ISO 14001, 9001, 45001 INTEGRATED MANAGEMENT SYSTEM

Euro
Demolition & Dismantling Ltd.

Integrated Management System

- Quality Management

- Company Policy Statements

- Company Procedures

- Health and Safety Management

- Environmental Impact

- Legal Register

- Documentation Control

- Management Audit and Review

Author			Document		
Name:	Tom Price		**Name:**	Integrated Management System	
Position:	QUENSH Manager		**Number:**	EDD-IMS-003TP	
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This document will be reviewed quarterly internally as a minimum and as result of material change. Formal revision and re-issue to be carried out as required					

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Section 1 – System Management

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Approvals

The signatures below certify that this Integrated Management System has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by	Tom Price	01 – First Issue	QUENSH Manager	23.08.2022
Reviewed by	David Unwin	01 – First Issue	Managing Director	2308.2022
Approved by	David Unwin	01- First Issue	Managing Director	23.08.2022

Amendment Record

This Integrated Management System is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Section	Context	Revision	Date

Integrated Management System

Section 1 – Quality Management

1.1   Introduction

EDD Contracts Ltd (EDD) has developed and implemented an integrated management system (IMS) in order to document the company's best business practices, better satisfy the requirements and expectations of its customers and to improve the overall management of the company.

The integrated management system of EDD meets the requirements of the international standard ISO 9001, 18001 and 45001.

Carrying out demolition and dismantling works across the UK and Europe, our head office is located in Uttoxeter.

EDD has implemented an integrated management system that exists as part of an overall management system which has established, documented and implemented our quality, environmental and health & safety policy and related processes for providing such services which meet or exceed customer requirements, industry recognized standards and whilst satisfying the requirements of ISO 9001, 140001 and 45001.

EDD has adopted a process approach by defining and managing process inputs, controls and outputs to ensure the desired results are achieved and by managing the interfaces between interrelated processes to ensure system effectiveness is maintained.

EDD monitors, measures and analyses relevant processes and takes action to achieve planned results and ensures the continual improvement of our integrated management system. Any outsourced process or activity is controlled as per applicable ISO requirements.

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1.2   Context of Organisation and Interested Parties

EDD has considered as part of the initiation of the Integrated Management System, a complete review of the organisation's activities both at Head Office and for site-related works was undertaken during which the hazards relating to its activities were identified. Detailed procedures and assessments were compiled and reviewed of all identified hazards and recorded including the following areas:

- General Safety Arrangements
- Demolition Activities
- Use of Tools, Equipment, Plant, Machinery and Vehicles
- Working at Height
- Lifting Operations
- Asbestos
- Hot Works
- Services
- Manual Handlin, Slips, Trips and Falls
- Noise and Vibration
- COSHH
- Environmental

In identifying the above hazards, routine and non-routine activities, account is taken of the following interested parties:

- All personnel including sub-contractors, visitors and those affected by the activities carried out by EDD
- The clients engaging with EDD and those employing EDD to carry out such demolition services
- The requirements of relevant British Standards
- The requirements of the Industry itself, including best practice
- Those stakeholders of whom have a vested interested in the company
- External bodies and auditors to which the company seek accreditation

When considering the activities of the company and those interested parties the scope of this management system can be identified and an understanding gained as to the development of an Integrated Management System.

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1.3 Scope

The International Organization Standard ISO 9001, 14001 and 45001 describes the requirements for a management system by addressing the principles and processes surrounding the design development and delivery of a service. The activity covered by EDD is for the provision of demolition, dismantling and asset salvage and recovery services.

The integrated management system complies with all applicable requirements contained in ISO standards covering the planning, design and provision of all services, and encompasses all operations at our facility located at Marchington Industrial Estate as well as on all sites, on which we carry out work activities.

We adopt these values in our everyday activities, acting as the benchmark for how we operate throughout our business and amongst the wider community. Our values are lived and breathed by our people and ingrained into our company culture.

EDD has adopted ISO standards to improve its Integrated Management System. The Integrated Management System (IMS) is applied to all processes and locations of EDD Ltd and serves to demonstrate the organization's commitment to the health and safety of all those carrying out work activities for or on behalf of EDD, affected by the work activities, pollution prevention and continuous improvement of environmental protection and the overall quality and standards of service delivery.

EDD however does not engage in designing, developing or changing the design of the products we manufacture. To this end, our quality management system does not encompass product design and development processes and therefore, paragraph 7.3 of ISO9001 is not applicable to our business and has been excluded.

1.4 Commitment

EDD's Senior Management has the responsibility and authority for supporting the development and implementation of the Integrated Management System, for ensuring that it remains relevant to the company's objectives, and the needs and expectations of customers whilst promoting an ethos of continual improvement.

EDD's Senior Management are responsible for communicating the companies policies as well as the importance of meeting customer, statutory and regulatory requirements to employees and those affected by our works. They ensure the policies are understood and that they applied to the daily work of the organization through the establishment of measureable goals and objectives.

EDD's Senior Management is responsible for ensuring that the company's policies are appropriate for the goals of the business, that it promotes the continuing improvement of the effectiveness of the Integrated Management System and that it is reviewed for continuing suitability.

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Management Commitment

The Directors of EDD are committed to implementing and developing the Integrated Management System and this commitment is defined by the relevant policy statements.

We ensure that our policies are understood, implemented and maintained at all levels of the organization through printed distribution and through periodic management review of the policy statements and corporate level improvement objectives. In addition, our policies and objectives are communicated and deployed throughout the business via individual performance objectives established and reviewed during employee performance reviews.

All managers demonstrate their commitment to the development and improvement of the quality management system through the provision of necessary resources, through their involvement in the internal audit process and through their proactive involvement in continual improvement activities. Emphasis is placed on improving both the effectiveness and efficiency of key management system processes.

Customer Focus

EDD strives to identify current and future customer needs, to meet their requirements and to exceed their expectations. EDD Management ensures that the focus on improving customer satisfaction is maintained by setting and reviewing objectives related to customer satisfaction at management review meetings.

EDD's Senior Management also ensures that customer requirements are understood and met. Customer requirements are understood, converted into internal quality requirements and communicated to appropriate personnel within the organization.

Customer complaints and other customer feedback is continually monitored and measured to identify opportunities for improvement. We continually look for other ways to interact directly with individual customers to ensure a proper focus to their unique needs and expectations is established and maintained.

Objectives

Client-centric - We strive to forge lasting client relationships built on **trust** and **integrity**. We aim to exceed client expectations by fully understanding their needs to adopt the most economical and tailored approach to each project.

A Safety-First Culture - We consistently aim to reduce health & safety risks by nurturing a safety-first culture amongst our people. In addition to providing accredited safety training programs and toolbox talks, we communicate our safe working practices in engaging ways throughout the business, as a continual part of our commitment to providing safe working environments for our people as well as the communities in which we operate.

Our People - We invest heavily in recruiting the right people for each role within our business. We reward entrepreneurial spirit and encourage collaborative working practices, building a 'one team' approach to strengthen our success. We aim to deliver robust needs-based training packages to empower our teams with enhanced skills to carry out their roles to the highest standards.

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1.5 References

In addition to ISO Standards, EDD will make reference to relevant British standards as well as customer specifications appropriate to our service delivery.

Standard	Title	Description
ISO 9001:2015	Quality Management Systems	Quality Management
ISO 14001:2015	Environmental Management Systems	Environmental Management
ISO 45001:2018	H&S Management Systems	Health and Safety Management
BS6187:2011	British Standard	Demolition
BS5975:2008	British Standard	Temporary Works
BS5228:2009	British Standard	Noise and Vibration
BS7121	British Standard	Safe use of Cranes

1.6   Organisation

EDD Top Management

OPERATIONS MANAGER/DIRECTOR
Corporate Strategy
Business Control
QUENSH Team Member
Management Review
Financial Control
Customer Relations
Operation Control
Job Review

CONTRACTS MANAGER
Corporate Strategy
Business Control
QUENSH Team Member
Management Review
Financial Control
Customer Relations
Sales and Marketing
Tenders & Estimates

QUENSH Manager
QUENSH Systems
Internal Audit
Quality, Environmental, Safety and Health

OFFICE MANAGER
Document Control
Record Control
Customer Liaison

SITE SUPERVISORS
Project Site Processes
Machine Drivers/Excavator Drivers
Customer Liaison

GENERAL SITE OPERATIVES
Project Site Processes
Machine Drivers/Excavator Drivers

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1.7 Responsibilities

All staff are fully trained and competent for the tasks we require them to do. Training covers all aspects of the companies operations and areas of quality, the environment and health and safety. Documented responsibilities are contained within our Health, Safety and Environmental System as well as, in our procedures and method statements.

A brief operational overview of responsibilities for key personnel is provided below;

- The Managing Director is responsible for the overall operation of the company and ensuring that the clients' requirements are met.

- The Managing Director is responsible for the management of the company's health, safety and environmental policies and procedures and for the training of all personnel in health, safety and environmental matters and other work-related skills.

- The directors jointly or singly are responsible for overseeing the handling of all enquiries, the review of contracts and orders, valuations and the commercial success of the company.

- The QUENSH Manager coordinated the implementation and accreditation of the companies Integrated Management System.

- Site Managers and Supervisors are responsible for all labour, materials and subcontractors on site.

The following are jointly responsible for the provision of suitably qualified, experienced and competent labour, adequate supply of resources, quality and availability of materials and the effective repair and maintenance of plant and equipment within the organization;

- Managing Director
- Operations Director
- Health and Safety Managers
- Site Managers and Supervisors

The Health and Safety Managers are jointly responsible for;

- Ensuring that processes are established, implemented and maintained
- Reporting to the Operations Director the results of all audits and inspections
- Reporting to the Operations Director the performance and improvement of the IMS System
- Ensuring the promotion of awareness of company, legal and customer standards and requirements throughout the organization.

The ultimate responsibility for the implementation of this management system rests with the Managing Director.

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1.8   Human Resources, Training and Competence.

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality, health, safety and environmental objectives of EDD.
The company operates a formal system to ensure that all employees within the organization are adequately trained to enable them to perform their assigned duties. Such information is collated and displayed on a training needs analysis and matrix document.

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. The Human Resources Department maintains records of employee qualifications. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence.

EDD Management identifies emerging competency needs during management reviews, following the successful win of a contract and as a result of industry or legislative change.
Where possible; training is conducted in-house, although for more specialist skills, external seminars or courses are utilized. The effectiveness of training is evaluated. The company induction includes an introduction to the company's policy statements and objectives. Future training needs are identified as part of the Management Review process.

Training records are maintained to demonstrate competency and experience. EDD Management will review the training records regularly to ensure completeness and to identify possible future training needs.

Training records are maintained in accordance with the companies training policy and include depending on the nature of the role, the following information:

- Copies of certificates for any training undertaken to date
- Current Job Description
- Curriculum Vitae

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1.9   Objectives and Targets

The Senior Management team is responsible for setting Quality, Environmental, Safety and Health objectives with measurable targets in line with the company Policies that show a commitment to:

- The prevention of harm
- Compliance with legal requirements
- Continual improvement
- Customer Satisfaction
- Continuation and growth of the business

Based upon these objectives, programmes may be instigated and implemented to improve performance to allow targets to be met.

The Health, Safety and Environmental Policy contains a commitment / plan to which is continually referred to at meeting and communicated to all to demonstrate the company's commitment to improvement.

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1.10 Cross Reference with ISO Standards

All terms and references are as defined by the ISO Standards

Reference			Description	IMS Reference
9001	**14001**	**45001**		
4	**4**	**4**	**Context of the Organisation**	
4.1	4.1	4.1	Understanding the Organisation and its context	
4.2	4.2	4.2	Understanding the needs and expectations of workers & interested parties	
4.3	4.3	4.3	Determining the scope of the Integrated Management System	
4.4	4.4	4.4	Integrated Management System and its processes	
5	**5**	**5**	**Leadership**	
5.1	5.1	5.1	Leadership and commitment	1.4 of ISMS
5.1.1	-	-	General	1.4 of ISMS
5.1.2	-	-	Customer focus	9.13 of ISMS
5.2	5.2	5.2	Policy	
5.2.1	-	-	Establishing the Quality Policy	
5.2.2	-	-	Communicating the Quality Policy	2.1 of ISMS
5.3	5.3	5.3	Organisational roles, responsibilities and authorities	1.7 of ISMS
-	-	5.4	Consultation and participation of workers	
6	**6**	**6**	**Planning**	
6.1	6.1	-	Actions to address risks and opportunities	1.2 of ISMS
-	6.1.2	-	Environmental aspects	5.1 of ISMS
-	-	6.1.2	Hazard Identification and assessment of OH&S risks	4.2 of ISMS
-	6.1.3	6.1.3	Compliance and Legal obligations	6.1 Legal register of ISMS
-	6.1.4	6.1.4	Planning action	
6.2	6.2	6.2	Integrated objectives, and planning to achieve them	1.9 of ISMS
-	6.2.1	6.2.1	Environmental objectives	5.2 of ISMS
-	6.2.2	6.2.2	Planning actions to achieve environmental objectives	5.1, 5.2 of ISMS
6.3	-	-	Planning of changes	
7	**7**	**7**	**Support**	
7.1	7.1	7.1	Resources	
7.1.1	-	-	General	
7.1.2	-	-	People	3.1 of ISMS
7.1.3	-	-	Infrastructure	4.7 of ISMS

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Reference				
9001	**14001**	**45001**	**Description**	**IMS Reference**
7.1.4	-	-	Environment for the operation of processes	4.5, 4.6 of ISMS
7.1.5	-	-	Monitoring and measuring resources	4.3 of ISMS
7.1.6	-	-	Organisational knowledge	1.8 of ISMS
7.2	7.2	7.2	Competence	1.8 of ISMS
7.3	7.3	7.3	Awareness	1.8 of ISMS
7.4	7.4	7.4	Communication	8.2 of ISMS
-	7.4.1	-	General	8.2 of ISMS
-	7.4.2	7.4.1	Internal communication	8.2 of ISMS
-	7.4.3	7.4.2	External communication	8.2 of ISMS
7.5	7.5	7.5	Documented information	7.1 of ISMS
7.5.1	7.5.1	7.5.1	General	7.1, 7.2, 7.3 of ISMS
7.5.2	7.5.2	7.5.2	Creating and updating	7.1, 7.2, 7.3 of ISMS
7.5.3	7.5.3	7.5.3	Control of documented information	7.1, 7.2, 7.3 of ISMS
8	**8**	**8**	**Operation**	
8.1	8.1	8.1	Operational planning and control	3.6, 5.1, 5.2 of ISMS
-	-	8.1.1	General	3.6, 5.1, 5.2 of ISMS
-	-	8.1.2	Eliminating hazards and reducing OH&S risks	4.2 of ISMS
-	-	8.1.3	Management of change	
-	-	8.1.4	Procurement, Contractors and Outsourcing	9.11, 9.14 of ISMS
	8.2	8.2	Emergency preparedness and response	3.4 Emergency Response of ISMS
8.2	-	-	Requirements for products and services	3.5, 3.6 of ISMS
8.2.1	-	-	Customer communication	3.5, 3.6 of ISMS
8.2.2	-	-	Determining the requirements for products and services	3.5, 3.6 of ISMS
8.2.3	-	-	Review of the requirements for products and services	3.5, 3.6 of ISMS
8.2.4	-	-	Changes to requirements for products and services	3.5, 3.6 of ISMS
8.3	-	-	Design and development of products and services	Excluded
8.4	-	-	Control of externally provided processes, products and services	3.2 and 3.3 of ISMS
8.4.1	-	-	General	3.2 and 3.3 of ISMS
8.4.2	-	-	Type and extent of control	3.2 and 3.3 of ISMS
8.4.3	-	-	Information for external providers	3.2 and 3.3 of ISMS
8.5	-	-	Production and service provision	3.5, 3.6, 3.7 of ISMS
8.5.1	-	-	Control of production and service provision	3.7 of ISMS
8.5.2	-	-	Identification and traceability	
8.5.3	-	-	Property belonging to customers or external providers	
8.5.4	-	-	Preservation	

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Reference			Description	IMS Reference
9001	**14001**	**45001**		
8.5.5	-	-	Post-delivery activities	3.7 of ISMS
8.5.6	-	-	Control of changes	
8.6	-	-	Release of products and services	3.7 of ISMS
8.7	-	-	Control of nonconforming outputs	8.5, 9.2 of ISMS
9	**9**	**9**	**Performance evaluation**	
9.1	9.1	9.1	Monitoring, measurement, analysis and evaluation	
9.1.2	-	-	Customer satisfaction	9.13 of ISMS
-	9.1.2	9.1.2	Evaluation of compliance	6.1 Legal register of ISMS
9.1.3	-	-	Analysis and evaluation	
9.2	9.2	9.2	Internal audit	8.4 of ISMS
9.2.1	9.2.1	9.2.1	General	8.4 of ISMS
9.2.2	9.2.2	9.2.2	Internal audit programme	8.4 of ISMS
9.3	9.3	9.3	Management review	8.1, 8.3 of ISMS
9.3.2	-	-	Management review input	8.1, 8.3 of ISMS
9.3.3	-	-	Management review output	8.1, 8.3 of ISMS
10	**10**	**10**	**Improvement**	
10.1	10.1	-	General	8.5 of ISMS
10.2	10.2	-	Nonconformity and corrective action	8.6, 9.3 of ISMS
10.3	10.3	-	Continual improvement	8.7 of ISMS

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Section 2 – Company Policy Statements

Main Policy Statements

2.1	Quality Policy
2.2	Health and Safety Policy
2.3	Environmental Policy

Second Tier Policy Statements

2.4	Waste Management Policy
2.5	Corporate and Social Responsibility Policy
2.6	Anti-bribery and Corruption Policy
2.7	Sustainability Policy
2.8	Business Continuity Policy
2.9	Equality and Diversity Policy
2.10	Modern Slavery and Human Trafficking Policy
2.11	Ethical Trading Policy

Employee Policies and Procedures – (Employee Handbook)

Disciplinary Procedure and Action
The Right to be accompanied
Code of Conduct
Disciplinary and Dismissal Appeals
Grievance Procedure

Operational Policies and Procedures – (Employee Handbook)

Equal Opportunities Policy
Absence Procedure and Rules
Vehicles and Driving
Expenses
Alcohol and Drugs
Computers, E-mail and the Internet
Data Protection Policy
Monitoring Policy
Cash Handling
Training
Training Repayment Agreement
Redundancy, Short Time Working and Lay Off
Retirement

Integrated Management System

2.1 Quality Policy

Euro Demolition and Dismantling Limited are the provider of industrial demolition and dismantling services in both the UK and Europe and are committed to delivering its services to the highest of standards, consistently and taking into account legal requirements, industry guidance and best practice.

The company's policy and objective are to;

- Continually review our operating practices with the aim of further improving our service delivery

- Integrate our quality standards into our daily activities and provide a clear structure to follow, further develop and improve upon

- Operate in accordance with our documented Integrated Management System

- Ensuring that the products we purchase, services we engage in and subcontractors used are consistent with the quality standards set out within the policy and Integrated Management System

EDD strive to ensure that standards of service are continually high irrespective of the work type or location of operation. As such it is recognized that these high standards are only maintained through the adoption of a systematic and disciplined approach by all employees. The implementation of a documented quality system, integrated and complying with ISO9001 provides the platform for a disciplined structure and to further develop and improve the company's system and service in order to meet the future needs of its customers.

This quality policy has been defined by the company's senior management and has been communicated throughout the organization by displaying the policy on all site notice boards, referencing it during company inductions and its inclusion in site document packs. The quality policy is also made publically available on the company website.

The ultimate responsibility for the Integrated Management System is that of the Managing Director but its application is the responsibility of everyone in the organization.

The Managing Director will be responsible for the implementation of, and subsequent adherence to the company quality policy and procedures. The Managing Director is responsible for ensuring a regular review of the quality policy and procedures is carried out to ensure they are updated to reflect any significant changes in the company organisation, commitments, and legislative requirements

David Unwin
Managing Director
23rd August 2022

2.2   Health and Safety Policy

The purpose of the health and safety policy statement is to publically communicate the organisations commitment to health and safety matters. The policy will be reviewed annually as a minimum and the policy along with this system signed by the Managing Director, denoting such commitment.

EDD Contracts Ltd (EDD) has high expectations for the management of health and safety issues and commits to compliance with the requirements of the Health and Safety at Work etc. Act 1974 and all applicable current occupational health and safety legislative obligations.

It is recognised that the importance of safety comes from the top of any organisation and EDD Managing Director will ensure that suitable and effective monitoring of health and safety performance is carried out. Additionally, commitment is given to a health and safety audit programme and management review process.

Health and Safety is not simply about meeting legislative requirements but we at EDD will aim towards industry best practice measures so far as reasonably practicable and will strive for continual improvement to its occupational health and safety management systems and controls and commit to a proactive control of health and safety through hazard identification, risk assessment processes and the implementation of suitable risk control measures.

The importance of effective consultation and communication in improving health and safety for all persons who may be affected by the undertakings of the company is accepted. To assist this, EDD will operate a health and safety committee that will be attended by workplace representatives at all levels of the workforce.

The Managing Director will be responsible for the implementation of, and subsequent adherence to the company health and safety policy and procedures. The Managing Director is responsible for ensuring a regular review of the health and safety policy and procedures is carried out to ensure they are updated to reflect any significant changes in the company organisation, commitments, and legislative requirements.

David Unwin
Managing Director
23rd August 2022

Integrated Management System

2.3   Environmental Policy

EDD Contracts Ltd (EDD) are the provider of industrial demolition and dismantling services in both the UK and Europe and are committed to delivering its services with minimum environmental impact, consistently and taking into account legal and environmental requirements, industry guidance and best practice.

EDD will achieve this through our commitment to:

- Continual improvement of our environmental performance by regularly re-assessing the effects of our organisation and activities.

- Minimise waste production by adopting a simple 'Reduce-Re-use-Recycle' approach to all our activities.

- The prevention of pollution and minimisation of our environmental impact.

- Complying with all environmental legislation.

