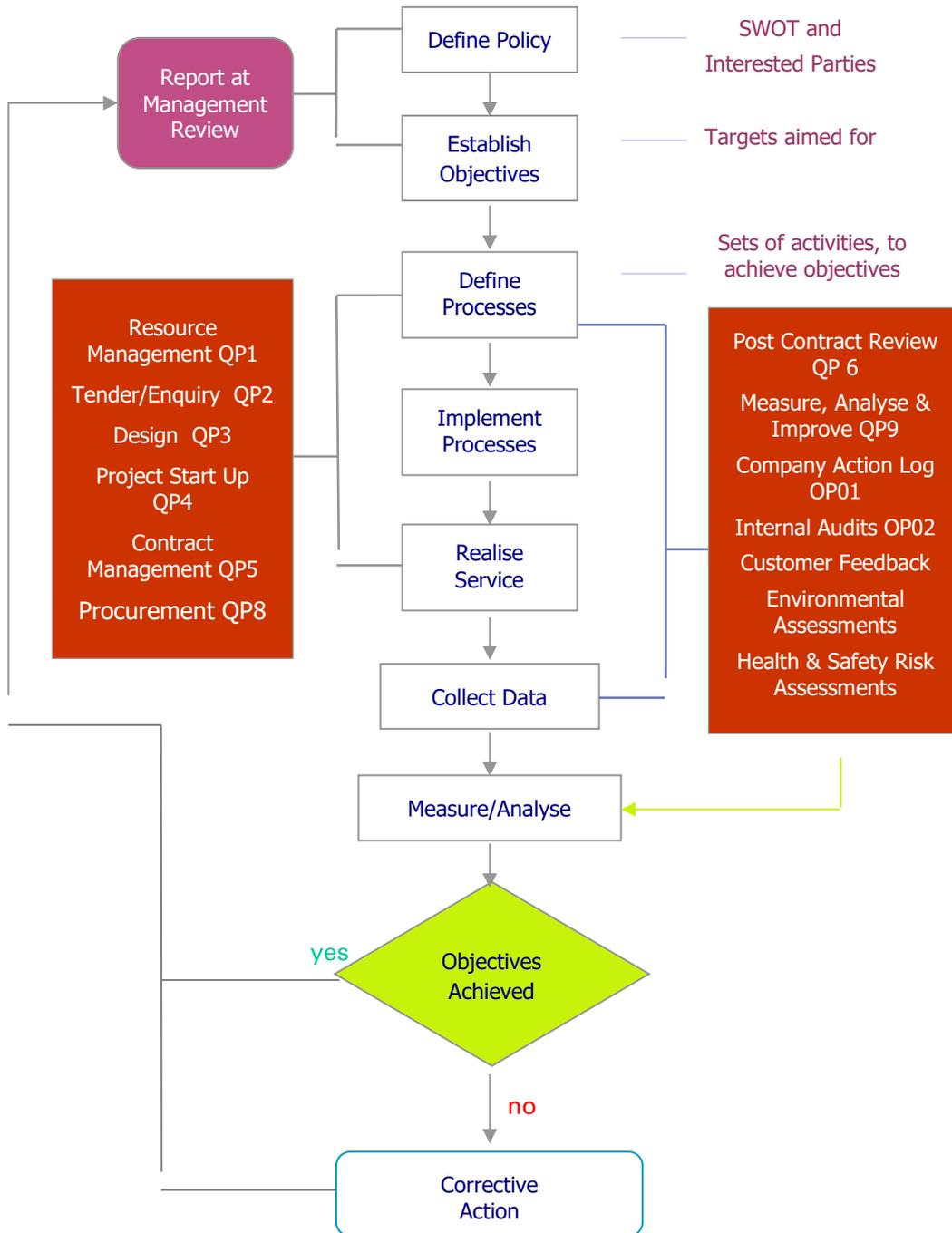
**21. QUALITY PROCESS 7**  
**SMALL WORKS**



**22. QUALITY PROCESS 8  
PROCUREMENT**



**23. QUALITY PROCESS 9**  
**MEASURE, ANALYSE AND IMPROVE**



TOTAL CONSTRUCTION

**1. Purpose**

This procedure defines the elements of Measurement & Analysis required to ensure all Total Construction’s services conform to customer, ISO 9001/14001/45001 and QHSE Management System requirements, realising a cycle for Continual Improvement.

**2. Policy**

- 2.1 Total Construction Policy is clearly defined by the Directors within the QHSE Management System Manual.