- Involving employees in our environmental programme and providing necessary training to enable them to fulfil their responsibilities.

Performance against stated objectives is monitored and reviewed at our management review meetings where targets are set and actions for improvement decided.

This policy, the associated operating procedures and the objectives and targets are communicated to all staff and sub-contractors via the site notice boards and at inductions as well as being publically available on our website.

This policy applies to all activities undertaken by Euro Demolition and Dismantling Ltd and is available to external parties via our website.

The Managing Director will be responsible for the implementation of, and subsequent adherence to the company environmental policy and procedures. The Managing Director is responsible for ensuring a regular review of the environmental policy and procedures is carried out to ensure they are updated to reflect any significant changes in the company organisation, commitments, and legislative requirements.

David Unwin
Managing Director
23rd August 2022

Integrated Management System

2.4 Waste Management Policy

In addition to our Environmental Policy, EDD Contracts Ltd (EDD) have made a further commitment to active waste management and consistent with its policy commitment, reduce the impact our activities, particularly the generation of waste has on the environment we share.

The aims of the policy are to:
- Identify and minimise waste and its effect to the environment associated with the company's activities.
- Comply with current waste legislation and where appropriate act in anticipation of future requirements in line with our company environmental legislation register and environmental impacts and aspects register.
- Set targets and deliver continual improvement in the management of waste management issues via key performance indicators and ongoing data collection of waste produced.
- Produce Site Waste Management Plans on all contracts regardless of the contract value along with duty of care waste matrix data collection and checks on all waste movements.
- All waste or surplus arising's are assessed whether they can reused, recycled or require correct facility disposal.
- Liaise with the Environment Agency on a regular basis to review `best practice` and maintain a good working relationship including advice as and when required.
- Utilise other agencies and interested parties information for up to date advice and knowledge.

The policy is subject to the company's ISO 14001 Process and to achieve its objectives the company is committed to:

- Prevent pollution, reduce waste and to maximise the efficient use of materials and energy.
- Use sustainable, reusable or recyclable products where technically and economically viable.
- Ensure that all wastes, particularly hazardous or contaminated wastes, are tested, transported and disposed of in an environmentally acceptable manner, in accordance with statutory duty of care requirements.
- Minimise waste levels, waste nuisance, pollutants and disturbance to the public and local ecosystems, wildlife habitats and preservation of heritage.
- Review its activities and identify issues which could have a significant impact on the waste production.
- Encourage our supply chain and subcontractors to comply with this policy.
- Provide the necessary awareness and training to enable staff at all levels to understand and contribute to the implementation of this policy.
- Promote waste management via posters, notices and IT news flashes.
- Review, Reuse and Recycle!

David Unwin
Managing Director
23rd August 2022

Integrated Management System

2.5   Corporate Social Responsibility Policy

EDD Contracts Ltd (EDD) are committed to applying Corporate Social Responsibility (CSR) throughout the company's operations. Our CSR Policy applies to our employees and any other persons / groups affected by our works.

Our CSR Commitments are incorporated within our everyday operations to include:

Environmental Sustainability   On all of our contracts we maximise the materials arising from our operations for recycling and reuse to minimise waste to landfill.

Sustainability   We ensure that social and environmental factors are taken into consideration throughout all the companies operations.

Economic Sustainability   Ensuring that our operations trade profitably to ensure that we are able to provide continuous employment opportunities and training for our staff and where possible provide local employment opportunities within the communities that we work.

Social Sustainability   Our activities and our policies and procedures ensure that our works are carried out in a way that protects our staff, subcontractors, clients and members of the public. Liaising with members of the community and assisting in the community where possible during the course of our works.

Legal Compliance   All operations are carried out in accordance with the requirements   of all applicable legislation.

All employees are made aware of this and all other company policies during the induction phase of our procedures.

David Unwin
Managing Director
23rd August 2022

Integrated Management System

2.6 Anti-bribery and Corruption Policy

It is our policy to conduct all of our business in an honest and ethical manner. We take a zero- tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate.

We will uphold all laws relevant to countering bribery and corruption.

Bribery and corruption are punishable for individuals by up to ten years' imprisonment and if we are found to have taken part in corruption we could face an unlimited fine, be excluded from tendering for public contracts and face damage to our reputation. We therefore take our legal responsibilities very seriously.

To address the risks we face in relation to bribery and corruption, in particular by working in the construction sector, contracting with the public sector, we have produced this policy.

In this policy, third party means any individual or organization you come into contact with during the course of your work for us, and includes actual and potential clients, customers, suppliers, distributors, business contacts, agents, advisers, and government and public bodies, including their advisors, representatives and officials, politicians and political parties.

This policy applies to all individuals working at all levels and grades, including senior managers, officers, directors, employees (whether permanent, fixed-term or temporary), consultants, contractors, trainees, seconded staff, homeworkers, casual workers and agency staff, agents, or any other person associated with us.

A bribe is an inducement or reward offered, promised or provided in order to gain any commercial, contractual, regulatory or personal advantage.

The prevention, detection and reporting of bribery and other forms of corruption are the responsibility of all those working for us or under our control. All workers are required to avoid any activity that might lead to, or suggest, a breach of this policy.

Any employee who breaches this policy will face disciplinary action, which could result in dismissal for gross misconduct. We reserve our right to terminate our contractual relationship with other workers if they breach this policy.

David Unwin
Managing Director
23rd August 2022

Integrated Management System

2.7   Sustainability Policy

EDD Contracts Ltd (EDD) is committed to sustainable regeneration in all of its operations. Where work is undertaken for outside clients the company will undertake to promote sustainable regeneration insofar as the company can reasonably affect and influence.

All plant and vehicles are well maintained to maintain peak operating efficiency. Wherever possible journeys are reduced or eliminated by means such as selecting local disposal points for materials, using large capacity vehicles and where applicable using public transport.

Sustainability is taken into account in EDD's purchasing policy. The following are examples of EDD's actions in this area.

Fuel efficiency is taken into account when purchasing vehicles, plant and equipment.

Although only a minor element of our works all timber that is bought is from certified sources such as FSC (Forestry Stewardship Council).

Ozone depleting chemicals such as tri-chloromethane are not used and when during demolition works ozone depleting chemicals are encountered they will be appropriately handled and destroyed.

Packaging to purchased items will be returned to the supplier where possible. Where no take back scheme exists the packaging will be placed in a sorted waste stream.

The company recognises that it is part of a community, and as such it has a moral responsibility to the community as a whole. A successful sustainability regeneration policy is one of the ways in which is discharges this responsibility

David Unwin
Managing Director
23rd August 2022

Integrated Management System

2.8 Business Continuity Policy

EDD Contracts Ltd (EDD) recognises that as part of our service to clients we consider it our duty to ensure that we can continue to provide an excellent level of service during times of internal and external threat to our operations

A large number of our employees operate as transient teams and as such labour can be diverted between projects in order to ensure that project disruption is kept to a minimum. Key supervisors and managers are issued with mobile phones with 4G internet connection in order to maintain communications.

The Vehicles and plant are also held locally sometimes by the teams, sometimes at our own premises and sometimes on our clients premised which reduces risks by having our assets at these different locations.

The IT system is operated from our main office in Uttoxeter and backups are taken daily and stored in a different building to the server to allow for emergency recovery.

Our building and yard premises are not located in flood prone areas and risk is seen as minimal. It is the responsibility of site managers to check any site locations to see if they lie in flood plains or are prone to flooding and appropriate protection methods are agreed with the Environment Agency.

All directors are responsible for establishing a sound system of controls to ensure that any changes to site locations or IT provisions include consideration of business continuity as part of the proposal.

Line Managers are responsible for ensuring that the controls are enforced within their areas of responsibility

David Unwin
Managing Director
23rd August 2022

Doc No:	Issue Date	Review Date	Issue No
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Integrated Management System

2.9   Equality and Diversity Policy

Euro Demolition and Dismantling are dedicated to encouraging a supportive and inclusive culture amongst the whole workforce. It is within our best interest to promote diversity and eliminate discrimination in the workplace.

Our aim is to ensure that all employees and job applicants are given equal opportunity and that our organisation is representative of all sections of society. Each employee will be respected and valued and able to give their best as a result.

This policy reinforces our commitment to providing equality and fairness to all in our employment and not provide less favourable facilities or treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, ethnic origin, colour, nationality, national origin, religion or belief, or sex and sexual orientation. We are opposed to all forms of unlawful and unfair discrimination.

All employees, no matter whether they are part-time, full-time, or temporary, will be treated fairly and with respect. When selecting candidates for employment, promotion, training, or any other benefit, it will be on the basis of their aptitude and ability.

All employees will be given help and encouragement to develop their full potential and utilise their unique talents. Therefore, the skills and resources of our organisation will be fully utilised and we will maximise the efficiency of our whole workforce.

Commitments:

- To create an environment in which individual differences and the contributions of all team members are recognised and valued.
- To create a working environment that promotes dignity and respect for every employee.
- To not tolerate any form of intimidation, bullying, or harassment, and to discipline those that breach this policy.
- To make training, development, and progression opportunities available to all staff.
- To promote equality in the workplace, which Euro Demolition believes is good management practice and makes sound business sense.
- To encourage anyone who feels they have been subject to discrimination to raise their concerns so we can apply corrective measures.
- To encourage employees to treat everyone with dignity and respect.
- To regularly review all our employment practices and procedures so that fairness is maintained at all times.
- EDD will inform all employees that an equality and diversity policy is in operation and that they are obligated to comply with its requirements and promote fairness in the workplace.

The Equality and Diversity Policy is fully supported by senior management and has been agreed with trade unions and/or employee representatives and continually promoted in our workplace.

David Unwin
Managing Director
23rd August 2022

Integrated Management System

2.10   Modern Slavery and Human Trafficking Policy

This statement sets out EDD Contracts Ltd (EDD) actions to understand all potential modern slavery risks related to business and to ensure steps are maintained to prevent slavery and human trafficking.

Modern slavery is a crime and a gross violation of fundamental human rights. It takes various forms, all of which have in common the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain. We have a zero-tolerance approach to modern slavery and are fully committed to preventing slavery and human trafficking in all our company activities.

Our supply chains and Supplier adherence to our values

The relationship with all our suppliers has been established over a number of years and is built upon mutually beneficial factors, where we have close and personal links and contact with the owners or directors, typically reflecting the fact that we partner with Small and medium sized operations in the main.

Any new sub- contractors or suppliers are selected through a series of diligence, relating to company performance, HS&E compliance and references from other customers to establish that they are suitable.

To date we have not been made aware of any human trafficking / slavery activities within our supply chain but if any were highlighted to us then we would act immediately in accordance with our legal and moral obligations.

Our policies on slavery and human trafficking

We are committed to ensuring that there is no modern slavery or human trafficking in our supply chains or in any part of our business. Our Anti-slavery Policy reflects our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in out supply chains.

Due diligence processes for slavery and human trafficking

As part of our initiative to identify and mitigate risk we have in place systems to:

- Identify and assess potential risk areas when considering taking on new suppliers and regularly review our existing supply chains.
- Mitigate the risk of slavery and human trafficking occurring in our supply chains.
- Monitor potential risk areas in our supply chains.

We have zero tolerance to slavery and human trafficking. To maintain awareness and ensure a high level of understanding of the risks of modern slavery and human trafficking in our business our Anti-slavery Policy is available on our website.

This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015.

David Unwin
Managing Director
23RD August 2022

Integrated Management System

2.11   Ethical Trading Policy

It is the policy of EDD Contracts Ltd (EDD) to operate an Ethical Management system designed to ensure that the company conducts its business in an ethical manner which not only meets the requirements of the law but also maintains the highest standards of morality and honesty in the pursuit of its everyday business activities.

Whilst the Directors and Managers of EDD will do all that is within their power to ensure the company maintains ethical business practices, it is recognised that it is the responsibility of each and every individual member of staff to act in an ethical and honest manner. It is the duty of each employee to ensure that they follow these high standards of honesty and integrity and to report any situation which they consider may impinge on the ethical behaviour of the company.

The management of EDD will provide all employees with any training that may be necessary to carry out their tasks honestly and ethically. However, if an employee is unsure how to perform a certain task or feels it would be detrimental to the ethics of the company to perform a specific job then it is the employee's duty to report his concerns to a supervisor, manager or director.

Whilst it is accepted that in pursuit of their day to day business some staff members may be treated to or may extend hospitality to clients or suppliers, these should only be of a modest cost and nature. Giving to, or accepting gifts from suppliers and clients, other than those such as calendars, diaries pens etc. which carry corporate identification is expressly forbidden.

EDD will not place business with any particular supplier nor exclude any other from providing goods or services on the grounds of favouritism or preference based on any consideration other than good value, service and a proven ability to meet its high standards and specifications.

EDD Ethical policy will be continuously monitored and updated as and when changes in the scale and nature of our operations occur. The policy will be reviewed and updated at least annually

David Unwin
Managing Director
23rd August 2022

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Integrated Management System

Section 3 – Company Procedures

Integrated Management System

3.1　　　Employee Induction

All employees are treated equally and as such will be inducted into the company upon commencement of their employment.
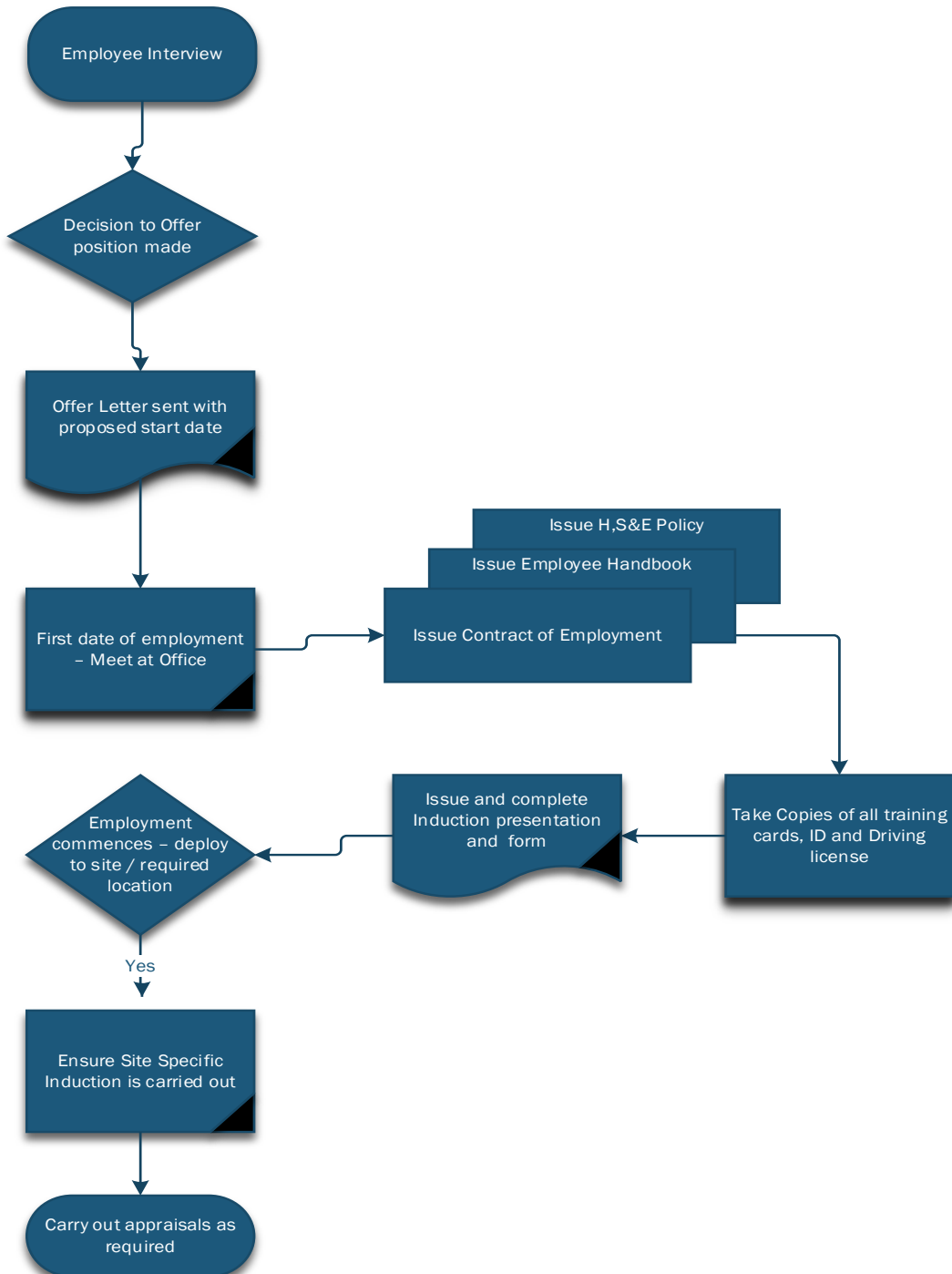
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        ┌──────────────────┐
        │ Employee Interview│
        └──────────────────┘
                 │
                 ▼
            ╱          ╲
          ╱ Decision to  ╲
         ⟨  Offer position ⟩
          ╲   made       ╱
            ╲          ╱
                 │
                 ▼
        ┌──────────────────┐
        │ Offer Letter sent │
        │ with proposed     │
        │ start date        │
        └──────────────────┘
                 │
                 ▼                        ┌──────────────────────┐
                                          │ Issue H,S&E Policy    │
                                      ┌──────────────────────┐   │
                                      │ Issue Employee Handbook│  │
        ┌──────────────────┐      ┌──────────────────────┐   │
        │ First date of     │─────▶│ Issue Contract of     │   │
        │ employment –      │      │ Employment            │───┘
        │ Meet at Office    │      └──────────────────────┘
        └──────────────────┘                              │
                 │                                        ▼
                 ▼                                ┌──────────────────┐
            ╱          ╲     ┌──────────────────┐ │ Take Copies of all│
          ╱ Employment   ╲   │ Issue and complete│ │ training cards,   │
         ⟨  commences –    ⟩◀─│ Induction         │◀─│ ID and Driving   │
          ╲ deploy to site/╱  │ presentation and  │ │ license          │
          ╲ required      ╱   │ form              │ └──────────────────┘
            ╲ location  ╱     └──────────────────┘
                 │
                Yes
                 ▼
        ┌──────────────────┐
        │ Ensure Site       │
        │ Specific Induction│
        │ is carried out    │
        └──────────────────┘
                 │
                 ▼
        ┌──────────────────┐
        │ Carry out         │
        │ appraisals as     │
        │ required          │
        └──────────────────┘
```

Integrated Management System

3.2   Purchasing and Ordering Policy

The purchasing process is essential to EDD Contracts Ltd's (EDD) ability to provide our customers with products that meet their requirements. EDD ensures that purchased product conforms to specified purchase requirements. EDD accomplishes this by closely working with our supplier base (e.g. periodic audits and surveys) and inspecting purchased product as required. The type and extent of control applied to the supplier and the purchased product is dependent upon the effect of the purchased product on subsequent product realization or the final product.

It is the responsibility of the Purchasing Department to evaluate and select suppliers based on their ability to supply product in accordance with specified requirements. Additionally, other internal resources may be called on to assist as required. Criteria for selection, evaluation and re-evaluation are defined in the supplier evaluation procedure. Records of the results of evaluations and any necessary actions arising from the evaluation are maintained within the company documentation system.

Purchasing Information

EDD uses purchase orders to describe the product or service to be purchased. Designated individuals within the company create purchase orders using the company system. They also ensure the adequacy of the requirements that are specified by the purchase order prior to release.

Each purchase order includes where appropriate:

- Identification of product or service to be delivered, quantity, delivery date, and cost
- Requirements for approval or qualification of product, procedures, processes or equipment
- Requirements for the qualification of personnel
- Quality management system requirements

Verification of Purchased Product

Purchased items are checked against the purchase order to confirm identity and quantity. Satisfactory items are placed in stock. In the event that items are rejected on receipt a non-conformance report is raised and the supplier contacted to arrange replacement or credit. Where the customer wishes to verify supplier activities, specific arrangements will be made.

Supporting documentation:

Ref	Title & Description
3.3	Purchasing Procedure

Doc No:	Issue Date	Review Date	Issue No
EDD-IMS-003TP	23.08.2022	22.08.2023	01
Document name: **Integrated Management System**			

Integrated Management System

3.3   Purchasing Procedure

Site Manager submits completed order form for procurement.
(document 'ORDER FORM (SITE GOODS)' can be found in the Site Manager Documents' folder on the P drive).

Procurement contacts our approved supplier for quote obtaining delivery times, costs and options.

Procurement completes a purchase order form to be signed by David Unwin Junior (DGU) for authorisation BEFORE purchase is made.

DGU out of the office AND item is required urgently?

YES

NO

Procurement to call DGU on his mobile for verbal authorisation.

Fully completed PO form is handed to DGU or put in his PO tray for signature/authorisation.

Procurement completes the purchase order form and places the book in DGU's PO tray for signature.

Procurement places the order.
DGU passes signed copy of PO, along with order paperwork to accounts team.

Accounts keep the signed PO copy until the Service/Goods invoice arrives for payment.
The PO is then attached to the invoice for filing in the sales purchase invoice files.
(PO forms do not replace requisition forms and should still be used by accounts)

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3.4 Emergency Preparedness and Response

This procedure applies to all the activities of EDD Contracts Ltd (EDD) for which potential accidents and emergency situations may arise. The procedures for preventing and mitigating the following emergency situations are described:

- Fires, explosions;
- Major chemical spillage or leakage;
- Accidents as a result of equipment failure

The QUENSH Manager shall review the suitability and effectiveness of the emergency procedures after each accident or emergency situation.

The Departmental Manager(s) shall prepare an Emergency Response Plan to minimise the likelihood of accidents and emergency situations. The Departmental Manager(s) shall ensure that all staff and contractors who work on site are aware of and familiar with the requirements of the emergency procedures. The Departmental Manager(s) shall arrange appropriate drills at various department / area and ensure that the requirements of the emergency procedures are communicated to all staff and are implemented. In case of emergency situations in the facility, the Departmental Manager(s) shall be informed and review the accident reports and remediation works taken by responsible staff.

All staff shall be familiar with the emergency procedures and follow them in case of accidents or emergency situations.

The procedure adopted for the prevention of an environmental emergency are as follows;

- The Departmental Managers shall identify dangers, take proactive steps to prevent emergency incidents, and complete tasks in preparation for emergencies.
- The QUENSH Manager shall coordinate the preparation and maintenance of an Emergency Response Plan that contains all emergency procedures.
- The QUENSH Manager shall ensure the Departmental Managers prepare an Emergency Response Plan (ERP) relevant to their activities.
- The Departmental Managers shall familiarise and train their staff and Emergency Team members on the procedures described in the ERP
- The Departmental Manager and involved staff shall identify the root causes and any preventive actions, report the accident by completing an Accident Report after each accident or emergency situation and submit the completed form to the QUENSH Manager to review.
- The Departmental Manager shall ensure emergency drill and periodic testing of the procedures are conducted where practical and maintain records of such action taken.
- The QUENSH Manager together with Departmental Managers shall review the suitability, adequacy and effectiveness of the emergency plan after each accident or emergency situation and revise the emergency plan as necessary.
- The QUENSH Manager shall maintain documentation on emergency response and preparedness, and emergency incidents for at least 3 years.

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Document name: Integrated Management System			

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3.5 Customer Related Processes – Tender Enquiry
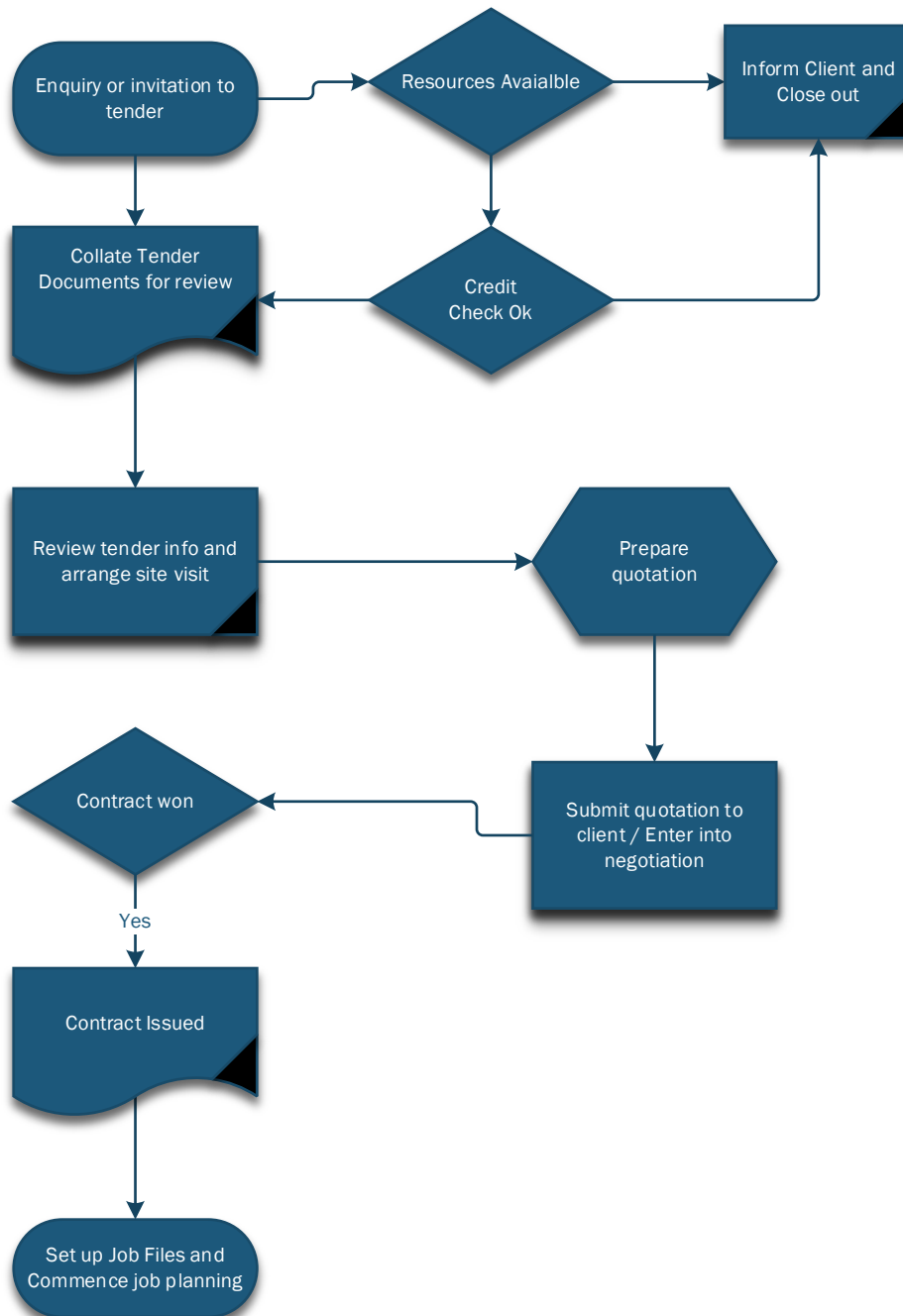
```
┌──────────────────┐          ╱◇╲               ┌──────────────────┐
│  Enquiry or       │───────▶ ◇   ◇             │ Inform Client and │
│  invitation to    │        ◇ Resources ◇─────▶│ Close out         │
│  tender           │        ◇ Avaialble ◇      │                   │
└──────────────────┘         ╲◇╱               └──────────────────┘
        │                      │                         ▲
        ▼                      ▼                         │
┌──────────────────┐          ╱◇╲                       │
│ Collate Tender    │        ◇     ◇                     │
│ Documents for     │◀───────◇ Credit ◇─────────────────┘
│ review            │        ◇ Check Ok◇
└──────────────────┘         ╲◇╱
        │
        ▼
┌──────────────────┐        ⬡ Prepare ⬡
│ Review tender info│───────▶⬡ quotation ⬡
│ and arrange site  │        ⬡           ⬡
│ visit             │         ⬡─────────⬡
└──────────────────┘              │
                                  ▼
        ╱◇╲                ┌──────────────────┐
       ◇     ◇             │ Submit quotation  │
       ◇Contract◇◀─────────│ to client / Enter │
       ◇  won  ◇           │ into negotiation  │
        ╲◇╱                └──────────────────┘
         │
        Yes
         │
         ▼
┌──────────────────┐
│ Contract Issued   │
└──────────────────┘
         │
         ▼
┌──────────────────┐
│ Set up Job Files  │
│ and Commence job  │
│ planning          │
└──────────────────┘
```

Integrated Management System

3.6   Job Planning

In order to ensure that all sites are planned, set up and ran consistently to the same standards, EDD are aware that such standards need to be clear, concise, accessible by all.

As such the quality of all sites is managed through a series of planning tools of which include:

-

Stage	Process	Owner
Initial enquiry / Tender	Logged on to a tender enquiry sheet and unique tender number allocated and job file set up	Business Development Manager
Contract Award	Document used to transfer key, relevant information for all projects moving from tender to construction stages and the document displayed at the front of the job file	Business Development Manager
Contract Award	Document transferring the information gathered at tender stage to identify missing information required to plan and commence works	Operations Director
Site Visit	Transfer of information relative to the outline scope of works, resources required and methodology proposed for development by QUENSH Manager	Operations Director / QUENSH Manager
Pre –Start Meeting	Quality control over method statements, CPP and other relevant QUENSH documentation ahead of commencement – and prior to being issued to the client	QUENSH Manager
Commencement on Site	Site Manager Checklist of documentation requirements, provision of resources and general site set up	Demolition Site Manager / Supervisor

Integrated Management System

This document must be completed for all projects moving from tender to construction and stored at the front of the job file

The following section should be completed by the **Business Development Manager**

Site Address:	Client:
Principal Designer:	**Principal Contractor:**
Proposed Start Date:	**Proposed Duration:**
Description of works:	

Has file been set up on jobs to start on the shared drive? YES / NO/

Has all relevant tender / pre-construction information been transferred into the folder YES/NO?

Documents Available from tender-

Demolition Spec / BOQ / Scope of works **Y/N**	Site Drawings **Y/N**
Asbestos Survey **Y/N**	Photographs **Y/N**
Services Information **Y/N**	Any other Pre Construction plan / info **Y/N**
Section 80/81 **Y/N**	Outline RAMS **Y/N**
AOI – please detail	

Where information is absent, please advise of action taken and key contact details

Completed By……………………………………………………………………. Date ………………………………………..

Integrated Management System

The following section should be completed by the **Contracts Administrator**

		✓ / X or n/a	Comment
1	Project team known / established. Client, PC, PD, SM,		
2	Is a detailed demolition spec / scope of works available?		
3	Project duration / outline programme		
4	Are any sub-contractors expected to be used?		
5	Section 80 / 81 available		
6	Asbestos Survey available?		
7	Site specific information about working restrictions, environmental matters e.g. roads, working hours, site restriction etc. **Please insert any information relevant following site visit**		
8	Reference to services. Are service drawings available? And / or disconnections been made?		
Where information is absent, please advise of action taken and key contact details			

Completed By……………………………………………………………………. Date …………………………………………….

Integrated Management System

The following section should be completed by the **<u>Operations Director</u>**

9	Scope of works / Sequence
10	Plant and Labour resources required
11	Outline methodology
12	Outstanding issues / concerns

Where information is absent, please advise of action taken and key contact details

Completed By……………………………………………………………………. Date………………………………………

Integrated Management System

The following section should be completed by the **QUENSH Manager**

13	CPP available or been completed		
14	RAMS completed		
If the above documents have already been completed, they will be reviewed in accordance with the following, otherwise the following information will be collated and relevant CPP and RAMS be prepared prior to the commencement of any works.			
15	Duty holders identified		
16	Services information		
17	Asbestos		
18	Reference made to available drawings / surveys		
19	First Aid / Emergency arrangements		
20	Details of what arrangements are planned for H & S Meetings with client, designers, contractors etc.		
21	Arrangements for site access for pedestrians/operatives and visitors, vehicles, deliveries. Location and access to the site office and site storage facilities.		
22	Annotated site layout drawing – Traffic management, welfare, fuel store, processing area, parking etc		
Where information is absent, please advise of action taken and key contact details			
Completed By…………………………………………………………………. Date……………………………………			

Integrated Management System

The following section should be completed by the **Site Manager**

		Planned / Provided	Site Manager Check
23	Populated Site Folder		
24	Construction Phase Plan		
25	Task or Site Specific Method Statement		
26	Section 80/81		
27	Asbestos Survey		
28	Services Disconnection		
29	Laptop, Printer and internet connection		
30	Hard copy – TBT and SSOW Bank		
31	First Aid provisions. Names of First Aiders, location of First Aid kits		
32	Fencing and site security		
33	Signage. (Frequent demolition warning signs and main site gate sign		
34	Basic Site Provisions – fist aid box, spill kit, PPE		
	Where information is absent, please advise of action taken and key contact details Completed By……………………………………………………………………. Date………………………………		

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Document name: **Integrated Management System**			

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3.7   Customer Related Processes – Job Completion
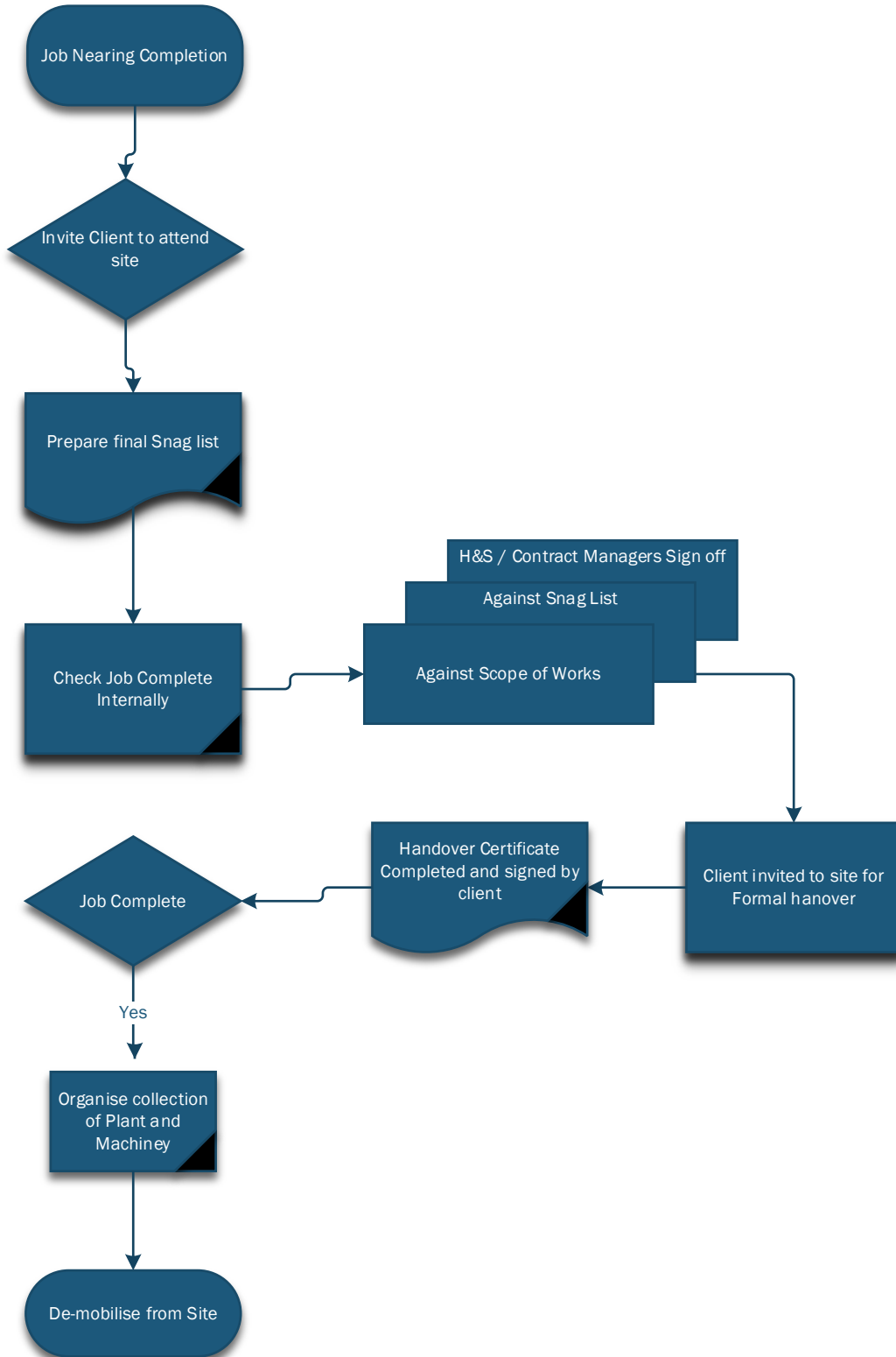
```
                    ┌─────────────────────┐
                    │ Job Nearing         │
                    │ Completion          │
                    └─────────────────────┘
                              │
                              ▼
                       ◇ Invite Client to
                         attend site ◇
                              │
                              ▼
                    ┌─────────────────────┐
                    │ Prepare final       │
                    │ Snag list           │
                    └─────────────────────┘
```

Check Job Complete Internally

H&S / Contract Managers Sign off
Against Snag List
Against Scope of Works

Client invited to site for Formal hanover

Handover Certificate Completed and signed by client

Job Complete

Yes

Organise collection of Plant and Machiney

De-mobilise from Site

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Document name: **Integrated Management System**			

Integrated Management System

Section 4 – Health and Safety Management

4.1 Health, Safety and Environmental Policy

All arrangements in respect of health safety and environment, particularly in respect of the practical implementation of the organizations arrangements are contained within the Health, Safety and Environmental (HSE) Policy, issued to all employees.

The HSE policy forms part of the Integrated Management System and as a result should be read in conjunction with this document.

Reference to sections of the HSE Policy are frequently referred to and cross-referenced in the Integrated Management System and against the ISO clause criteria.

Current issue:
Document Name: EDD-HSS-000TP
Issue No: 01
Issue Date: 23rd August 2022

Doc No:	Issue Date	Review Date	Issue No
EDD-IMS-003TP	**23.08.2022**	**22.08.2023**	01
Document name: **Integrated Management System**			

Integrated Management System

4.2   Risk Identification and Assessment
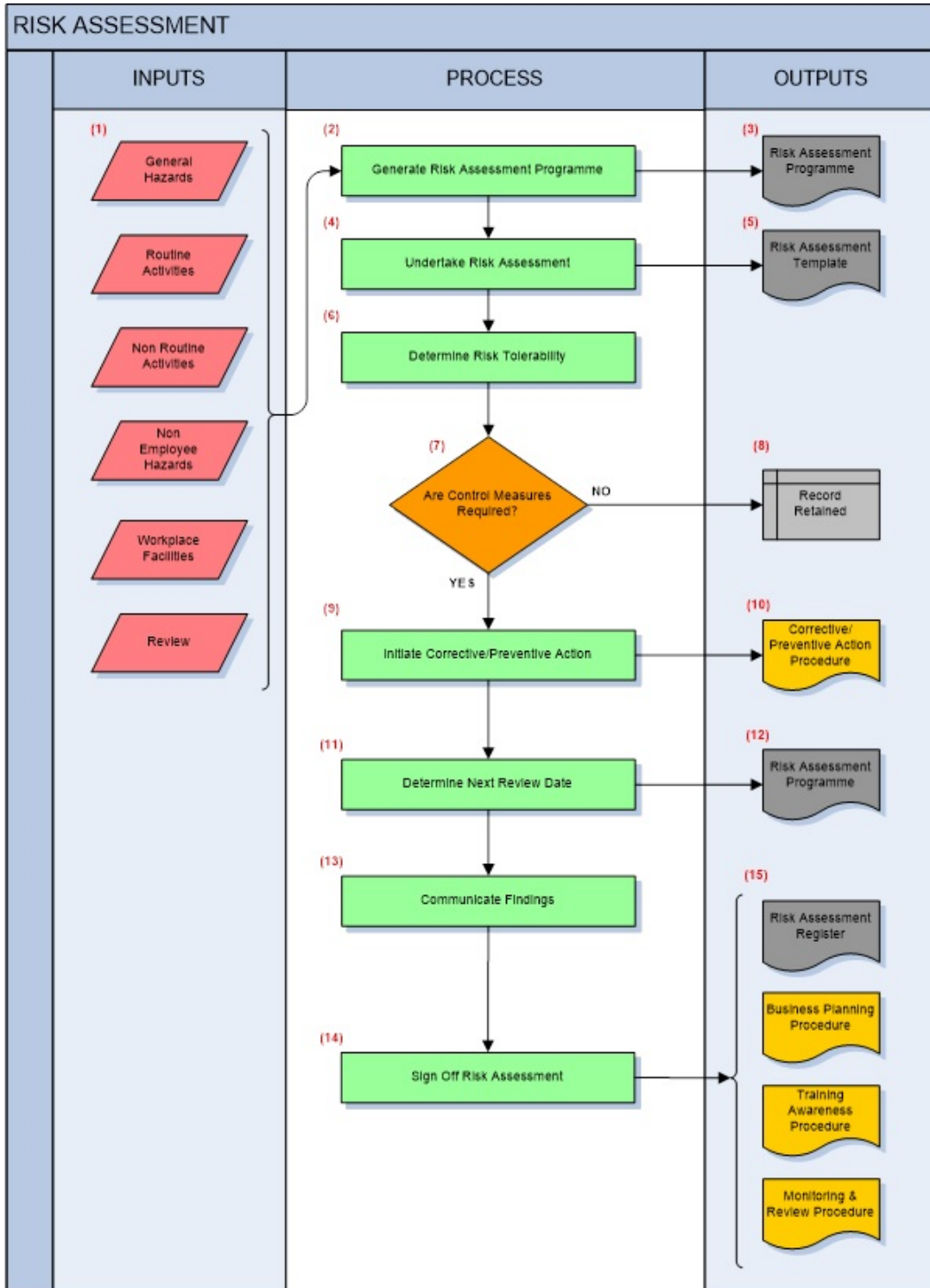
Integrated Management System

Risk Identification and Assessment

WHAT	WHO	WHEN	HOW
(1) INPUTS			
(2) PROCESS: Generate Risk Assessment Programme	QUENSH Manager	Annually Upon completion of risk assessment	Classify and prioritise activities requiring risk assessment including: a) Location of work, site conditions, weather b) stages in a process c) planned work d) reactive work (i.e. work carried out that is reacting to an unplanned event) e) defined tasks (e.g.working at height, cable stripping, or demolition itself) f) identified working groups (i.e. new and existing employees, contractors, visitors, young people, new & expectant mothers) g) normal, abnormal, and emergency operating conditions (structural conditions, site conditions)
(3) OUTPUT: *Risk Assessment Programme*	QUENSH Manager		Use "*Risk Assessment Programme*"
(4) PROCESS: Undertake Risk Assessment	Risk Assessor / QUENSH Manager	As indicated by "Risk Assessment Programme"	Use "*Risk Assessment Template*" Trained risk assessor to follow framework provided which incorporates the "HSE's 5 Steps to Risk Assessment".
(5) OUTPUT: *Risk Assessment Template*	Risk Assessor / QUENSH Manager		Use *"Risk Assessment Template*"
(6) PROCESS: Determine Risk Tolerability	Risk Assessor / QUENSH Manager	Upon evaluating level of risk	Determine and indicate the tolerability of the risk based on: - risk rating - simplicity of risk reduction/elimination measures - time, effort and resources of controls versus level of risk - whether it is an absolute requirement to reduce/eliminate risk

Integrated Management System

(7) DECISION: Are Control Measures Required?	Risk Assessor / QUENSH Manager	Upon determining the tolerability of the risk	Trained risk assessor to evaluate whether the risk control measures are sufficient to reduce the risk to a tolerable level. Determine need for further control / improvement measures where risks are not tolerable and make reference to any corrective/Preventive actions.
(8) OUTPUT:			Retention of records.
(9) PROCESS: Initiate Corrective/Preventive Action	Risk Assessor / QUENSH Manager	Upon identifying further control/improvement measures	Use Corrective & Preventive Action Procedure Where appropriate, consult the Health & Safety Officer for guidance.
(10) OUTPUT: *Corrective & Preventive Action Procedure*	Risk Assessor / QUENSH Manager	Upon identifying further control/improvement measures	Use "*Corrective & Preventive Action Procedure*"
(11) PROCESS: Determine Next Review Date	Risk Assessor / QUENSH Manager	Upon initiation of corrective/Preventive actions	Use *"Risk Assessment Programme"* Trained risk assessor to indicate next review date on risk assessment form.
(12) OUTPUT: *Risk Assessment Programme*	Risk Assessor / QUENSH Manager	Upon initiation of corrective/Preventive actions	Use "*Risk Assessment Programme"* Trained risk assessor to update planned programme if necessary.
(13) PROCESS: Communicate Findings	QUENSH Manager	Upon initiation of corrective/Preventive actions	Communicate any new findings to people affected using existing organisational communication/information dissemination routes.
(14) PROCESS: Sign Off Risk Assessment	QUENSH Manager	Upon initiation of corrective/Preventive actions	Update *"Risk Assessment Register"* and risk assessment form
(15) OUTPUTS			Update *"Risk Assessment Register"* and risk assessment form

4.3   Control of Monitoring and Measurement Equipment

EDD has determined the monitoring and measurement to be undertaken and the devices needed to provide evidence of conformity to determined requirements.

Where necessary to ensure valid results, measuring equipment is:

- Calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards
- Software which is used for monitoring and measurement is validated according to defined parameters prior to use
- Protected from damage and deterioration during handling, maintenance and storage
- Safeguarded from adjustments that would invalidate the measurement result
- Identified to enable the calibration status to be determined
- Adjusted or re-adjusted as necessary

In addition, the Health and Safety Department assesses and records the validity of previous measurement results when the equipment is found not to conform to requirements. The Quality Department takes appropriate action on any equipment or product affected. Where equipment is found to be out of calibration, the significance of the error is reviewed and appropriate action taken. Records of the results of calibration and verification are maintained.

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4.4   Accident and Incident Investigation Procedure

This policy outlines the procedures that are to be adopted when any employee, visitor or contractor experiences an accident, near-miss or dangerous occurrence on the company's premises.

It is the policy of the company to identify and investigate any unplanned losses, near misses or other learning events (LE), their source and hence their underlying causes.

To enable this objective to be achieved it is imperative that all LEs, irrespective of their result, injury or damage, be reported according to the laid down procedures.

In order to avoid misunderstanding, the company deem a LE to be defined thus:-

Accident / Incident:- "any unplanned event that results in personnel injury or damage to property, plant or equipment.

Near-miss:- "an unplanned event which does not cause injury or damage, but could have done so." Examples include: items falling near to personnel, incidents involving vehicles and electrical short-circuits.

Accident Books

All accidents must be recorded in the company's accident book or using the company accident reporting form, available both on the P drive and in the site folders.

Copies of all accident / incident forms must be sent to the QUENSH Manager at the earliest moment. Any supporting information should be sent along with it however never be allowed to delay the initial form being sent in for acknowledgement and investigation.

All near-misses must be reported to the Safety Manager, as soon as possible so that action can be taken to investigate the causes and to prevent recurrence. Reporting can be done in any format and be made in confidence if required. The aim to to promote the communication line, its confidence and discretion to allow prevention of any such accident / incident, improvement of working practices and safe systems of work without ever assigning blame.

Reporting Procedure:- Employees

- All accidents must be entered in the appropriate Accident Book either by the injured person or, if this is not practical, someone else present at the time and as soon as is practicable (Usually after first aid has been administered)

- Arrangements should be made to inform the supervisor and pass over the completed accident / incident form and any relevant supporting information

The Site Manager / Supervisor has the responsibility to then ensure that the QUENSH Manager is informed to allow for a full investigation if deemed necessary in order to prevent a re-occurrence.

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Where applicable, the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013 are met and reports / notification submitted by the QUENSH Manager

Reporting Procedure - Visitors / Contractors

Any non-employee who experiences "LEARNING EVENT" whilst on the premises must report the incident immediately to the person responsible for his or her presence on site. If the person responsible is not available, the visitor / contractor must obtain the assistance of an alternate to ensure that the company procedure is adhered to.

All injuries must be reported in the accident book, however minor. Visitors and contractors who are unable to enter their account into the book must arrange for another person to make an entry on their behalf. Visitors and contractors should also notify their own employer where applicable.

Any non injury learning events must be reported in writing via the appropriate internal forms

Summary

All personnel on site must report learning events whilst working on behalf of the company.

The four most important steps are:-

* Ensure that all relevant details are reported as soon as possible, in accordance with established procedures.
* Remove residual hazards that may pose a risk to others without causing undue risk to themselves or others.
* Fence off the undisturbed scene of a serious incident pending investigation.
* Notify management of incapacity for work that results from an injury sustained during a work activity.

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4.5 Health Surveillance Procedure

All operatives are subject to the health surveillance procedure of EDD Contracts Ltd (EDD) dependent upon the outcome of a task based risk assessment.

Upon commencement of work with EDD all operatives will be asked to complete a pre-employment medical questionnaire and annually thereafter complete a health questionnaire – '**HE01-00 General Health'**. This is designed to help us ensure that our control measures are effective and that all employees remain safe in the workplace. Changes will be monitored and an external advice sought as required.