- 2.2 The Policy is a clear definition of Total Construction's direction & the principle actions required to facilitate the establishment & planning of QHSE Objectives.
- 2.3 Total Construction Policy is clearly communicated to all staff - externally as decided by the directors.

### 3. Objectives

- 3.1 Overall QHSE Objectives are established by the Directors & QHSE Representative.
- 3.2 The Directors establish business objectives.
- 3.3 The QHSE Objectives establish the necessary benchmarks, for monitoring & measuring both the effectiveness & efficiency of our organisation, the QHSE Management System, the impact of the company's activities on the environment and the health and safety performance of the company.

### 4. Measurement

- 4.1 The Operating Procedures support the QHSE Management System & also define the actions required to generate relevant data for analysis.
- 4.2 Data is collected from, but not restricted to:
  - a) Context Analysis
  - b) Action Log – OP01.
  - c) Internal Audits – OP02.
  - d) Project performance.
  - e) Client Feedback.
  - f) Environmental Aspects/Impacts Evaluations.
  - g) Health & Safety Risk Assessments.
- 4.3 Data is regularly collected on customer satisfaction by the management representative. Satisfaction is assessed by the level of customer complaints, repeat business, testimonials received and on time delivery performance.
- 4.4 The QSHE Manager will maintain a register of all equipment requiring calibration, detailing the identity, frequency, method, acceptance criteria, responsibility and results of calibration. Any equipment found out of calibration is recorded on the Action Log and appropriate actions taken.

### 5. Analysis

- 5.1 The QHSE Representative collates & the management team analyses the data to determine the following:
  - a) The effectiveness of Total Construction's Policies.
  - b) The impact of interested parties.
  - c) The impact external opportunities and threats.
  - d) The ability to achieve Planned Objectives.
  - e) The ability to satisfy Client Requirements.
  - f) The impact of Total Construction's activities on the environment.
  - g) The impact of Total Construction's activities on the health and safety of employees and others impacted by the companies operations.
  - h) Customer perception of the company.
  - i) Adequacy of Work Environment & Infrastructure.
  - j) The effectiveness & efficiency of the companies Management/Personnel.
  - k) The effectiveness & efficiency of the companies QHSE Management System.
  - l) The level of performance improvement achieved/ required.

*Effectiveness=Objectives Realised.*  
*Efficiency=Objectives Realised/Resources Used.*

5.2 A Management Review is held to discuss the findings.

## 6. Management Review/Continual Improvement

6.1 QHSE issues shall be included as part of the agenda for regular Management Review Meetings (at minimum every 12 months). The Agenda shall include but not be restricted to:

- a) Follow-up from previous meetings.
- b) Changes in Total Construction Activities or Legislation Relating to their Environmental Aspects or Health and Safety Risk Assessments.
- c) Communications from any External Interested Parties.
- d) Review of Company Quality, Health & Safety and Environmental Policies (& decision on external communication).
- e) Context Review
- f) Environmental Aspects & Effects Evaluation.
- g) Health & Safety Risk Assessments, controls and residual risk levels.
- h) Review, Planning & Setting of Environmental Objectives.
- i) Review & Setting of Quality Objectives.
- j) Review, Planning and setting of Health & Safety Objectives.
- k) Action Log entries & follow- up actions. Includes accident/incident reports and investigations.
- l) Client Feedback/Satisfaction analysis.
- m) Audit Results.
- n) Suitability Work Environment & Infrastructure.
- o) Process Performance and review of key performance indicators.
- p) Staff consultation, health and safety and performance.
- q) Subcontractor/Supplier Review/Approval.
- r) Changes that could affect the QHSE Management System.
- s) Recommendations to improve the QHSE Management System & its implementation.

6.2 Opportunities for improvement shall be identified to facilitate Continual Improvement & reduce the environmental impact of Total Construction's activities, enhancing client satisfaction & perception, by devising & implementing:

- a) Preventive Action to ensure potential or predictable problems do not occur.
- b) Corrective Action to eliminate recurrence of existing problems.
- c) Continual improvement/revision to current Total Construction's Policy & Objectives.
- d) Improvement/revision to the current QHSE Management System, & Procedures.
- e) Continuous Management/Personnel development.
- f) Continuous Improvement of the Environment & Infrastructure.
- g) Context Review Analysis