The health surveillance system further consists '**HE02-00 Fit to Work'** of which is a simple questionnaire and is to be completed by all persons who have been absent from work for more than 3 days .

The type of external surveillance will be dependent on the employees job title and the work activities carried out, risk assessments, as well as the results of completed health questionnaires and any previous declarations. An external appointed occupational nurse will be used to carry out as deemed necessary and as a result of the above; Driver medicals, lung function test, eyesight tests, hearings tests, HAVS assessment as well as any other assessments as required and changes made accordingly.

Occupational Health Monitoring and Surveillance has been identified and arrangements put in place specifically in the following areas;

Drugs and Alcohol – As per our site rules, EDD operate a zero tolerance policy in relation to drugs and alcohol use.
Any person under the influence of alcohol or any other intoxicating drug, which might impair motor skills or judgement, whether prescribed or otherwise, shall not be allowed on to or shall be removed from site immediately upon discovery of such. EDD will carry out drug and alcohol testing prior to commencement of employment. Thereafter, frequent and random drugs and alcohol testing will be carried out on site by EDD and their clients. EDD have the right to remove from work any operative they feel, is in their opinion is under the influence of any drug or alcohol. Said operative shall then be given a drug/Alcohol test and the results communicated to Senior Management.

Display Screen Equipment– All office staff and those with a designated desk will be provided with display screen equipment (DSE) training annually of which can either be provided by the H&S Manager or as an online course. Following completion of the training, the user will be issued with a DSE assessment form to complete '**HE03-00 Display Screen Equipment'**. The assessment is carried out by the user and reviewed by the Health and Safety Manager who will review, discuss, take action and make recommendations to the user and the Operations Director accordingly.

Face Fit Testing – It is an EDD requirement that all operatives are to be issued with and have face fitted with a Sundstrom mask. Face fitting is done in house by the QUENSH Manager and each employee issued with a certificate to evidence the testing. Operatives are required to have access to their mask and suitable filters and take it with them to each new site. Face fitting will be carried out annually by EDD.

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4.6   Permit to Work Procedure

The aim of this policy is to introduce a safe working procedure to control significant risks by the implementation of a permit to work system.

Permits are currently in place for the following areas;

- General Permit - this is the minimum permit required and applicable to all works. A permit will be issued to each team / area
- Hot works permit – this is to be issued to each burner / operative carrying out hot works.
- Confined space permit – as detailed above.

The general permit (**PTW02-00 General**) is a free issue document. The hot works permit (**PTW01 – 00 Hot Works**) can be found in section 7 of the arrangements and the confined space permit, available only on request and advice of the QUENSH Manager is a controlled issue permit.

EDD understand that from time to time the need for further permits to work may be required. These however are issued / put in place depending on the outcome of a risk assessment and the need to further control the risk.

It is the policy is to ensure that all areas and activities under the control of EDD that are deemed to be free of significant risk and will be controlled by a permit to work under the requirements of this policy.

Hot Works

The following procedure has been established in order to ensure the safe working practices associated with Hot Works, such as Oxy Propane cutting are employed on site.

Any persons found not be working in accordance with the policies of EDD and the procedure set out below, will be removed from site and further disciplinary action may result.

1. No Hot Works are to be carried out without a valid permit

2. EDD own permits must be completed on site, should EDD be acting as a subcontractor, the Principal Contractors own permit system should be followed IN ADDITION to those of EDD and not in place of.

3. All permits must be signed off by a minimum of two people (excluding the burning operative) This may include the Principal Contractors' (PC) own Site Manager in addition to EDD Site manager, or where EDD are acting as PC the permit must be countersigned by a member of the management team in addition to the fire watchman.

4. All permits expire daily, if not specified, allowing a 1 hour fire watch to be carried out prior to the end of the shift.

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Guidance for those signing the Permit

The following notes are intended as a guidance to the countersigning of a Hot Works Permit, and to assist in ensuring safe working methods are employed.

Should you be unsure of any of the points raised or the validity of the permit, please contact the QUENSH Manager in the first instance.

1. Has a permit been completed and all questions answered?

2. Have you made a visual inspection of the area where the Hot Works will take place?

3. Have all combustible materials been removed from the area?

REMEMBER: NEVER ASSUME A MATERIAL IS NOT COMBUSTABLE, ALWAYS CHECK

ASSUMPTIONS CAUSE ACCIDENTS, ACCIDENTS COST LIVES

4. Are all operatives involved in the Hot Works suitably qualified, experienced and competent?

5. Has a suitably qualified, experienced and competent person been delegated for fire watch?

6. Is fire fighting equipment available?

7. Has all the burning equipment been visually inspected?

8. Has the correct PPE/RPE been issued?

9. Is the correct PPE/RPE being worn correctly?

Should you have any doubts what so ever – DO NOT SIGN

Confined Space

Confined Spaces can be any space of an enclosed nature where there is a risk of death or serious injury from hazardous substances or dangerous conditions (e.g. lack of oxygen).

It is important to recognise however that just because a space has a limited access or egress it may not be a Confined Space if there is no significant risk of death or major injury from hazardous substances or dangerous conditions.

EDD shall work to eliminate and reduce Confined Space working where possible, using the established ERICPD Hierachy of Risk Control system.

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Hazards in Confined Spaces

In order for an area to be considered as a confined space, a specified list of dangerous occurrences must be reasonably foreseeable;

Asphyxiation of personnel due to lack of oxygen – this could be caused by working in a small space for a period of time without sufficient air changes using up oxygen or by the oxygen in the space being depleted by chemical processes such as corrosion.

Asphyxiation of personnel due to the presence of poisonous gas, fume or vapour – this could be caused by residues of hazardous substances in storage tanks or vats, leaks from pipe work in tunnels and ducts, or valves being accidently opened whilst personnel are working in spaces where gas, fume or vapour is stored.

Asphyxiation of personnel due to free flowing solids – this could be caused by slippage of soil into an excavation or duct, the flow of stored substances such as powder into work areas or the flow of sewage into drains and intercepting chambers.

Drowning of Personnel – this could be caused by the unexpected ingress of water into any space that is being worked in such as; drains, service ducts with water distribution pipes in, cellars and tunnels below the water table. Water from natural sources and from distribution pipe work should be considered.

Loss of consciousness of personnel due to excessive heat – this could be caused by naturally occurring geothermal conditions whilst working underground or the rise of temperature in confined spaces due to the presence of heating pipes, steam pipes and boilers. *Heat rise in roof spaces due to solar gain should also be considered.*

Fire or explosions – caused by the presence of flammable gas or fume in sufficient quantities to be within the substances lower and upper explosion limit. Fire caused by the ignition of flammable material from cutting, welding and other hot work may cause smoke generation which could put personnel at risk. Oxygen enriched atmospheres due to chemical reactions or use of oxy-gas equipment can create additional hazards.

Entrapment or entanglement of personnel - caused by a lack of suitable and sufficient access and egress, resulting in personnel becoming trapped in a restricted access area.

Precautions for Confined Spaces

As a minimum the following precaution should be applied to all confined space work;

- The access and egress for the confined space must be subject to EDD's Permit to Work System; no other local arrangements nor contractors systems should be accepted. This permit must not be issued until a suitable and sufficient risk assessment and safe system of work has been supplied by the company or individuals undertaking the work.

- Confined space entry teams must consist of a minimum of two operatives, at least one of which should remain outside of the space for the entire duration of the task.

- The whole activity should be supervised by a suitably qualified, experienced and competent individual who has the responsibility to ensure that all of the necessary precautions are implemented and must have received training in working in confined spaces.

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- All staff undertaking the work in the confined space must be suitably qualified, experienced and competent in the requirements of the Confined Spaces Regulations 1997 and the hazards and controls required when working in Confined Spaces

- There should be a suitable rescue plan developed in writing and in place to recover workers who become injured, incapacitated or unconscious during the work; this must not rely solely on the fire service, or any other emergency services.

- Prior to entry into the space; measurements should be taken to confirm that the oxygen in the area is sufficient to support personnel working in the space, this should be undertaken using calibrated oxygen monitoring equipment and the results should be recorded. Certificates confirming the calibration of such should be sought.

- There must be a suitable method of communication between those working in the space and those who may need to instigate a rescue from outside of the space. This could be through unaided voice communication if distance allows or by two way radio and or mobile telephone where distances are greater. Where communication is needed where a risk of fire or explosion exists communication devices must be suitably constructed to prevent the generation of ignition sources; i.e. intrinsically safe.

- Safe access and egress to the confined space should be identified in the safe system of work; this may need to provision of ladders and rope access systems. Clear and conspicuous safety signage must identify that entry into areas left open for access is prohibited.

Additional controls may be required depending on the nature of the risk the following the completion of a risk assessment and will need to be included in the method statement produced by those entering the confined space.

A Confined Space PTW will specify times of entry and strictly issued by the Site Manager and is therefore not a free issue document.

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4.7 LOLER / PUWER Procedure

The purpose of this procedure is to establish the minimum requirements for all activities involving lifting operations, equipment and lifting accessories used within the company and during its demolition activities

The main requirements for EDD as a 'duty holder' is in the Provision and Use of Work Equipment Regulations 1998 (PUWER) and the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

The types of equipment that the Regulations apply to include:

Lifting Equipment
Cranes
Workplace passenger goods lifts
Construction hoists
Dumb waiters
Scissor lifts
Vehicle tail lifts
Stair lifts
Telehandlers and industrial lift trucks and other types of lifting equipment
Vehicle lifts
Accessories For Lifting
Slings / chains
Hooks
Shackles
Eye bolts
Ropes used for climbing or work positioning

Some equipment used in lifting is not covered by LOLER. Where this is the case, you still have duties under PUWER to ensure the work equipment is safe and suitable, for example; equipment whose principal function is not lifting, for example load straps; items such as pallets, skips, ladles, one-trip slings attached to a load and similar containers, which are considered part of the load.

Definitions

Examination Scheme - A written scheme of examination drawn up by a suitably qualified, experienced and competent person or company employed for the thorough examination of lifting equipment.

Lifting Accessory **-** Work equipment for attaching loads to machinery for lifting e.g. shackles, D Links.

Lifting Equipment **-** Work equipment and attachments used for anchoring, fixing or supporting work equipment, where it is used for lifting or lowering loads.

Lifting Operation **-** an operation which covers lifting or lowering of a load by means of a piece of lifting equipment as defined in LOLER.

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Thorough Examination **-** The examination of lifting equipment by a competent person / company employed in compliance with the examination scheme and at the times and intervals (Six Months), required by the Lifting Operations and Lifting Equipment Regulations (LOLER), Regulation 9.

Lifting Register - EDD maintains a register of all lifting equipment and lifting accessories from which relevant and required testing is organised. The H&S Manager maintains the main lifting register however Site Managers and Supervisors maintain similar local registers for the sites in which the control.

Testing and Inspection

EDD have selected an external organisation (Catena) who are employed to conduct inspection and testing on behalf of the company and have the necessary competence to undertake such works.

EDD also employ a competent person to maintain all plant and equipment, testing of loads and issuing certificates of thorough examination for all plant used for lifting as required under the LOLER regulations.

Inspection and Examination

The thorough examination reports shall be maintained for inspection for a period of two years as a minimum. Copies of thorough examination certificates can be found in the cab of each machine as well as on the companies shared drive, accessible by all Managers and Supervisors.

Marking
All lifting machinery and accessories must be clearly marked to indicate their safe working loads (SWL) or working weight limit (WWL).

Where the machinery configuration affects the SWL, the machinery should be marked to indicate its SWL for each configuration, e.g. 2T @ 90°. Information indicating the SWL for each configuration should also be kept with the machinery, e.g. lifting capacities.

Colour Coding
EDD operates a company wide inspection colour coding system, operational on a quarterly basis (Jan-Mar, April-June, July-Sept, and Oct-Dec). Each quarter is allocated with a different colour inspection tag and is consistent across the inspection of all equipment within the company.

Inspections
In addition to thorough examinations on plant and machinery, the competent fitter carries out quarterly recorded service and inspection of the equipment, carrying out any repairs as required.
Pre use, visual and recorded inspections are also carried out by the operators on a daily basis with any defects being reported directly to the plant fitter for action / advice.

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Type of examination or inspection	How long to keep records
Thorough examination before first use	Lifting equipment- until EDD cease to use the lifting equipment. Lifting accessories for two years.
Thorough examination before first use where the safety of the equipment depends on the installation conditions	Until the equipment's is no longer in use at the place where it was installed/assembled
In service thorough examination (6 monthly – 12 monthly or examination scheme)	Until the report is made or two years whichever is the later
In service inspection tests	Until the next report is made

Lifting Operations – Planning the Lift

All lifting operations carried out on sites will be carried out in accordance with the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and with BS 7121 Code of Practice for the safe use of cranes.

Basic requirements of BS 7121
A Safe System of Work to be in place which should include the following:

- Planning of the operation
- Appointment of a Lifting Supervisor / Appointed Person
- Selection of the crane and suitable lifting equipment
- Preparation of the site
- Examination of the crane and equipment
- Provision of properly trained and competent operatives and supervision
- Examination of test and other documentation
- Prevention of unauthorized movement or use
- Safety of persons not involved in the lifting operations

The planning, operation and meeting the above requirements is via Risk Assessment, Method Statement and a Safe Lifting Plan, furthermore the standards require a number of key personnel to be appointed in the planning stage of any lifting operations.

Under BS7121 Part 1, the role of the *Appointed Person* is to provide a safe system of working by: Properly planning the lifting operation by the preparation of a comprehensive Risk Assessment and Method Statement.

The appointed person in producing these documents must take account of the following:

- The site – access and egress, gradients, ground type, excavations, overhead electric or telephone cables and other proximity hazards
- Potential weather conditions in particular wind and thunderstorms
- Selecting a crane of suitable capacity to perform the operation with an adequate margin of safety including:

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- The size and type of crane, its duties and outrigger settings and loadings, the radius at which it will work and boom length .Selecting the appropriate load handling equipment, including chains, slings, lifting beams, spreaders, lifting eyes etc. taking account of:
- The load – weight and dimensions, lift points, sharp edges and location before and after the lifting operation
- The weight of the equipment to be used and the impact on the overall weight to be lifted
- Determining the method of attaching the load to the crane (the slinging technique)
- Ensuring that the crane and lifting equipment has current test certification and has no obvious defects
- Ensuring that the Lifting Team is trained and competent and has been properly briefed.

The Appointed Person must prepare the Risk Assessment and Method Statement himself, but may delegate some or all of the other duties to a competent person such as a Lifting Supervisor or other competent person who could take responsibility for the lifting operation on site.

Any amendments to the Risk Assessment or Method Statement that may be necessary due to changes in site conditions must be approved by the Appointed Person / Lifting Supervisor: The Lifting Supervisor directs and supervises the lifting operation if this responsibility has been delegated to him by the Appointed Person. He therefore accepts all the duties and responsibilities that the Appointed Person would perform on site and ensures the lift is carried out in accordance with the Method Statement. He has the authority to halt the operation if he considers it dangerous to proceed.

Lifting operations on site will be either a Contract Lift, or a Plant Hire, depending upon the level of competency of the site supervision on site, upon the complexity of the lift, or decision of the management. EDD Site Management should be absolutely clear about the hire conditions of a piece of lifting equipment before the hire commences. Where EDD are planning and carrying out the lift themselves, the following persons need to be appointed.

Crane Operator **-** is responsible for the safe working of the crane within the safe system of work (the Risk Assessment and Method Statement) and the manufacturer's instructions.

Slinger - is responsible for attaching and detaching the load and for using the correct lifting equipment in accordance with the Method Statement. The Slinger directs the Crane Operator to take the weight of the lift load and ensures the load is safely slung before it is lifted to any height. The Slinger is also responsible for checking there are no overhead obstacles and for the attachment of a tag line for controlling the load once suspended, if required by the Method Statement or site conditions.

Signaller **-** Once the load is suspended the Signaller relays directions to the Crane Operator for the movement of the load to its destination using either specified hand signals or via radio communications. If more than one Signaller is being used only one Signaller must give instructions at any one time and a safe system of transfer should be in place as responsibility moves between Signallers.

Plant and Vehicle Marshal - is responsible for guiding the crane safely on and off site, especially when the crane is reversing or performing tight manoeuvres. He is also responsible for directing the Crane Operator to the correct location shown on the Method Statement and for ensuring there is hazard free access and egress and movement around site if lifts take place in different locations on site.

Contract Lift

A contract lift places the responsibility of planning the lift upon the owner or hirer of the crane. The lifting operation will be planned by the Appointed Person, though he may not be on site at the time of the lift. A Lift Supervisor should be provided, as may a slinger / signaller, although this will be the decision of the Appointed Person who has a duty to ensure that the lift is sufficiently supervised. In some cases, the Appointed Person will act as the Lift Supervisor. The Appointed Person will also ensure that the inspection requirements of the crane and lifting accessories are met.

Procedure for all other Lifting Equipment

All other lifting equipment is any machinery or equipment designed for lifting a load above the ground. This will include a winch, pulley block, gin wheel, overhead crane, goods hoist, all mobile elevating work platforms, forklift trucks, lorry loaders (HIABs) and excavators.

The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) require that every lift is planned by a competent person. For crane operations, BS 7121 requires an Appointed Person to undertake this task. However for the use of lifting equipment that is not considered to be a crane, planning must be carried out by others. For tasks involving a forklift truck or excavator, the driver must be the competent person.

LOLER also requires that lifting operations should also be appropriately supervised and carried out in a safe manner at all times.

4.8 Temporary Works Procedure

EDD Contracts Ltd (EDD) is committed to a policy of effectively controlling all aspects of Temporary Works in accordance with *BS5975 Code of practice for temporary works procedures and the permissible stress design of falsework* to ensure that all Temporary Works needs are identified and that safe and practical designs are produced and then correctly and safely constructed, loaded and dismantled.

The successful control of Temporary Works requires a systematic and methodical approach including the appointment of competent individuals for all roles, effective communication between all parties and the maintenance of comprehensive records.

The statements below set out the overall principles of how Temporary Works will be controlled on EDD sites and the detailed process is described within the temporary works procedure itself.

- A competent Temporary Works Coordinator (TWC) employed by EDD will be formally appointed in writing for every site.

- On any site where it is necessary, one or more competent Temporary Works Supervisors (tws) will be formally appointed in writing to assist the Temporary Works Coordinator.

- All sites will have a Temporary Works register recording all Temporary Works requirements.

- All site-specific Temporary Works designs will have a suitable design brief which provides all relevant information on which the designer is to base their design.

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- All Temporary Works designs must be prepared and checked by competent designers.

- For all Temporary Works designs the independence between the designer and design checker, as defined by the design check category, will be appropriate for the complexity of the Temporary Works design.

- All Temporary Works designs will be complete providing all information required for the successful implementation of the design in a clear and easily understandable format that is issued in a way that allows the latest version to be easily identified (e.g. unique reference number and revision).

- Temporary Works will only be implemented in accordance with a design that has been checked and issued for construction.

- All Temporary Works will be inspected by the Temporary Works Coordinator or Temporary Works Supervisor during construction and prior to use to ensure it is in accordance with the latest version of the design with a permit to use being issued where necessary.

- Whilst in use all Temporary Works will be inspected at regular intervals by the Temporary Works Coordinator or Temporary Works Supervisor to ensure they remain in accordance with the latest version of the design. Legal requirements for inspections of Temporary Works including excavations and scaffolding will be complied with.

- The Temporary Works Coordinator will ensure that any changes to Temporary Works designs proposed on site or any changes in the information on which a Temporary Works design has been based which become apparent on site are referred back to the Temporary Works designer so that the design can be revised and updated as necessary.

- All Temporary Works will be inspected by the Temporary Works Coordinator or Temporary Works Supervisor prior to dismantling to ensure that the appropriate tests and checks have been carried out to demonstrate that the Temporary Works are no longer required with a permit to dismantle being issued where necessary.
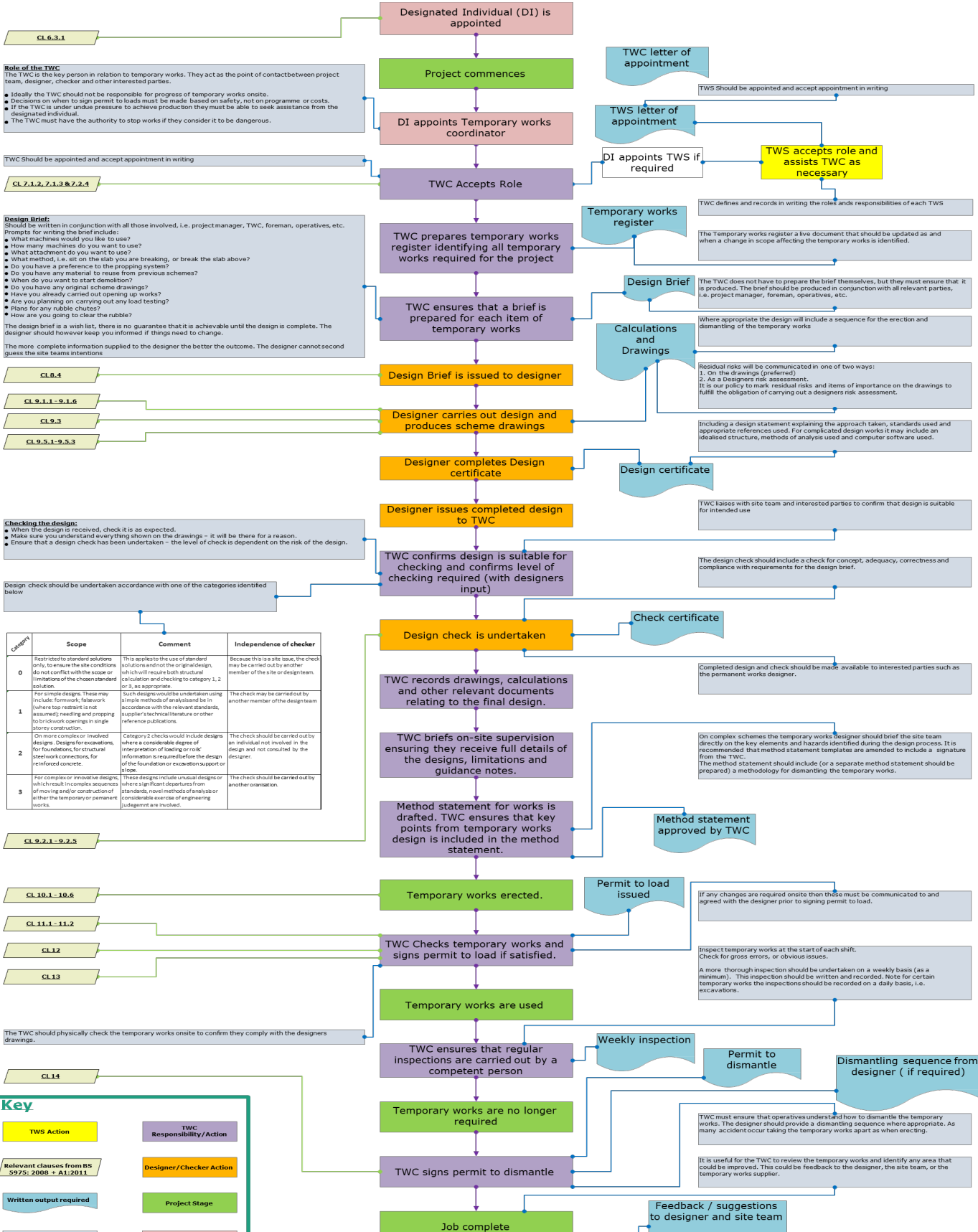
EDD carries out a wide variety of demolition work and whilst this policy statement and the temporary works procedure are both equally applicable to all sites, the implementation of the procedure and the appointment of competent Temporary Works Coordinators and Temporary Works Supervisors is the responsibility of the Operations Directors responsible for individual sites.

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TEMPORARY WORKS PROCEDURE

CL 6.3.1 → Designated Individual (DI) is appointed

Role of the TWC
The TWC is the key person in relation to temporary works. They act as the point of contact between project team, designer, checker and other interested parties.

- Ideally the TWC should not be responsible for progress of temporary works onsite.
- Decisions on when to sign permit to loads must be made based on safety, not on programme or costs.
- If the TWC is under undue pressure to achieve production they must be able to seek assistance from the designated individual.
- The TWC must have the authority to stop works if they consider it to be dangerous.

Project commences

TWC letter of appointment
TWS Should be appointed and accept appointment in writing

DI appoints Temporary works coordinator

TWS letter of appointment

DI appoints TWS if required → TWS accepts role and assists TWC as necessary

TWC Should be appointed and accept appointment in writing

CL 7.1.2, 7.1.3 & 7.2.4

TWC Accepts Role

TWC defines and records in writing the roles ands responsibilities of each TWS

Design Brief:
Should be written in conjunction with all those involved, i.e. project manager, TWC, foreman, operatives, etc.
Prompts for writing the brief include:
- What machines would you like to use?
- How many machines do you want to use?
- What attachment do you want to use?
- What method, i.e. sit on the slab you are breaking, or break the slab above?
- Do you have a preference to the propping system?
- Do you have any material to reuse from previous schemes?
- When do you want to start demolition?
- Do you have any original scheme drawings?
- Have you already carried out opening up works?
- Are you planning on carrying out any load testing?
- Plans for any rubble chutes?
- How are you going to clear the rubble?

The design brief is a wish list, there is no guarantee that it is achievable until the design is complete. The designer should however keep you informed if things need to change.

The more complete information supplied to the designer the better the outcome. The designer cannot second guess the site teams intentions.

TWC prepares temporary works register identifying all temporary works required for the project

Temporary works register
The Temporary works register a live document that should be updated as and when a change in scope affecting the temporary works is identified.

TWC ensures that a brief is prepared for each item of temporary works

Design Brief
The TWC does not have to prepare the brief themselves, but they must ensure that it is produced. The brief should be produced in conjunction with all relevant parties, i.e. project manager, foreman, operatives, etc.

Calculations and Drawings
Where appropriate the design will include a sequence for the erection and dismantling of the temporary works

Residual risks will be communicated in one of two ways:
1. On the drawings (preferred)
2. As a Designers risk assessment.
It is our policy to mark residual risks and items of importance on the drawings to fulfill the obligation of carrying out a designers risk assessment.

CL 8.4 — Design Brief is issued to designer

CL 9.1.1 - 9.1.6
CL 9.3
CL 9.5.1-9.5.3

Designer carries out design and produces scheme drawings

Including a design statement explaining the approach taken, standards used and appropriate references used. For complicated design work it may include an idealised structure, methods of analysis used and computer software used.

Designer completes Design certificate

Design certificate

Designer issues completed design to TWC

TWC liaises with site team and interested parties to confirm that design is suitable for intended use

Checking the design:
- When the design is received, check it is as expected.
- Make sure you understand everything shown on the drawings – it will be there for a reason.
- Ensure that a design check has been undertaken – the level of check is dependent on the risk of the design.

TWC confirms design is suitable for checking and confirms level of checking required (with designers input)

The design check should include a check for concept, adequacy, correctness and compliance with requirements for the design brief.

Design check should be undertaken accordance with one of the categories identified below

Design check is undertaken

Check certificate

Category	Scope	Comment	Independence of checker
0	Restricted to standard solutions only, to ensure the site conditions do not conflict with the scope or limitations of the chosen standard solution.	This applies to the use of standard solutions and not the original design, which will require both structural calculation and checking to category 1, 2 or 3, as appropriate.	Because this is a site issue, the check may be carried out by another member of the site or design team.
1	For simple designs. These may include: formwork; falsework (where top restraint is not assumed); needling and propping to brickwork openings in single storey construction.	Such designs would be undertaken using simple methods of analysis and be in accordance with the relevant standards, supplier's technical literature or other reference publications.	The check may be carried out by another member of the design team
2	On more complex or involved designs. Designs for excavations, for foundations, for structural steelwork connections, for reinforced concrete.	Category 2 checks would include designs where a considerable degree of interpretation of loading or soils information is required before the design of the foundation or excavation support or slope.	The check should be carried out by an individual not involved in the design and not consulted by the designer.
3	For complex or innovative designs, which result in complex sequences of moving and/or construction of either the temporary or permanent works.	These designs include unusual designs or where significant departures from standards, novel methods of analysis or considerable exercise of engineering judegemnt are involved.	The check should be carried out by another organisation.

TWC records drawings, calculations and other relevant documents relating to the final design.

Completed design and check should be made available to interested parties such as the permanent works designer.

TWC briefs on-site supervision ensuring they receive full details of the designs, limitations and guidance notes.

On complex schemes the temporary works designer should brief the site team directly on the key elements and hazards identified during the design process. It is recommended that method statement templates are amended to include a signature from the TWC.
The method statement should include (or a separate method statement should be prepared) a methodology for dismantling the temporary works.

CL 9.2.1 - 9.2.5

Method statement for works is drafted. TWC ensures that key points from temporary works design is included in the method statement.

Method statement approved by TWC

CL 10.1 - 10.6 — Temporary works erected.

Permit to load issued
If any changes are required onsite then these must be communicated to and agreed with the designer prior to signing permit to load.

CL 11.1 - 11.2
CL 12
CL 13

TWC Checks temporary works and signs permit to load if satisfied.

Inspect temporary works at the start of each shift.
Check for gross errors, or obvious issues.

A more thorough inspection should be undertaken on a weekly basis (as a minimum). This inspection should be written and recorded. Note for certain temporary works the inspections should be recorded on a daily basis, i.e. excavations.

Temporary works are used

The TWC should physically check the temporary works onsite to confirm they comply with the designers drawings.

TWC ensures that regular inspections are carried out by a competent person

Weekly inspection

Permit to dismantle

Dismantling sequence from designer (if required)

CL 14

Temporary works are no longer required

TWC must ensure that operatives understand how to dismantle the temporary works. The designer should provide a dismantling sequence where appropriate. As many accident occur taking the temporary works apart as when erecting.

TWC signs permit to dismantle

It is useful for the TWC to review the temporary works and identify any area that could be improved. This could be feedback to the designer, the site team, or the temporary works supplier.

Job complete

Feedback / suggestions to designer and site team

Key

TWS Action	TWC Responsibility/Action
Relevant clauses from BS 5975: 2008 + A1:2011	Designer/Checker Action
Written output required	Project Stage
Guidance	DI Action/Responsibility

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4.9   Demolition Management

EDD Contracts Ltd is committed to the health, safety and welfare of all its employees and those affected by their work activities, including the environment.

A systematic approach to demolition management is adopted and EDD have been effective in establishing a culture within its organization to ensure successful delivery.

The following is considered an overview of the policies and procedures applying to all demolition activities and the main items for consideration on any demolition site. Note that this list is not exhaustive and such information is developed in both the Demolition Phase Health and Safety Plan and the Demolition Plan prior to the commencement of any works.

Demolition

Demolition Section 80/ 81 is required acting as both request and permission for structural demolition works to take place and is obtained from the local council. Without Section 81 permission to demolish, EDD are unable to commence with any structural demolition works.

Pre-Construction Information and Surveys

Where EDD have been appointed as Principal Contractor under CDM 2015 Regulations, EDD will request Pre-Construction Information (PCI) and any surveys either available or required to enable a comprehensive Construction Phase Plan to be developed.

The nature and extent of the PCI will be dependent upon the type, complexity and scope of works being carried out as well as the environment in which the works are located.

No demolition works of any kind are able to be carried out without an intrusive Refurbishment and Demolition survey, commonly referred to as an R&D Survey as well as evidence of service disconnection / isolation.
 (See EDD-HSS-000 Rev 01, Part A (Plan), 'Arrangements - Section 8' for more information)

Site Supervision

EDD will appoint a suitably qualified, experienced and competent Demolition Site Manager on all sites. Contact details for the Site Manager will be communicated to all relevant parties and should be the first point of contact for the works on site.
(See EDD-HSS-000 Rev 01, Part A (Plan), 'Roles and Responsibilities' for more information)

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Noise

EDD Contracts Ltd (EDD) will take all reasonably practicable steps to minimise the noise generated on its sites, reducing the risk of harm to its employees and those affected by its works as well as the impact on the environment.

As with any risk, the hierarchy of risk control are applied and a risk assessment and environmental impact assessment shall be prepared ahead of any works.

The hierarchy or risk principles include; Eliminate, Reduce, Isolate, Control, PPE/Signage and Discipline (ERICPD).
(See EDD-HSS-000 Rev 01, Part A (Plan), 'Arrangements – Section 1' for more information)

General principles however can always be applied and include;

- Turning off engines when not in use

- Throttling down engine when idling (where turnoff is not possible)

- Fitting engine covers and keeping them closed

- Keeping tools sharp to reduce frictional noise

- Taking care when loadings skips. Minimising the drop distance can be effective in reducing noise

- The use of screens, banks and silencers where possible.

- Planning the works to maximise distance from those affected.

- The ongoing and effective maintenance of plant and equipment as well as continual replacement.

(See EDD-HSS-000 Rev 01, Part A (Plan), 'Arrangements – Section 12' for more information)

Within the containment of the site, where any person is liable to be exposed to noise levels greater than 80 dB (A), personnel will be informed and provided with suitable hearing protection.
(See EDD-HSS-000 Rev 01, Part A (Plan), 'Arrangements – Section 10' for more information)

Dust

Demolition work will often generate dust – especially during periods of dry weather. This dust generation can be controlled by wetting of the surfaces being demolished. EDD operatives will use hand held jet sprayers to spray water as required during the demolition/loading operations to ensure that dust poses no risk or nuisance at any time.

Additional controls may include the wetting down of haul roads, limiting vehicle speeds, the use of wheel washes and the use of screens as deemed necessary following an environmental impact assessment.

The hierarchy of risk controls again will be applied to all demolition activities to determine the opportunity for eliminating, reducing, isolating and controlling any residual dust generated from our works.
(See EDD-HSS-000 Rev 01, Part A (Plan), 'Arrangements – Section 12' for more information)

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Gas, Vapour and Fumes

Unusual fumes, vapours or odours will always be treated with caution, together with any excavated materials of unusual colour, and will be reported immediately to the Site Manager. Where necessary works on site will stop until suitable SSoW have been put in place to control these newly found hazards.

Gases, vapours and fumes may be released, for example, from:

- Residues and wastes left behind in premises used for chemical processes or storage
- Demolition work involving excavations or access to sewage/waste pipelines
- Demolition of tanks, silos, bunds and pipework
- Emissions from Plant and Machinery used to carry out elements of the demolition process
- Hot cutting or welding activities
- From fuels and bi-products introduced for the demolition process
- Natural processes such as organic decomposition

Site and activity based risk assessments will be carried out however all operatives will be made aware of the potential location and harm such chemicals can cause and ensure that they immediately report any findings or concerns to the Site Manager.

Dangerous atmospheres can also arise in pits, tunnels and confined spaces where oxygen has been removed from the air by chemical or biological action. Under no circumstances are any operatives permitted to enter a confined space without first obtaining a relevant permit.

For the avoidance of doubt, when applying hot cutting techniques, all painted metal is assumed to contain lead unless tested and evidenced otherwise – Gas filter to be used on all RPE face fitted masks
(See EDD-HSS-000 Rev 01, Part A (Plan), 'Arrangements – Section 7' *for more information)*

Waste

It is the policy of EDD to reduce the amount of landfill waste from our b sites by adopting simple but effective reduce, re-use and recycle principles in line with NFDC Waste Management Guidelines.

A waste management plan is prepared on all our sites to allow for effective planning and consideration of the waste streams arising from the demolition activities. It is understood that planning is key to EDD being able to meet its targets in respect of waste management.

All waste is transferred via a licensed waste carrier and disposed of licensed premised. All loads are to be secured and accompanied with a consignment note before leaving site.
Hazardous Waste is to be removed in accordance with all current legislation and Hazardous Waste Regulations (England and Wales) 2005 as amended 2016.

Details of all waste streams, corresponding tickets, licenses and waste management plan analysis following completion of the demolition works will be prepare to ensure conformity and future improvement.
(See EDD-IMO-000 Rev 01, Section 2.1 – Waste Management Policy for more information)
(See EDD-HSS-000 Rev 01, Part A (Plan), 'Arrangements – Section 12' *for more information)*

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Section 5 – Environmental Impacts

5.1   Environmental Aspects and Impacts Assessment

5.2   Environmental Targets, Aims and Objectives

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5.1 Environmental Aspects and Impacts Assessment

Environmental Aspects WATER	Environmental Impacts	Control Measures
Spillage of pollutants directly into water courses, drains, drinking water wells or on to paved surfaces. Uncontrolled surface water runoff from side roads, excavations or disturbed ground Pumping dirty water into water courses or surface drains. Working in, over or next to water courses and ground water. Hosing of dirt and concrete from various surfaces into the drainage system Disposing of washout from concreting operations. Poor storage of oils, fuels and chemicals. Damage to drums, tanks and pipes, either as a result of an accident or vandalism.	Fish killed and effects on other river life. Contamination by change of water Ph. and chemical balance. Contamination of groundwater and domestic drinking supplies. Visual impairment, for example silting and foaming. Destruction of the microbiological in sewerage works. Notice from EA or Local Authority. Discharge into sewer or surface water without consent.	**Preventing escape of pollutants** Store oils, fuels and chemicals where they will be protected and away from watercourses and drains (minimum of 10m away from any watercourse/drainage system). Store large quantities of hazardous liquids in bunded tanks, ensure pipe valves are secure. Provide appropriate site security. Always supervise refuelling. Seal-off or remove abandoned drains. Control surface water run off from earth works. Isolate/bund/cover of stockpiled contaminated material. Keep roads and hard standing clean. Use drip trays underneath static plant. **Dealing with escaped pollutants** Identify source of pollution and stop. Avoid spillage spreading. Provide spillage kits and block off drains. Identify unknown substances by sampling, analysis and description. Stop uncontrolled water entering or leaving excavations. Provide sumps in excavations. Provide Pollution Incident Control Plans. Report spills to EA/NR in accordance with emergency plan. Shovel contaminant into sacks and dispose of in accordance with Hazardous Waste (England and Wales) Regulations 2005.
Environmental Aspects AIR	Environmental Impacts	Control Measures
Dust from earthworks excavations and earth moving. Soil treatment or ground stabilisation. Dust from cutting, grinding grouting and packing.	Reduction of local air quality, mail odours and visual impairment leading to neighbour annoyance and complaints. Reductions in plant and fruit growth.	**Haul Routes** Select suitable routes away from sensitive areas if possible. Pave heavily used areas. Reduce the width of roads. Vacuum sweep paved and public access roads. Limit vehicle speeds. - Use of a water suppression truck to damp road **Plant** Use wheel washes.

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Poor handling and storage of materials i.e. stock piling sand spoil and aggregates without covers. Dust from concrete batching and pouring. Dust generation from the transport of materials to and from site. Loading and unloading of dust generating materials. Fumes from plant and vehicles. Fumes from the use of solvents, glues and paints. Fumes from the use of weed killers and other similar chemicals. Disruption of potentially contaminated site and the release of contaminated dusts and gases	Alteration or deterioration of plant and animal communities. Constraints and cost and/or programme of project from unacceptable levels of dust and issue of an abatement notice. Cross contamination of surface water and soils. Creation of low level ozone. Contribution to global warming	Exhausts not to discharge directly to ground levels. **Earthworks and excavations** Re-vegetate or temporarily seal or complete ground works as soon as possible. **Materials handling and storage** Store materials out of the wind. Cover all dust generating materials (transported on and off site and stored) with tarpaulin. Compact and bind stockpile surfaces. **Concrete batching and pouring** Mix concrete/bentonite slurries in enclosed/shielded areas. Keep concrete pours clean when turned off. **Cutting, grinding, grouting and packing** Minimise cutting and grinding on site Use dust extractors on cutters and saws. Damp down dust generating areas. Do not burn waste materials/tyres on site. **Corrective** Erect screens to act as windbreaks or dust screens
Environmental Aspects **NOISE**	Environmental Impacts	Control Measures
Ground preparation e.g. soil stripping, clearance of ballast. Excavation and diversion of services. Loading and unloading of lorries. Audible reversing warning on vehicles. Mobile generators. Various plant/compressors, cement mixers. Operational drills, hammers etc. Vehicles transporting materials to and from site. Shouting, radios and out of hour deliveries.	Disturbance of wildlife. Complaints from neighbours. Poor public/Network Rail relations. EPA Notice to stop works. Local Authority relationships decay. Safety Issues	**Reducing Noise** Use methods that use equipment/modes of operation that are less noisy. Use mufflers or silencers to reduce noise transmitters along pipes and ducts. Minimise drop heights into hoppers, lorries or other plant. On sensitive sites use rubber linings on tipper trucks. Use plant conforming to relevant standards and guidelines. Use noise control on equipment on operating plant. Use noise enclosures and screens where appropriate. Where possible use electrically powered plant. Shut down any plant that is not in use. Maintain adequately all plant to minimise rattling and squeaking. Ensure that audible warning systems are switched to the minimum setting required by the HSE. Reduce the need for noisy assembly e.g. buy prefabricated. **Minimising Disturbance** Restrict noisy plant away from public areas. Restrict noisy activities to certain periods of the day i.e. 9am-4pm. Arrange deliveries to suit the area. Route construction vehicles to take account of the need to reduce noise.

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		Keep haul roads well maintained. Liaise with nature conservation to minimise disturbance to wildlife. **Communication** Inform local authorities and local residents
Environmental Aspects **WASTE**	Environmental Impacts	Control Measures
Excavation of potentially contaminated material e.g. asbestos in trough, oily contaminated soil and ballast. Removal of vegetation, scrap metal and top soil. Removal of hazardous building materials. Wasting excessive quantities of raw materials. Poor storage, protection or multiple handling of materials and wastes. Over ordering of materials and poor stock control. Lack of training. Poor site control. Disposal and transport of waste to landfill. Reuse and recycling of aggregates. Fibre optic waste. Removal of sharps etc.	**Primary negative impacts** Re-exposure and cross contamination to air, ground and water. Use of natural non-renewable resources. Loss of site landfill space. Excess waste going into landfill. Increased noise, dust and vibration from transport. **Primary positive impacts** Reduced use of raw materials and aggregates where possible. Income and savings. **Secondary negative impacts** Damage to countryside, habitats and ecology. Contribution to global warming. Reduced landscape quality. **Secondary positive impacts** Reduced damage to the countryside habitats and ecology	**Classify Waste** Identify unknown wastes by location, description and chemical analysis. Classify your wastes before disposal with a European waste code. **Monitoring of site waste** Order the correct amounts of materials. Implement a Site Waste Management Plan. **Control of site waste** Remove and dispose of litter in the working area. Prevent damage to materials during delivery and storage. Avoid accepting incorrect deliveries, exceeding shelf life of materials and double handling. Provide appropriate site security. Dispose of different wastes in the correct containers. Use prefabricated materials where possible. Return pallets and excess packaging to the suppliers where possible. Reuse/recycle materials e.g. crushed concrete, shuttering, boarding, scrap metal, cut offs and identify local recycling markets. Removal of sharps by specialist contractor. **Duty of care** Verify waste carriers registration and licences. Liaise with the zones and authorities on removal of vegetation waste especially listed and protected species. Ensure waste transfer notes are completed, as required under Waste Transfer Regulation – Duty of Care and Consignment Notes etc. **Raise awareness of waste on site** Allocate responsibility for waste on site. Provide waste training and raise awareness of site operatives.
Environmental Aspects **VIBRATION**	Environmental Impacts	Control Measures
Use of surface breaking equipment e.g. pneumatic drills, hydraulic hammers, rock-breaking equipment.	Disruption to wildlife. Damage to geological and archaeological site.	**Communication** Inform neighbours of the potential for vibration. **Best practice** Where possible use working methods or plant which produces low frequency vibrations.

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Movement of heavy plant and vehicles onto and off site.	Damage to nearby structures and buildings. Safety. Nuisance. Structural damage to adjacent property. Liability issues.	Evaluate the potential for vibration from different works activities. Place plant on a heavy base. Fix rotating or impacting machines on anti-vibration mountings. Don't use equipment such as 'jackhammers' or 'peckers' where material could be cut and lifted out. Work to British Standards on Vibration. Isolate plant from the transfer medium. **Monitoring vibration** Monitor/survey sensitive locations and structures before starting and completing work. Monitor vibration levels during the works

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5.2   Environmental Aims, Targets and Objectives

Aspect	Objectives	Targets	Programmes	Indicators	Operational Controls	Monitoring and Measurement
Product / Service : Waste collection, Sorting, Reprocessing and Disposal, Fleet Maintenance						
Waste Disposal Services – General Waste to Landfill.	All waste disposal activities to comply with applicable legislation and licence / approvals.	Maintain 100% conformity with effluent disposal requirements.	Clear documentation and communication of Waste Disposal processes and Waste Streams. **Responsible Person**: Managing Director Site Manager	Problem-free licence renewal and ongoing approval from EA and key client contract renewal.	Documented and approved EMS. In place and communicated procedures.	Licensing authority feedback. Customer Satisfaction monitoring.