**24. OPERATING PROCEDURE 01**

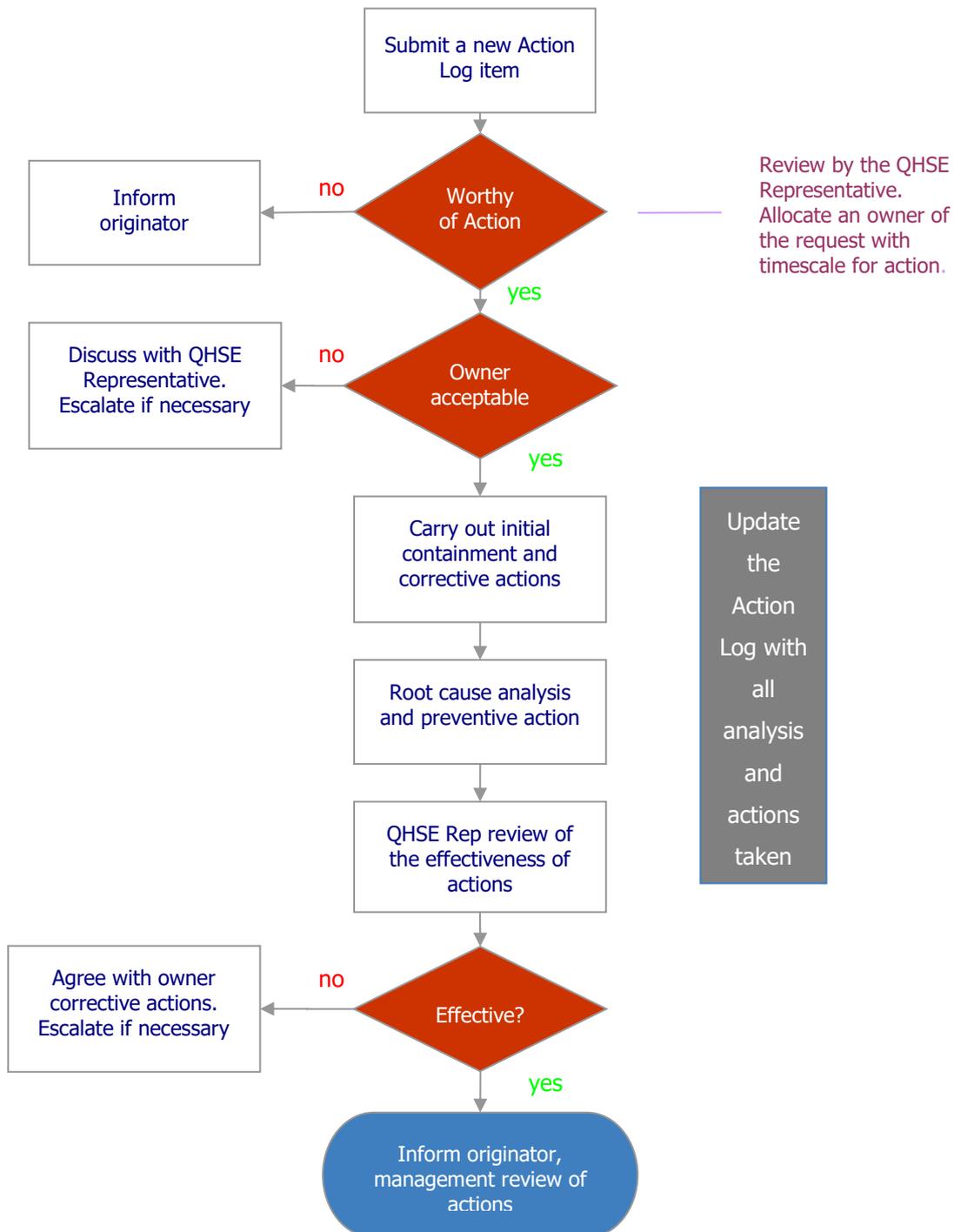
**ACTION LOG**

**1. Purpose**

The Action Log is to identify non-conformances & any actual or potential shortfalls in quality/environmental/health & safety standards of Total Construction internal processes/procedures. Also to suggest improvements and track any actions to ensure improvements have taken place or potential problems are avoided.

The Action Log is a spreadsheet maintained by the QHSE Representative.

**2. Steps**



2.1 The QHSE Representative maintains & monitors the Action Log.

2.2 All personnel can add details to the Action Log by completing the next open row on the log spreadsheet or by informing the QHSE Representative who will update the Log. Typical reasons to raise an Action Log item include:

- Customer Complaint or feedback.
- Environmental complaint from an interested party.
- Environmental or Health & Safety Accident, or near hit (incident).
- Occasion to involve the environmental agency in an incident.
- Action by the HSE i.e. advisory letter, Improvement/Prohibition Notice
- Breach of legislation.
- Supplier/subcontractor issue (i.e. delivery, quality and performance).
- Actual or potential shortfall in the written processes/procedures or a problem in the practical application of them.
- Identification of something that can lead to an improvement in the company performance or management systems.
- Internal or external audit.
- Non-conforming product (clearly label or segregate until resolved in order to prevent contamination of good items).
- Non-conforming installation

2.3 Inform the QHSE Representative that a new action log entry has been made.

### 3. Responsibility

The QHSE Representative is responsible for checking the action log ensuring that people with allocated responsibilities are aware of them and actions are progressing.