Fleet Maintenance - Emissions of oxides of Nitrogen (NOx).	Increase positive impact on air quality by improving effectiveness of tanker maintenance.	Always strive to achieve reductions of NOx emissions wherever possible.	Identify key maintenance parameters for NOx reduction. In-house maintenance training/ maintenance schedule spreadsheet. Replace / upgrade older vehicles to comply with current directives. Ensure any new vehicles purchased meet CAT 5 rating re: emissions. **Responsible Person**: Plant Director	% on time maintenance. NOx emissions / km. Training records. Computerised maintenance schedule. Service emissions records. Vehicle purchase information / vehicle performance ratings.	Maintenance procedures. Training of Maintenance operators. Computerised notification of scheduled maintenance.	Tracking of maintenance frequency verses schedule. Monitoring of vehicle fuel efficiency. Annual assessment of NOx reductions achieved.

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Aspect	Objectives	Targets	Programmes	Indicators	Operational Controls	Monitoring and Measurement
Discharge to storm water drains through fuel/oil/chemical leakage.	Minimise risk through appropriate bunding.	Maintain 100% conformity with effluent disposal requirements.	Clear documentation and communication of discharge procedures	Regulated by Anti-Pollution Works Regulations 1999.		
Release of odour from recycled products especially during summer months.	Improve cycle time from receipt through to balking and dispatch.			Compliance with Environment Protection Act 1990.	Do not allow products for recycling to mount. Recycle ASAP	
Contamination of land - Oil/Diesel/Chemicals.	Implement spill kits and training Avoid exposure of drums of oil / chemicals vehicle movements.	Zero land contamination		Compliance with Environment Protection Act 1990.	Spillages are to be mopped-up using spillage kit (granules).	

Product / Activity: Purchase and disposal of Electronic / Electrical Equipment						
Aspect	Objectives	Targets	Programmes	Indicators	Operational Controls	Monitoring and Measurement
Mobile Phone recycling.	All redundant mobile phones to be recycled.	90% of all redundant mobile phones to be sent for recycling / controlled disposal.	Mobile phone policy to be communicated company wide. **Responsible Person**: Administration	All new phone purchase have a corresponding redundant phone exchange / collection.	Mobile phone recycling policy statement – includes new for old phone exchange process.	Annual number of phones purchased monitored and compared with number of phones recycled.

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Lead free compliant equipment usage.	All electrical and electronic equipment used at MRF to be compliant with Reduction of Hazardous Substances (RoHS) requirements.	100% of electrical and electronic equipment to be confirmed as compliant with RoHS by end 2018. Review/ management of measuring equipment	Review of electrical equipment for compliance to be conducted. Non-compliant equipment to be identified and prioritised for replacement. **Responsible Person**: Administration	Office / IT equipment asset register to indicate compliance. Monitoring and Measuring equipment register to indicate compliance. Purchased equipment to be checked for compliance indicators.	Purchasing procedures re: purchase of electronic equipment.	Progression of asset list records. Progression / update of calibration register. Results of related compliance and environmental audits.
WEEE regulation compliance (equipment disposal).	Disposal of all equipment that comes under the Waste Electrical and Electronic Equipment regs to be disposed of in a compliant manner.	100% of equipment that comes under the WEEE directive to be disposed of in a compliant manner.	Donation of redundant IT equipment to charitable causes to be reviewed for compliance. Records of compliant disposal to be maintained. **Responsible Person**: Administration	Records of WEEE compliant disposal to be maintained. Compliant disposal of Monitor and Measuring equipment to be logged on calibration register. Environmental Protection (Duty of Care) (England) (Amendment) Regulations 2003.	Copy of WEEE directive to be held at EDD. Equipment disposal policy to be documented / clarified in ISO 14001 EMS.	Progression of WEEE compliance records. Results of related compliance and environmental audits.

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Aspect	Objectives	Targets	Programmes	Indicators	Operational Controls	Monitoring and Measurement
Activity: Office Management (office waste management and energy consumption)						
Use of paper.	Reduction of the use of paper. Increased use of recycled Paper.	Reduction of use of paper by 25% within 6 months. Purchase of recycled paper to increase to 50% of all paper purchased by end Q1 2019 Amount of paper shredding to be reduced by 50% by end of Q2 19	Implementation of paperless systems for ISO management. Improved guidance on printing of documents and emails (e-footer). Review of recycled paper costs and cost reduction initiative with suppliers. **Responsible Person**: ALL	Reduction in reams of paper used per quarter. Increase of recycled material purchases / environmentally aware suppliers by 6-monthly review. Reduction in shredding of paper for secure disposal.	Purchasing procedures and recycling collection. Generation of printed material for internal review (e.g. Tenders) to be reduced through 'smarter' document review process.	Quarterly monitoring of quantity of paper used. 6monthly review of recycled material purchases. 6monthly review of quantity of shredded paper generated.
Office materials Recycling.	Increase in the recycling of paper. Reduction of use of ink cartridges. Recycling of ink cartridges.	To reuse or recycle 90% of paper by end of 2020. Reduce number of ink cartridges used by 33% by Q2 2018	Introduction of recycling bins. Increased purchase of recycled paper only. Rationalise / reduce number of individual printers and set up network printer. Cartridge re-filling supplied to be established. Purchase of ink cartridges to be monitored. **Responsible Person**: Administration	Monthly monitoring of use of recycle bin / collection of paper for secure disposal. Reduction in printer cartridge purchases. Re-filled and non-refilled cartridges usage.	Provision and use of paper bin for secure disposal of waste paper. Purchasing procedures re: recycle of ink cartridges.	Quarterly monitoring of paper recycled. Stationary PO reviews. Ink cartridge PO reviews. Feedback / measure through paper recycling / disposal company.

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Sundry / consumable item recycling.	Increase in the recycling of drink cans.

The recycling of cardboard cartons (as appropriate). | Recycling of metal drinks cans cups to be increased

Cardboard carton recycling to be reviewed. | Recycling collection service provider is established.

Responsible Person: Accounts Dept | Company-wide recycling policy awareness.

Recycling audits. | Policy and procedures for recycling in place

Availability of recycle points and associated communications. | Ongoing audit / monitoring of level of recycling.

Quarterly evaluation of increase in recycling levels. |
| Consumption of electricity.

Note: A policy of turning off all non-essential electrical equipment at the end of the day has been introduced. | Reduction of the consumption of non-renewable resources. | Reduction of the consumption of electricity by 20% within 1 year (based on current year consumption) | Electricity consumption monitoring through quarterly utility bill

Policy definition re: efficient energy use.

Responsible Person: Accounts Dept | Monthly average consumption monitoring (TBC).

Electricity usage audits. | Policy and procedures for reduction of energy consumption.

Environmental audit programme / procedure. | Continuous monitoring of energy consumption

Quarterly evaluation of reduction of energy consumption.

Seasonal reduction trend analysis. |
| Use of Cleaning Materials. | Reduction of use of hazardous cleaning materials. | All cleaning materials that come under COSHH regs to be supported by MSDS's. | (MSDS) to be obtained for any materials covered under COSHH regs.

Responsible Person: QUENSH Manager | Material Safety data Sheets to be available for applicable cleaning materials.

COSHH related Health & Safety audit. | Health & Safety procedures regarding risk assessment and COSHH. | Risk / COSHH assessment records.

Results of related Health & Safety and Environmental audits. |
| Consumption of natural gas. | Reviewed 06/12/17 –not considered a significant aspect. | TBA | TBA | TBA | TBA | TBA |
| Use of Water (domestic use). | Reviewed 06/12/17 –not considered a significant aspect. | TBA | TBA | TBA | TBA | TBA |

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Section 6 – Legal Register

6.1 Legal Register

Euro Demolition maintains a legal register of all legislation, approved codes of practice and similar documents that's control and govern aspects for its work activities. Copies of all relevant legislation is stored on the company shared drive for access as required by all Managers. The QUENSH Manager is responsible for the maintenance of this list and the documents available and used.

Ref No	Legislation	ACOP / Guidance	Updated March 2018
	Management		
1	Health and Safety at Work Act 1974	n/a	All Managers and staff aware of their responsibilities as defined in the H&S Policy and discussed during induction. H&S Poster displayed in the office and on all sites.
25	The Construction (Design and Management) Regulations 2015	L153 – Managing Health and Safety in Construction	Welfare and Security on all sites as per site set up. Construction Phase Plan prepared for all sites where EDD are appointed PC. Site inspections carried out regularly to ensure compliance.
	'European 6 pack'		
22	Management of Health and Safety at Work Regs 1999 and amendments 2003 and 2006	HSG65	Risk assessment process in place. Risk assessments done on all appropriate areas and these are reviewed annually. Risk register shows risk assessments have all been reviewed in 2018
8	Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health & Safety (Miscellaneous Amendments) Regulations SI 2002/2174 as below		DSE assessment done on all workstations – **January 2018**

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11	Manual Handling Operations Regulations 1992	L23 – Manual Handling 4th edition	All relevant staff given manual handling training as part of induction. Recorded on training matrix
12	Personal Protective Equipment at Work Regulations 1992 & 2002	L25 – Personal Protective Equipment at Work 3rd Edition	Part of induction training given to all staff. Notices in place at entrance to each area indicating PPE required. Appropriate use of PPE monitored as part of daily checks by supervisors and more formal inspections carried out monthly
23	Provision and Use of Work Equipment Regulations 1998 (PUWER)	L22 – Safe use of work equipment 4th Edition	Defines the save use/maintenance of work equipment. All equipment is subjected to quarterly visual inspection and tag system. Pre use checks carried out for all Plant and machinery.
	Workplace (Health, Safety and Welfare) Regulations 1992	L24 – Workplace health, safety and welfare 2nd Edition	
	General		
2	Control of Asbestos Regulations 2012	L143 – Working with asbestos containing materials 2nd Edition	CAR requires all sites to ensure that a demolition and refurbishment survey to be in place on all site prior to the commencement of any demolition works.
		HSG210 – Asbestos Essentials	
		HGS264 – Asbestos; The Survey Guide	
4	Control of Substances Hazardous to Health Regulations 2002 and amends 2003 and 2004	L5 – Control of Substances to health 6th Edition	All substances are listed on the COSHH register. Material safety data sheets are obtained (MSDS) and a COSHH Assessment created.
10	Lifting Operations and Lifting Equipment Regulations 1998 - LOLER	L113 – Safe use of Lifting Equipment	Lifting equipment LOLER tested on all lifting equipment – **Internal by Plant Department.** All excavators used for lifting tested and issued with a

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			Certificate of Thorough Examination March 2018
18	Control of Noise at Work Regulations 2005	L108 – Controlling Noise at Work	Covered by risk assessment of each area.
	Control of Vibration at Work Regulations 2005	L140 – Hand arm vibration L141 – Whole body vibration	
	Control of Lead at Work Regulations 2002	L132 – Control of lead at work 3rd Edition	
21	Health and Safety (Safety Signs and Signals) Regulations 1996	L64 – Safety Signs and Signals 3rd Edition	Appropriate signage in place around building. These are checked as part of weekly checks. Also staff are encouraged to report removed/obscured signs
3	Confined Spaces Regulations 1997	L101 – Safe work in confined spaces 3rd Edition	Confined spaces on site are addressed if or when they arise, risk assessed and PTW system implemented as required
5	Electricity at Work Regulations 1989	No ACOP HSG85 – Electricity at Work (Safe Practices) HSG47 – Electricity – Avoiding Danger of underground services	All electrical equipment is PAT Tested as required. **Last done-Feb 2018** Pre-use visual inspections carried out and formal recorded inspections carried out quarterly (use of a coloured tag system) Service disconnection / isolation form and control as per risk assessment to include PTW as required
24	Work at Height Regulations 2005 and amendment 2007		Staff and subcontractors made aware of health and safety operations manual which describes use of ladders
	Accident and Emergency		
9	Health and Safety (First- Aid) Regulations 1981	L74 – First Aid at Work 3rd Edition	Risk assessment done. First aid facilities and eye wash stations set up, on sites and identified on plan. Checked as part of site inspections Sufficient first aiders trained.
13	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 - RIDDOR	INDG453 – A brief guide to RIDDOR	Accident book maintained in office and site. Near miss, incident and accident form completed for all incidents

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6	Fire Safety (Employees Capabilities) (England) Regulations 2010		Fire risk assessment done on the premises and reviewed annually. Fire extinguishers/alarm serviced annually. Fire drill held every 12 months, **last done-March 2018** Fire risk assessments and plans completed for every site
	Fire Prevention on Construction Sites – Joint Code of Practice 8th Edition	No ACOP HSG168 – Fire Safety In Construction	
	Waste / Environmental		
26		ACOP – L28 (third edition) (The control of legionella bacteria in water systems)	Reference and review when risk assessing and determining the need for water sampling and analysis
28	The Waste (England and Wales) Regulations 2011, 2012 and 2014 amendments		WTNs collected for all waste
	Hazardous Waste Regulations 2005 (as amended)		
29	Waste Electrical and Electronic Equipment (Amendment) Regulations SI 2010		Old computer equipment collected and sent to manufacturer or agent for recycling
33	Control of Pollution (Oil Storage) Regs 2001		All oil stored on bunds – 110% capacity
34	The Environmental Permitting (England and Wales) Regulations 2016		No permits required
35	Clean Air Act 1993		Employees are made aware that they are not to burn rubbish under any circumstances
36	The Environmental Damage (Prevention and Remediation) Regulations 2009		Considered as part of demolition plans

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	Other / Miscellaneous		
	NFDC Guidance	Deconstruction of Tower Blocks – Floor by Floor Waste and Permitting Guidance Demolition and Refurbishment – Resource Protocol Temporary Works Guidance Notes Temporary Works – Hoardings Crisis Management Guidance Notes Demolition Exclusion Zones Disconnection of Services for Demolition Refurbishment High Reach Demolition rig guidance notes Safe use of Mobile Crushers and Screening Plant Demolition Attachment Guidance Note	
	Safety Representatives and Safety Committee Regulations 1977 as amended	L146 – Consulting workers on health and safety 2nd edition with amendments	
	The Health and Safety (Consultation with Employees) Regulations 1996	INDG 232 – Consulting employees on health and safety	

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British Standards

The following British Standards are to be read in conjunction with all relevant legislation and will be equally made available, referred to and referenced frequently in work methods in order to achieve legislation compliance and ensure best practice.

BS6187	Demolition – BS6187:2011	Referenced, referred to and adhered to in all demolition work activities
BS5607	Safe use of Explosives BS5607:1998	
	Scaffolding	
BS5975	Temporary Works Design and Falsework BS5975:2008	Referred to and adhered to for all temporary works
BS7121	Safe us of Cranes – BS7121	Applies to all lifting operations and the use of mobile cranes.
BS5228	Noise and Vibration – BS5228:2009	Principles and Controls referred to as required during work activities

Integrated Management System

Section 7 – Documentation Control

7.1   Documentation

The Integrated Management System documents are controlled according to the Document Control Procedure which defines the process for:
- ✓ Approving documents for adequacy prior to issue
- ✓ Reviewing and revising as necessary and re-approving documents
- ✓ Ensuring that changes and current revision status of documents are identified
- ✓ Ensuring that relevant versions of applicable documents are available at points of use
- ✓ Ensuring that documents remain legible and readily identifiable
- ✓ Ensuring that documents of external origin are identified and their distribution controlled
- ✓ Preventing the unintended use of obsolete documents
- ✓ Ensuring that documents of external origin are identified and their distribution controlled

The company uses standard forms and a local area network computer system with an electronic document management system which are updated as required.

Documents which must be controlled include but are not limited to the followings examples:
- ✓ Quality manual
- ✓ Procedures
- ✓ Records

A list of key quality management system documents; including all quality procedures, forms and other key quality management system documents has been prepared.

Control of Records

Records are established to provide evidence of conformity to the requirements specified by the standard, customer requirements and of the effective operation of the quality management system are formally controlled through the application of the Control of Records Procedure (P002).

Records which are controlled include but are not limited to:
- ✓ Corrective Action Reports
- ✓ Management Review Reports
- ✓ Customer Complaints
- ✓ Calibration Records

Supporting documentation:

Ref	Title & Description
7.3	Control of Records Procedure

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7.2   Document Control Procedure

This procedure applies to all quality management system documentation and is to be followed by all personnel where appropriate. While the company Directors are responsible for signing all policies and procedures, Your Company may have other team members such as the Quality Management Representative or other managers to approve work instructions, etc., which implement the quality procedures.

All documents and data are reviewed and approved by authorized personnel prior to issue. Each department issues and maintains its own documents. Current revisions of appropriate documents are available at locations where they are used. Documents controlled by this procedure include but are not limited to the following:
- ✓ Specifications and drawings
- ✓ Quality manual
- ✓ Procedures
- ✓ Forms
- ✓ External documents

Document & Data Identification, Approval and Use

- ✓ All documents are identified with a title, revision level and where applicable, a code or part number. Certain work instructions have a revision level. Only original forms, which are stored on file, are identified with the issuing authority. All documents are reviewed and approved (signed and dated) prior to issue
- ✓ Prior to issue and release, documents are reviewed for correctness and compliance to quality requirements. A document is considered to be formally issued when it is authorized and approved by the issuing authority
- ✓ Documents that require more than one approval signature indicate how many and which signatures are required for approval and issue
- ✓ The QUENSH Manager is responsible for ensuring that the quality manual is reviewed, approved and distributed as required. Copies of the manual will be serialized and issued on a controlled distribution basis.
- ✓ Uncontrolled copies will be marked 'UNCONTROLLED' and will be provided for use outside of the company, although a controlled copy can be issued to customers upon customer request
- ✓ Each department issues and maintains its own documents and produces a master document index of all documents and their current revision. Current revisions of appropriate documents are available at locations where they are used

Obsolete Documents

- ✓ Obsolete documents are removed from points of use and may be retained for reference or for legal obligations are marked 'OBSOLETE' and kept separate from active documents. Obsolete document documents are stored and retained in accordance the Control of Records Procedure
- ✓ Obsolete electronic documents are removed from the network and are stored in media that is accessible upon request.
- ✓ Any obsolete documents that need to be reactivated must be reviewed, approved and released in the same manner as newly established documents

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External Documents

- ✓ The QUENSH Manager periodically verifies the current revision of external documents (e.g. international standards, customer specifications, etc.) and amends the documents and master document index accordingly when new revisions are available.
- ✓ Notification of revision changes is given to those departments shown in the distribution list

Uncontrolled Documents

- ✓ Copies of documents issued to personnel and outside parties for information only (are not affected by the documents) are stamped 'UNCONTROLLED' across the front page. Such documents are not under revision control
- ✓ Uncontrolled copies of documents may not be issued to personnel or outside parties who manage, perform, or verify work that is directly affected by the document

Forms & Records

- ✓ Master forms are be signed by the initiator and date indicated to evidence their authority. Forms are controlled via their number and revision status.
- ✓ Standard forms, e.g. pre-printed material are listed in the appropriate procedure or work instruction

Document Change Requests

- ✓ Changes to a document are requested to the QUENSH Manager if a document is found to be deficient. Any employee can request a change to a document but the review and approval must be performed by the same functions that performed the original review and approval

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7.3   Control of Records Procedure

This procedure applies to all quality management system records and is to be followed by all personnel where appropriate. Quality records are generated and maintained by the departments responsible for their creation. For electronic records, back up procedures are established, employees are responsible for backing up their data.

Identification of Quality Records

Quality records are maintained to attest to the implementation of the quality system. Records are stored as secured computer files or in designated filing cabinets to prevent deterioration and damage. Such records are easily accessible for use and are made available for review upon customer or audit request. The following documents are acceptable records:

- ✓ Forms
- ✓ Reports
- ✓ Minutes of meetings
- ✓ Computer files

Archival documents and data retained for legal or knowledge preservation purposes or both are suitably identified. All records must contain sufficient data to attest to satisfactory completion of the recorded activity and at minimum, must be signed and dated by the individual responsible for completing the record.

Protection, Storage and Retrieval of Records

- ✓ Documents and Records exist in either hard copy of electronic formats. Hard copy records are stored where they are protected from physical deterioration, loss and damage due to environmental conditions.
- ✓ Electronic documents are stored on a shared drive, with access perimeters being provided by the director
- ✓ Electronic back up data and contract documents are stored in a lockable, fire resistant cabinet which is located off site via an external, outsourced IT Company.
- ✓ Records are indexed and grouped for expedient retrieval. Records must not be stored on personal storage drives or files.

Retention Period of Quality Records

Title	Storage Location	Retention Period
Management Reviews		2 Years
Audit Reports		5 Years
Customer Complaints		2 Years
Inspection and Test Reports		5 Years
Supplier Qualification/Purchasing		5 Years
Non-conformance Reports		5 Years
Product Identification/Traceability		5 Years
Corrective Action Reports		5 Years
Training		10 Years
Servicing		10 Years

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Title	Storage Location	Retention Period
Contract/Order Reviews		5 Years
Special Processes Qualification		10 Years
Calibration		5 Years
Production Control Plans		5 Years

Disposal of Quality Records

Upon expiration of the retention period, Document Control will dispose of such quality records in an appropriate manner. Confidential records are shredded.

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Section 8 – Management Audit and Review

8.1   Management Review

EDD Management conducts a management review meeting quarterly to ensure the continuing suitability, adequacy, and effectiveness of our Integrated Management System. The primary inputs reviewed include data that measures the conformance and performance of our quality management system and recommendations based on analysis of such data.

Conformance is primarily assured through internal audits and demonstrated through a review of audit results and our demonstrated ability to correct and to prevent problems.

Performance is primarily assured through the deployment of corporate and operational level objectives, and through a review of our demonstrated ability to achieve desired results.

The primary outputs of management review meetings are management actions taken to make changes or improvements to our quality management system and the provision of resources needed to implement these actions.

Review Input

Assessment of the quality management system is based on a review of information inputs to management review. These inputs can include the following:

- ✓ Planned changes that could affect the quality management system

- ✓ Process performance and product conformity

- ✓ Status of preventive and corrective actions

- ✓ Recommendations for improvement

- ✓ Company level quality data

- ✓ Customer feedback

- ✓ Results of audits

Review Output

During management review meetings, EDD Management will identify appropriate actions to be taken regarding the following issues:

- ✓ Improvement of the effectiveness of the quality management system and its processes

- ✓ Improvement of product related to customer requirements

- ✓ Resource needs

The primary outputs of management review meetings are management actions taken to make changes or improvements to our quality management system and the provision of resources needed to implement these actions.

Responsibilities for required actions are assigned to members of the management review team. Any decisions made during the meeting, assigned actions, and their due dates are recorded on the management review presentation.

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8.2　　　Communication

Employees are the key target audience for internal communication. It is impossible to build an efficient business without a strong information sharing culture, teamwork, and shared values; and internal communications help to support these concepts in a practical way.

This procedure applies to the internal communication of information relating to:

- ✓ Company policies & objectives
- ✓ Integrated Management System procedures
- ✓ Integrated Management System performance
- ✓ Suggestions and feedback
- ✓ Importance of meeting customer and/or statutory requirements
- ✓ Changes in service requirements
- ✓ How employees contribute to achieving the companies objectives

Requirements

Top Management is required to:
- ✓ Ensure that appropriate internal communication processes are established
- ✓ Ensure that internal communication occurs and is related to the effectiveness of the Integrated Management System
- ✓ Actively encourage feedback and communication

The *QUENSH Management Representative* is required to:
- ✓ Ensure the implementation of the internal communication procedure
- ✓ Ensure that the information communicated is acted upon and the desired outcome is achieved

The *Demolition Site Manager / Supervisor* is required to:
- ✓ Ensure the implementation of the internal communication on site (in accordance with the *Health, Safety and Environmental Policy*) consisting or notice boards, toolbox talks and prestart briefings

Communication Channels

Internal communication occurs on an ongoing basis and is achieved through various mechanisms that include, but are not limited to:
- ✓ Team meetings
- ✓ Team briefings
- ✓ Training sessions
- ✓ Display boards
- ✓ Computer network/intranet/e-mail
- ✓ Corrective actions
- ✓ Preventive actions
- ✓ Internal memorandums/letters
- ✓ Minutes of meetings

Integrated Management System

Communication of Company Policies & Objectives

- ✓ The companies policies and objectives are documented with the Integrated Management System
- ✓ The company policies are internally communicated via display boards

Communication of Integrated Management System Procedures

- ✓ Integrated Management System procedures are controlled documents
- ✓ Current versions of procedures are communicated to personnel via the controlled document distribution list
- ✓ The Integrated Management System procedures are communicated through internal training sessions

Communication of Integrated Management System Performance

The QUENSH Manager has the overall responsibility for ensuring that information and data about quality performance and the effectiveness of the Integrated Management System are reported to management. This includes the distribution of all applicable documents, reports and records to appropriate functions.
- ✓ Performance of the management system is reported via audit reports
- ✓ Audit reports are presented at management review meetings

Communication Meetings

Formal communication meetings serve an important role in ensuring proper communication between management and the organization:
- ✓ Management conducts quarterly communication meetings for the entire organization

Management reviews provide the framework for the organization to report on the status of health, safety, quality or environmental related issues and activities, and for management to formulate policies and directives to change and/or improve the Integrated Management System.
- ✓ The QUENSH Manager has overall responsibility for coordinating structured communication meetings

Suggestions & Feedback

- ✓ Personnel at all levels are encouraged to report problems related to the quality management system and to offer suggestions on how to improve performance
- ✓ Employees may communicate these problems or suggestions to their departmental head through suggestion forms or corrective/preventative action requests

Verifying Effectiveness

The effectiveness of internal communication is evaluated on an ongoing basis; through management reviews, employee surveys, audits and informal discussions.

The effectiveness of the internal communication process may determined by:
- ✓ Interviewing employees to determine awareness of policy, objectives and management system performance
- ✓ Evaluating non-conformities to determine whether they are linked to poor internal communication
- ✓ Evaluating the relevance and dates of displayed information
- ✓ Examining the feedback mechanisms within the organization
- ✓ Evaluating training and induction programmes within the organization

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✓ Viewing minutes of meetings containing items of internal communication

Documentation & Records

Minutes and agendas of formal communication/review meetings are prepared by the QUENSH Manager and are distributed to the attendees and any absentees. Other documents associated with the internal communication process are retained and managed in accordance with ISO relevant standards

Integrated Management System

8.3   Management Review Procedure

This procedure applies to the management review process and covers the following management activities:

- ✓ Implementation of the integrated management system
- ✓ Continuous improvement of the integrated management system performance
- ✓ Analysis of the performance of the integrated management system
- ✓ Analysis of the performance of safety and environmental standards, service delivery and processes
- ✓ Identification and implementation of actions to achieve planned results
- ✓ Continual improvement across all areas
- ✓ Provision of resources needed for the implementation of the integrated management system

Agenda

- ✓ The agenda for management review meetings is prepared by the QUENSH Manager then distributed to the participating managers and directors.
- ✓ Management Review Agenda & Minutes, is used as a template in order to generate records related to the management review process and will include the items detailed below in the review input.

Frequency and Scheduling

- ✓ Overall performance of the integrated management system is reviewed by EDD Management at least once a year
- ✓ The QUENSH Manager determines the review schedule and dates in coordination with participating attendees and current standards have been set during the infancy stages of this system to carry out such meetings on a monthly basis.

Attendance

- ✓ Management review meetings are chaired by the QUENSH Manager and are attended by managers and other personnel as applicable and deemed necessary dependant upon the main areas of review.
- ✓ Managers who are unable to attend may send representatives in their place.
- ✓ Absent attendees receive minutes of the review meeting and, after reviewing the minutes, may submit their input for inclusion

Quality Management System Performance

It is the responsibility of the QUENSH to ensure that the review process assesses opportunities for improvement and the need for changes to the integrated management system, including companies policies, aims and objectives

The QUENSH Manager ensures that management reviews include:

- ✓ Requirements of the integrated management system, e.g. results of internal audits
- ✓ management system performance and trends
- ✓ Opportunities for continual improvement
- ✓ Monitoring of management system objectives

Integrated Management System

Review Input

As a minimum, the following information and data is presented during the management review:

Action items from last meeting
QUENSH Manager reports on the status of action items from previous meeting. Items that are not completed are carried on as continuing actions and are recorded as such in the minutes

Service delivery and company performance
QUENSH Manager presents service delivery and performance data. This data includes non-conformities, progress of works on site, complaints, accident and incident statistics.

Internal / external inspections and audits
QUENSH Manager presents results of internal and/or external management system audits. This can also include the results of any site inspection, audits and client or any other external body audit and inspection carried out.

Corrective/preventive actions
QUENSH Manager presents highest risk corrective/preventive actions implemented through the period and the status of pending actions

Feedback and complaints
QUENSH Manager presents summary of feedback collated, whether it be requested or volunteered and can come from any source.

Training & development
QUENSH Manager reports on the status of training programs and the effectiveness of training provided. Review of the training needs analysis and the progamme progression for planned training and employee appraisals.

Continual improvement
QUENSH Manager presents data demonstrating progress toward achieving continual improvement goals, and reviews current and completed improvement projects

Changes that affect the integrated Management System
QUENSH Manager highlights any service process, capacity, or other operational or organizational changes that affect the integrated management system; and proposes specific actions to update or modify the system in response to these changing circumstances

Additionally
The management review may also consider such issues as the integration of the management system with other operations and activities
Following each presentation, the participating managers discuss the issues, compare their status and performance with preceding periods, and identify areas where improvement is required

Integrated Management System

Objectives

Management objectives established through the review period are systematically evaluated to assess progress:

- ✓ Objectives that have been achieved may either be upgraded to a higher performance level, or be closed out to free resources for improvement in another area
- ✓ When objectives are not achieved on time, the review investigates and determines causes for failing to achieve the objectives
- ✓ Depending on the nature of the objective and causes for failure to achieve it, EDD Management may decide to drop the objective, reduce its scope or level, reassign responsibilities and/or allocate additional resources, or extend the due date for achieving the objective
- ✓ Any decisions regarding objectives are recorded in the minutes of the review
- ✓ New objectives are established where it is necessary to improve performance in order to fulfil the companies policies or other organizational goals or aspirations.
- ✓ New objectives are documented in the minutes of the review

The companies policies are reviewed to ensure their continuing relevance:

- ✓ The companies policies are changed when: the goals expressed in the policies have been achieved, or when changes within or outside the company render the policy inadequate or inappropriate

Review Output

Output from the management review process includes decisions and actions related to:

- ✓ Requests for corrective action and/or preventive action
- ✓ Plans for IMS and/or process improvement
- ✓ Improvement of service related to Health, Safety, Environmental or Client requirements
- ✓ Supply and resource needs
- ✓ Records of the results and actions from the evaluation of the suppliers
- ✓ The Company Policies
- ✓ The company objectives

Management review output is documented in the minutes of the review meeting:

- ✓ Action items are highlighted to ensure that they are easily identifiable
- ✓ Action items include the assignment of responsibility
- ✓ Action items include timeframe and allocation of resources for implementation

Upon complete review of all inputs and generation of the outputs, management will determine the continued suitability, adequacy and effectiveness of the quality management system.

Integrated Management System

Management Review Process Map

QUENSH Manager

Management Review Input
- Agenda
- Review Actions from Previous Meeting
- Service Delivery and Performance
- Internal and External Audits and Inspections
- Corrective/Preventive Actions
- Feedback and Complaints
- Training & Resources
- Continual Improvement
- Changes Affecting the IMS
- Company Objectives
- Company Policies

Management Review Team

Management Review Output
- Requests for corrective action
- Requests for preventive action
- Plans for IMS/process improvement
- Improvements to services
- Results/actions of supplier evaluation
- Company policies
- Company objectives
- Minutes of review meeting

Determine Continued Suitability

No System Changes

Implement System Changes

Documentation & Records

Integrated Management System

8.4 Internal Audit Procedure

The scope of this procedure is focused on assessing the effectiveness of EDD's Integrated Management System. Where such processes are found to be deficient, the audit will lead to improvement in those processes.

By applying the principles of auditing outlined, EDD ensures that all internal audits are conducted with due professional care, integrity and independence. All conclusions derived from the audit are based upon objective and traceable evidence.

An audit of the IMS is conducted at planned intervals to:

- ✓ Determine whether the IMS conforms to planned arrangements
- ✓ Determine whether the IMS is properly implemented and maintained
- ✓ Provide information on the results of audits to EDD Management

Internal auditing is undertaken at least once annually. Audits may be completed with a greater frequency if determined by the QUENSH Manager or as determined by:

- ✓ ISO requirements
- ✓ Feedback and Complaints
- ✓ Company objectives/policy
- ✓ Corrective actions
- ✓ Statutory/legal requirements
- ✓ Management decisions
- ✓ Concerns raised by 3rd parties
- ✓ Results of 3rd party audits
- ✓ Employee concerns
- ✓ Management Review concerns

Audit Planning

The QUENSH Manager is required to:

- ✓ Establish and communicate internal audit schedule
- ✓ Establish and implement internal audit plan
- ✓ Appoint audit team leader where required
- ✓ Select audit team (see below)
- ✓ Assign audit duties to the auditor team

Audit Team Evaluation & Selection

To ensure impartiality and objectivity, the audit team will include personnel from departments not directly associated with the area/department being audited.

Integrated Management System

Audit team members are selected on the basis of:

- ✓ Education: secondary or higher
- ✓ Work Experience: more than 5 years
- ✓ Relevant Training: provided in-house or externally
- ✓ Audit Experience: demonstrable knowledge/skills

Audit Preparation

The Audit Team is required to:

- ✓ Review relevant management system documents and records
- ✓ Determine their adequacy with respect to the audit criteria and with the relevant ISO standards
- ✓ Review and prepare the internal audit checklist
- ✓ Arrange audit appointment
- ✓ Issue the audit checklist to the responsible manager

On-site Audit

The Audit Team is required to:

- ✓ Conduct opening meeting
- ✓ Sample and observe process inputs/outputs
- ✓ Record objective evidence to verify process compliance or non-conformance
- ✓ Generate audit findings

Wrap-up Meeting

The Audit Team Leader and responsible manager are required to:

- ✓ Review audit conclusions and discuss recommendations for improvement
- ✓ Decide whether any non-conformances observed should be included in correction reports or solved immediately
- ✓ Minor areas of non-conformance are taken care of immediately
- ✓ Prepare an audit report
- ✓ Review audit report with the responsible manager
- ✓ Corrective actions are reviewed by the responsible manager and close out action is agreed upon
- ✓ The audit leader and responsible manager sign off audit report

Follow-up

The Auditee/Responsible Manager is required to:

- ✓ Ensure corrective actions are implemented and are closed-out within the agreed timeframe
- ✓ Ensure non-conformances are closed-out within the agreed timeframe
- ✓ Ensure the status of corrective actions and any non-conformances are kept up-to-date

Integrated Management System

Reporting

The QUENSH Manager is required to:

- ✓ Review audit conclusions
- ✓ Indentify trends
- ✓ Make recommendations for improvement
- ✓ Finalise the internal audit report
- ✓ Issue internal audit report to Top Management

Review

EDD Management is required to:

- ✓ Consider and act upon audit findings during the management review process
- ✓ Use the internal audit report to promote best practice
- ✓ Ensure records are maintained

Records

All documentation and records generated by the internal audit process are managed in accordance with ISO requirements

Integrated Management System

Audit Process Matrix

	Action	Responsibility
Planning	Establish and communicate internal audit schedule	QUENSH Manager
	Establish and implement internal audit plan	
	Appoint the audit team leader where required	
	Select the audit team	
	Assign audit duties to the auditor	
Preparation	Review relevant IMS documents and records	Audit Team
	Determine their adequacy with respect to the audit criteria	
	Review relevant requirements of the relevant ISO standards	
	Review and prepare the internal audit checklist	
	Arrange audit appointment	
Audit	Sample and observe necessary process inputs/outputs	Audit Team
	Record objective evidence to verify process compliance	
	Generate and record audit findings	
Wrap-up meeting	Decide whether any non-conformance observed should be included in correction reports or whether they can be solved immediately	Audit Team Leader and Responsible Manager
	Minor areas of non-conformance are taken care of immediately, while a conclusion for the audit as a whole is written down	
	An audit report is prepared which is examined together with the manager responsible for the area in question	
	Corrective actions are reviewed by the manager responsible and close out action is agreed upon	
	The audit leader and responsible manager sign off audit report	
	The reports are given to the QUENSH & the responsible manager	
Follow-up	Ensure corrective actions are closed-out within the agreed timeframe	Responsible Manager
	Ensure non-conformances are closed-out within the agreed timeframe	
	Ensure status of corrective actions and non-conformances communicated to the QUENSH Manager	
	Provide feedback on the audit process	
Reporting	Review audit conclusions	QUENSH Manager
	Indentify trends	
	Make recommendations for improvement	
	Finalise internal audit report	
	Issue internal audit report to EDD Management	
Review	Consider and act upon audit findings during Management Review	EDD Top Management
	Use the internal audit report to promote best practice	

Integrated Management System

Internal Audit Process Map
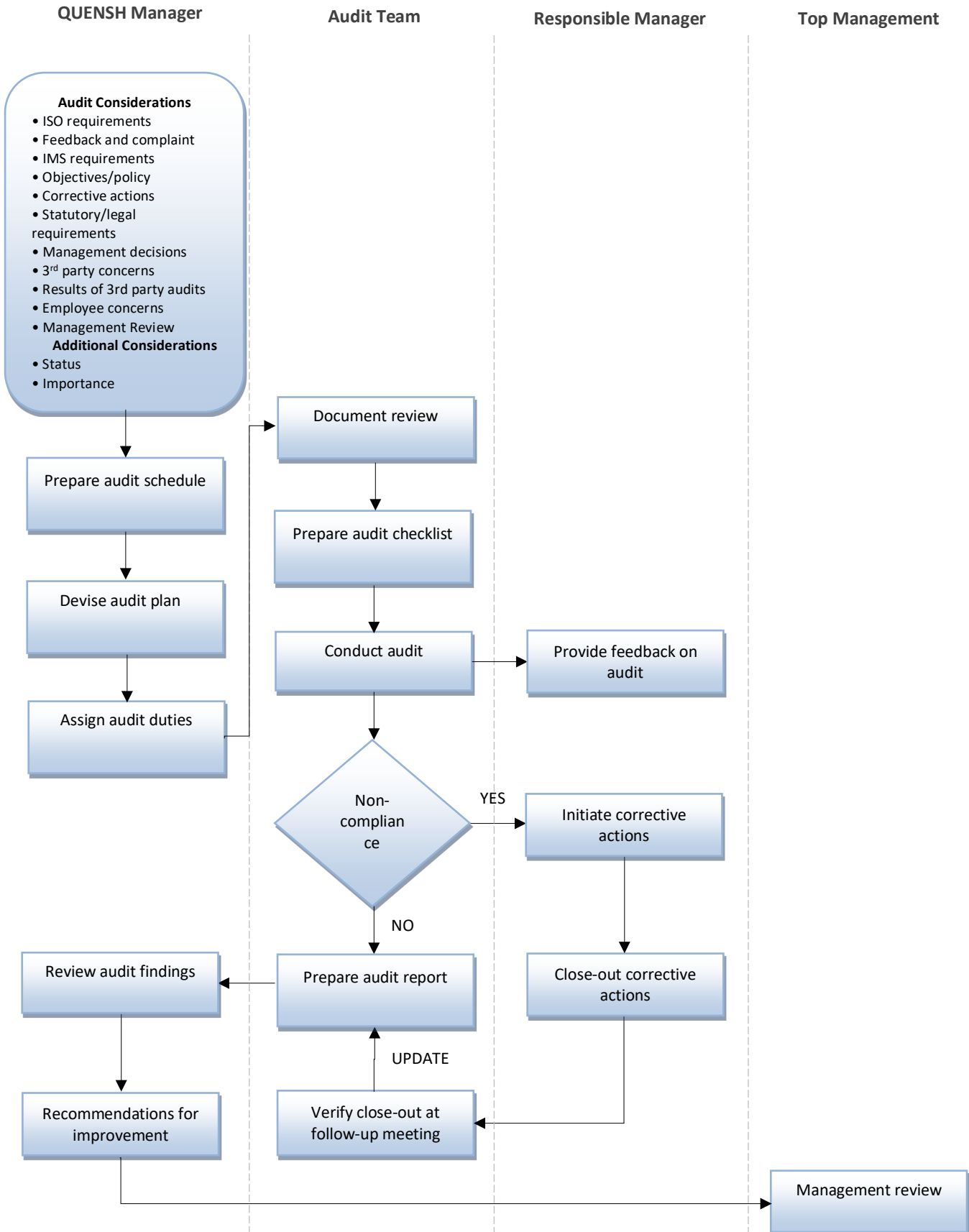
QUENSH Manager	Audit Team	Responsible Manager	Top Management

Audit Considerations
- ISO requirements
- Feedback and complaint
- IMS requirements
- Objectives/policy
- Corrective actions
- Statutory/legal requirements
- Management decisions
- 3rd party concerns
- Results of 3rd party audits
- Employee concerns
- Management Review

Additional Considerations
- Status
- Importance

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8.5 Control of Non-conformances Procedure

The purpose of this procedure is to establish and define the process for identifying, documenting, analyzing and implementing corrective actions in order to eliminate actual non-conformances.

Terms & Definitions

Term	Definition
Non-conformity	Non-fulfilment of a requirement
Preventive Action	Action taken to eliminate a potential non-conformity
Corrective Action	Action taken to eliminate the cause of a non-conformity

Application & Scope

Reports of non-conformances may result from audits or may occur as part of routine operations where an individual or department might identify a non-conformance. This procedure works in conjunction with:

- ✓ Internal Audit Procedure
- ✓ Corrective Action Procedure
- ✓ Preventive Action Procedure

It is the responsibility of the QUENSH Manager or other nominated representative, to prepare and issue a Non-conformance Report on detection of a non-conformance.

Identification of Non-conformances

It is the responsibility of all employees to bring suspected non-conformances to the attention of the QUENSH Manager or the relevant Departmental Manager/Supervisor, or other nominated representative. Non-conformances are identified through the following activities:

- ✓ Internal audit findings
- ✓ Third party audit findings
- ✓ Complaints (internal or external)
- ✓ Observation
- ✓ Incidents
- ✓ Site inspections
- ✓ Site Manager Checks
- ✓ Near-misses

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Control of a Non-conformances

By whichever means a non-conformance is identified, the underlying cause(s) of the non-conformance are investigated and appropriate corrective action(s) are taken according to the nature of the non-conformance.

- ✓ Any non-conforming process, incident, material, tool or equipment is immediately identified, materials and equipment labelled defective and placed into the designated quarantine area

- ✓ Subsequent investigation and verification activities are undertaken to determine the cause and any remedial action required.

- ✓ Preventive action, such as implementing modifying or enforcing procedures or other controls, is taken to avoid repetition of the non-conformance

- ✓ Any corrective or preventive action taken to address the causes of the non-conformance must be appropriate to the magnitude of problems and commensurate with the impact encountered is documented

- ✓ The organization has implemented and maintained a system for reporting and record keeping for non-conformances, corrective and preventive action

- ✓ Any changes to the management procedures as a result of corrective or preventive action are recorded

- ✓ The non-conformance report details the nature and scale of the non-conformance as well as proposals for corrective and preventive actions, as appropriate

- ✓ Repeated non-conformances of the same nature or significant deviations from procedures (e.g. disregard of the procedures or absence of required verification documentation) are reported to the QUENSH Manager for action and resolution

- ✓ Significant deviations from the Company policies are reported to Top Management at the next review meeting

- ✓ A report is submitted by the QUENSH Manager as part of the Management Review process

- ✓ Where preventive actions involve long term programming, these are considered in the setting of objectives or targets

Documentation & Records

All documentation and records generated by the non-conformance process are managed in accordance with relevant ISO standards

Integrated Management System

Control of Non-conformances Process Map
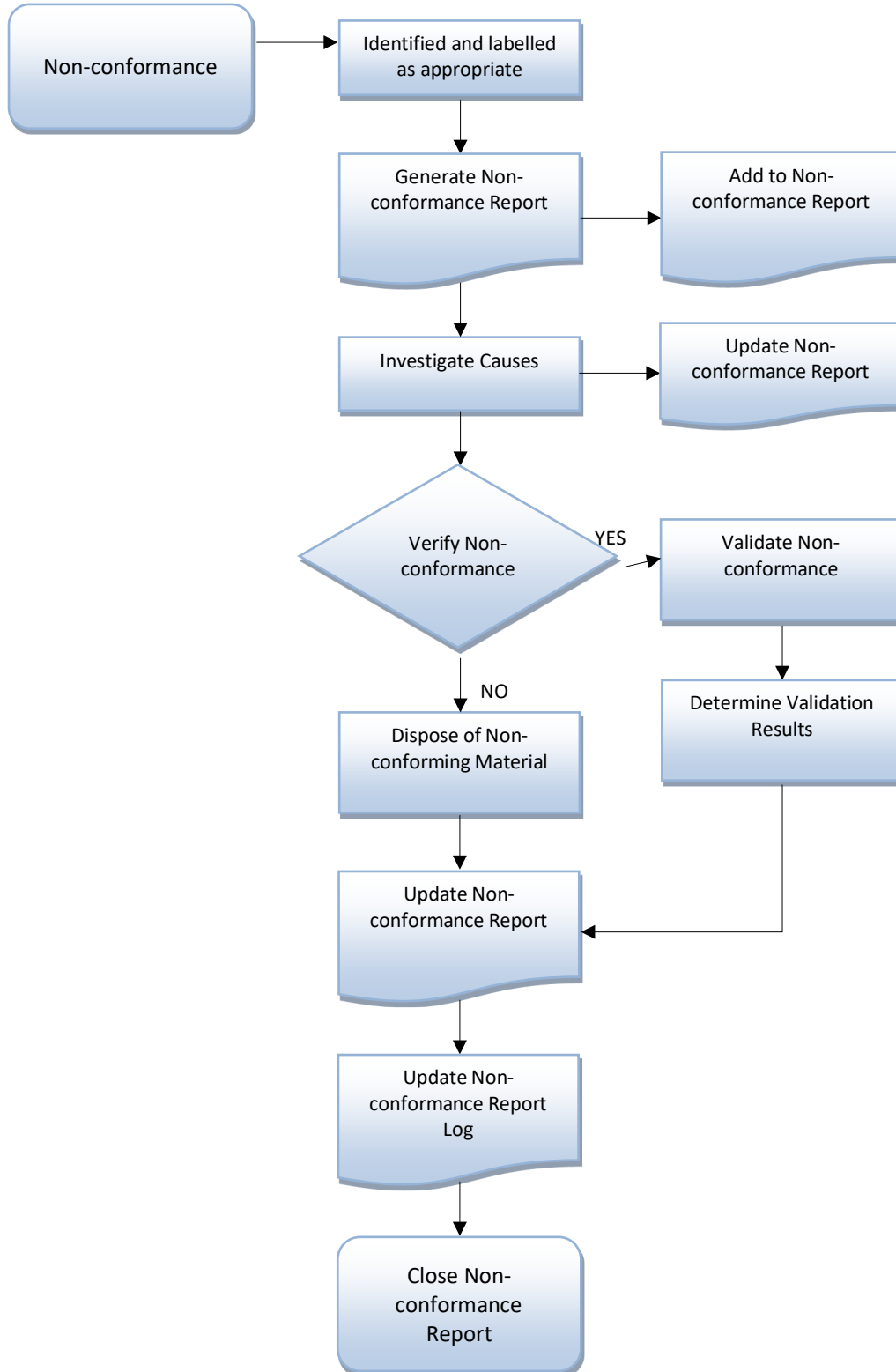
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┌─────────────────┐         ┌─────────────────────┐
│                 │         │  Identified and     │
│ Non-conformance │ ──────► │  labelled as        │
│                 │         │  appropriate        │
└─────────────────┘         └─────────────────────┘
                                      │
                                      ▼
                            ┌──────────────────┐      ┌──────────────────┐
                            │  Generate Non-   │      │  Add to Non-     │
                            │  conformance     │ ───► │  conformance     │
                            │  Report          │      │  Report          │
                            └──────────────────┘      └──────────────────┘
                                      │
                                      ▼
                            ┌──────────────────┐      ┌──────────────────┐
                            │  Investigate     │      │  Update Non-     │
                            │  Causes          │ ───► │  conformance     │
                            │                  │      │  Report          │
                            └──────────────────┘      └──────────────────┘
                                      │
                                      ▼
                               ◇ Verify Non-  ◇   YES   ┌──────────────────┐
                               ◇ conformance  ◇ ──────► │  Validate Non-   │
                               ◇              ◇         │  conformance     │
                                      │                 └──────────────────┘
                                      │ NO                       │
                                      ▼                          ▼
                            ┌──────────────────┐      ┌──────────────────┐
                            │  Dispose of Non- │      │  Determine       │
                            │  conforming      │      │  Validation      │
                            │  Material        │      │  Results         │
                            └──────────────────┘      └──────────────────┘
                                      │                          │
                                      ▼                          │
                            ┌──────────────────┐                 │
                            │  Update Non-     │ ◄───────────────┘
                            │  conformance     │
                            │  Report          │
                            └──────────────────┘
                                      │
                                      ▼
                            ┌──────────────────┐
                            │  Update Non-     │
                            │  conformance     │
                            │  Report Log      │
                            └──────────────────┘
                                      │
                                      ▼
                            ┌──────────────────┐
                            │  Close Non-      │
                            │  conformance     │
                            │  Report          │
                            └──────────────────┘
```