## 25. OPERATING PROCEDURE 02

### INTERNAL AUDITS

#### 1. Purpose

To ensure internal audits are conducted at a sufficient frequency to measure the effectiveness of Total Construction's quality, health & safety and environmental processes/procedures.

#### 2. Responsibilities

The QHSE Representative has the responsibility to ensure all audits are planned & adequately communicated.

The QHSE Representative has the responsibility to ensure audits of the QHSE processes & procedures by competent auditors. Any audit of the management system itself must be carried out by an auditor independent of the area being audited.

The QHSE Representative conducts additional unannounced checks to ensure that all Total Construction employees are applying processes/procedures as required.

#### 3. Scope

The scope, detail and focus of each audit are determined by previous suggestions for improvement from internal audits, management reviews & external audit suggestions, status and importance of the activity within the quality, health & safety or environmental processes and Total Construction's business, or as a result of accidents and incidents.

All relevant clauses of the ISO 9001:2015/14001:2015 and 45001:2018 standards specification & each Total Construction QHSE processes/procedure are at minimum subject to annual audit.

#### 4. Records

The QHSE Representative shall prepare an audit schedule on audits planned against the QHSE Management System. All criteria are checked at a minimum annually.

An audit report is completed for each audit activity, which details the type of check conducted, objective evidence seen during the audit, an overview of audit findings, and any items requiring further review.

Suggestion for improvement and actions will be communicated by the QHSE Representative to the person responsible for action and recorded on the Action Log (*see OP01 – Action Log*).

#### 5. Records

The following are deemed as quality records as a result of applying this procedure

Internal audit reports  
Action Log  
Audit schedule

## 26. OPERATING PROCEDURE 03

### SYSTEM RECORDS

#### 1. Purpose

To define those records which are needed to demonstrate the correct application of the QHSE Management System and conformity to the standards and the results achieved. These records will be stored in clearly marked folders or electronic files.

#### 2. Responsibility

The QHSE Representative is responsible for the maintenance of these records.

#### 3. Procedure

- 3.1 Records are maintained in either hard copy or electronic form as required, filed and stored so that they remain legible, accessible and free from damage or loss.
- 3.2 Records are signed and dated as appropriate.
- 3.3 The QHSE Representative shall maintain an index of all forms used by the management system (Form 0). Other records are defined in the processes and procedures.
- 3.4 The minimum retention period for records is defined as:
  - Records relating to Project Management – 6 years
  - Human Resource Records – life of employment plus 3 years
  - Management System records – 6 years
  - Waste disposal duty of care documentation – 3 years
- 3.5 The QHSE Representative is responsible for the secure disposal of records if required after the minimum retention period has elapsed. Electronic documents are deleted from the system, hard copies documents are subject to secure disposal (shredding internally or via an approved company).

#### 4. Computerised Records

Computer records are identified by suitable file name and/or folder and backed up off-site in a secure location.

## 27. OPERATING PROCEDURE 04

### DOCUMENT CONTROL

#### 1. Purpose

To ensure that all internal and external documents subject to revision and necessary for the administration of the QHSE system are controlled.

#### 2. Responsibility

The QHSE Representative is responsible for ensuring documents are authorised & controlled.

#### 3. Procedure

- 3.1 Internal and external controlled documents are electronically stored & protected detailing:
  - a) The document.
  - b) The revision status or revision date.
  - c) Authorisation.
- 3.2 The revision of documents is identified on the document & electronic file.
- 3.3 Obsolete documents are destroyed or marked "Reference only".

#### 4. Documented Quality, H&S and Environmental Management System

- 4.1 The QHSE Representative is responsible for the authorisation of QHSE documents. This includes the QHSE Manual and additional H&S Control Documents defined.
- 4.2 The Version Number of the documented management manual recorded at the top of each page. A record of any amendment detail is recorded on the Page Issue Date Index, which is in section 4 of the manual.
- 4.3 Additional H&S Policies/Procedures are issue controlled. The QHSE Representative is responsible for ensuring the current version is available for use.
- 4.4 Uncontrolled copies of the documented system are marked "Uncontrolled".
- 4.5 Forms used to maintain records of the operation of the QHSE management system are recorded on the Documents/Records Register.
- 4.6 Documents of external origin used for the QHSE management system are detailed on the Documents/Records Register.

#### 5. Safety Management System

- 5.1 There is a Safety Management System maintained as part of the overall documented system. It includes a Health and Safety Policy, detailing overall management for Health and Safety.
- 5.2 The system also contains a number of Standard Operating Procedures (SOPs) that define operational controls.
- 5.3 All documentation within the Safety Management System has a unique number and is version and date controlled.

## 28. OPERATING PROCEDURE 05

### ENVIRONMENTAL ASPECTS EVALUATION

#### 1. Purpose

To identify all aspects of our activities that can impact the environment. To consider & minimize the impacts & ensure compliance to all legal or other requirements.

#### 2. Procedure

The QHSE Representative shall:

- 2.1 Identify all aspects of the company's operation that can affect the environment. The process considers normal and abnormal operating conditions, shut-down and start-up conditions, as well as reasonably foreseeable emergency situations. If these are appropriate they shall be included in the aspect evaluation.
- 2.2 Complete and update the Aspect Evaluation Sheet using the guidelines provided on the sheet:
  - Identifying the affect & calculating significance.
  - Identifying legislation and other requirements that relates to the environmental operation of the company by accessing various sources. These sources can include:
    - a. Trade associations
    - b. [www.businesslink.gov.uk](http://www.businesslink.gov.uk)
    - c. [www.envirowise.gov.uk](http://www.envirowise.gov.uk)
    - d. [www.Wastedynamics.name](http://www.Wastedynamics.name)
    - e. Environment Agency
    - f. DEFRA
  - Identifying actions and/or records required to ensure compliance
  - Identifying the need for training or control procedure.
  - Periodically review the companies activities & aspects

#### 3. Records

Aspects Evaluations Sheet.

## 29. OPERATING PROCEDURE 06

### HEALTH & SAFETY HAZARDS EVALUATION

#### 1. Purpose

To identify all hazards within our activities which have a potential for harm in terms of human injury or ill health.

To consider & minimize the associated risks, reducing the residual risk to an acceptable level and ensuring compliance to all legal or other requirements.

#### 2. Procedure

The QHSE Representative shall:

- 2.1 Identify all hazards of the company's operations considering routine & non-routine activities, which have a potential for harm in terms of human injury or ill health.
- 2.2 Complete a Risk Assessment for each identified hazard evaluating the risk taking into account the adequacy of existing controls & deciding on acceptability.
- 2.3 Risk assessments shall take into account:
  - Activities of all persons having access to the workplace
  - Consider human behaviour, capabilities and other human factors
  - Consider hazards originating outside of the workplace and those created in the vicinity of the workplace
  - Infrastructure, equipment and materials, whatever the source
- 2.4 Identify & consider legislation and other requirements that relates to the safe operation of all company activities by accessing various sources. These sources can include:
  - a. Trade associations
  - b. [www.hse.gov.uk](http://www.hse.gov.uk)
- 2.5 Consider all interested parties & any other requirement to which we prescribe:
  - Identify actions and/or records required to ensure compliance
  - Identify the need for training or control procedures
  - Periodically review the company's activities, hazards & risk assessments
- 2.6 When considering controls, or considering changes to existing controls, consideration shall be given to reducing the risks according to the following hierarchy:
  - Elimination
  - Substitution
  - Engineering controls
  - Signage/warning and/or administrative controls
  - Personal protective equipment

#### 3. Records

Risk Assessment Documents

### 30. OPERATING PROCEDURE 07 EMERGENCY PREPAREDNESS & RESPONSE

#### 1. Purpose

To ensure adequate provision & practice of procedure or training to respond in emergency situations.

#### 2. Procedure

1. **Environmental Aspects:** Any need for emergency preparedness and response, training or procedure is identified from individual aspect evaluations or impact assessments. Operational controls will be detailed in the Construction Phase Plan.
2. **Construction Site:** Each site will have safety plans including emergency response identified as part of the Construction Phase Plan.
3. **Fire Precaution:** Fire evacuation procedures are fully documented & practiced. The offices and yard will have a fire risk assessment and procedures.
4. **Training:** The QHSE Representative and the Site Managers are responsible for ensuring all staff are fully trained in emergency response via on-site instructions and toolbox talks.

#### 3. Responsibility

The management team are responsible for ensuring personnel awareness, preparedness & practised response.

#### 4. Records

Toolbox Talks  
Aspects Evaluation Sheets  
Health and Safety Risk Assessments  
Environmental Risk Assessments  
Construction Phase Plan