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Integrated Management System

8.6 Corrective Action Procedure

This procedure is applicable to all corrective actions related to non-conforming products, services and audit results. Any corrective action taken to eliminate the causes of actual non-conformances is appropriate to the magnitude of the problem whilst also being in proportion to the risks presented by the non-conformance. T
Root causes of non-conforming products and services, as well as, quality management system defects are investigated and actions implemented to prevent their recurrence.

Personnel & Process Owners are required to:

- ✓ Highlight potential non-conformances to their Line Manager/Supervisor
- ✓ Follow this procedure upon detection of a non-conformance

The *QUENSH Manager* is required to:

- ✓ Determine the causes of non-conformances
- ✓ Maintain a system for reporting and record keeping

Top Management is required to:

- ✓ Implement necessary actions to achieve resolution
- ✓ Review the effectiveness of corrective actions taken

Review Non-conformities

Non-conformances or opportunities for improvement may be identified by employees, clients, managers or by inspection and audit reports. By whichever means a non-conformance is identified, the underlying cause of the non-conformance is investigated.

Determine Causes

The QUENSH Manager will review any issues raised and complete a non-conformance report to identify root cause and level of action required.

Repeated non-conformances of the same nature or significant deviations from procedures or the company policies are reported to Top Management for action and resolution.

Evaluate Need for Action

If corrective action is necessary then an action plan will be developed and appropriate personnel assigned tasks.

Implement Action

Designated personnel must implement the agreed level of action within an agreed timescale. The QUENSH Manager will follow up all corrective actions to ensure effective and timely responses are achieved.

QUENSH Manager will close out the corrective action when satisfactory resolution has been achieved and when objective evidence of close out has been obtained through inquiry or audit.

Preventive action such as, implementing, modifying or enforcing procedures or controls will be taken to avoid repetition of the non-conformance where necessary.

Integrated Management System

Verify Effectiveness

The corrective action request originator verifies the effectiveness of the corrective action(s) taken. Where the originator is also responsible for the implementation of the corrective action, the QUENSH Manager will provide the verification for corrective action request closure.

If corrective actions are determined to be not effective, the original corrective action request will be closed and a new corrective action request will be issued.

Management Review

A review of corrective actions is undertaken by top management to verify the performance and effectiveness of corrective actions taken. Corrective actions are reviewed for long-term effects and process improvements in Management Reviews.

The QUENSH Manager and top management determines if the action taken could potentially improve other areas of the organization.

Documentation & Records

Any changes to the integrated management system and its procedures, as a result of corrective actions are recorded. All documentation and records generated by the corrective action process are managed in accordance with ISO required standards.

Integrated Management System

Corrective Action Process Map
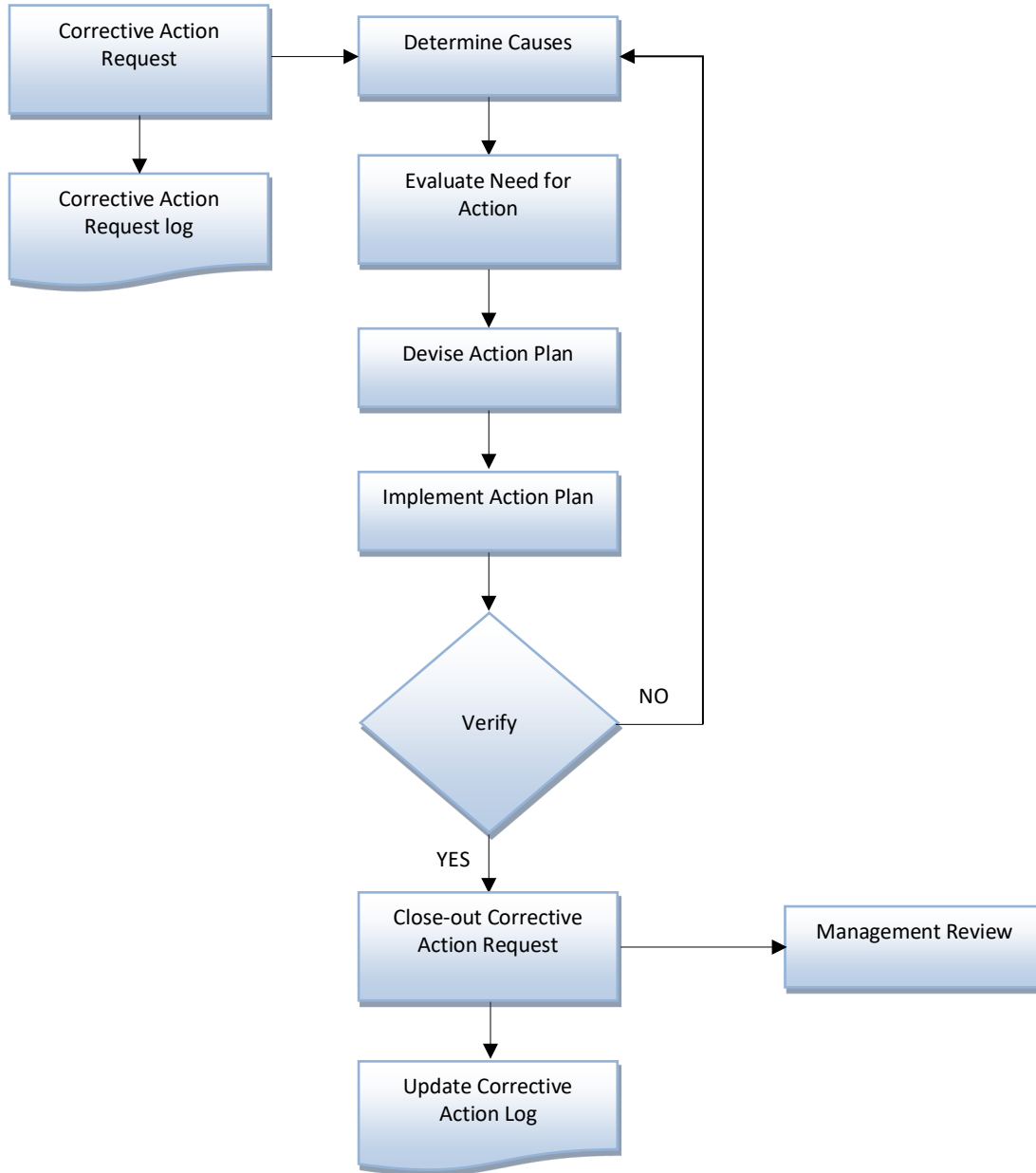
```
┌────────────────┐            ┌────────────────┐
│  Corrective    │─────────▶  │ Determine      │◀──────────┐
│  Action        │            │ Causes         │           │
│  Request       │            └────────────────┘           │
└────────────────┘                    │                    │
        │                             ▼                    │
        ▼                    ┌────────────────┐            │
┌────────────────┐          │ Evaluate Need  │            │
│  Corrective    │          │ for Action     │            │
│  Action        │          └────────────────┘            │
│  Request log   │                   │                     │
└────────────────┘                   ▼                     │
                           ┌────────────────┐              │
                           │ Devise Action  │              │
                           │ Plan           │              │
                           └────────────────┘              │
                                    │                       │
                                    ▼                       │
                           ┌────────────────┐              │
                           │ Implement      │              │
                           │ Action Plan    │              │
                           └────────────────┘              │
                                    │                  NO   │
                                    ▼                       │
                                 ◇ Verify ◇ ───────────────┘
                                    │
                                  YES
                                    ▼
                           ┌────────────────┐      ┌──────────────────┐
                           │ Close-out      │────▶ │ Management Review │
                           │ Corrective     │      └──────────────────┘
                           │ Action Request │
                           └────────────────┘
                                    │
                                    ▼
                           ┌────────────────┐
                           │ Update         │
                           │ Corrective     │
                           │ Action Log     │
                           └────────────────┘
```

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Integrated Management System

8.7   Preventative Action Procedure

This procedure is applicable to the initiation, assignment and recording of preventive actions, including follow-ups, to ensure actions taken are effective. Any preventive action taken to eliminate the causes of potential a non-conformance is appropriate to the magnitude of the problem whilst also being in proportion to the risks presented by the threat of non-conformance. This procedure works in conjunction with:

- ✓ Internal Audit Procedure
- ✓ Non-conformance Procedure
- ✓ Corrective Action Procedure

Personnel & Process Owners are required to:

- ✓ Highlight potential non-conformances to their Line Manager/Supervisor
- ✓ Follow this procedure upon detection of a potential non-conformance

The *QUENSH Manager* is required to:

- ✓ Maintain a system for reporting and record keeping
- ✓ Prepare and review preventive action requests

Top Management is required to:

- ✓ Implement necessary actions to achieve resolution
- ✓ Review the effectiveness of preventive actions taken

Review Potential Non-conformances

Potential non-conformances, system weaknesses or threats may be identified employees, clients, the public, supervisors or by inspection and audit reports. By whichever means a potential non-conformance is identified, the underlying cause(s) of the threat are investigated.

Evaluate Need for Action

Top management will decide the appropriate level of action to be implemented based on a cost benefit analysis and if preventive action is necessary then the preventive action request form, is developed and forwarded to the QUENSH Manager who will make an entry in preventive action log

Determine Causes

Following review of information presented and investigation as deemed necessary, the cause of the potential non-conformance is determined to allow for effective action to be planned for and implemented.

Implement Action

Preventive actions are implemented where there is an increased risk for potential non-conformances. Preventive actions are also initiated when performance data indicates a trend of decreasing quality capability or the effectiveness of the quality system itself.

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Preventive actions such as, implementing, modifying or enforcing procedures or controls are taken to avoid any potential non-conformance where necessary.

Verify Effectiveness

The preventive action request originator verifies the effectiveness of the preventive action taken. Where the originator is also responsible for the implementation of the preventive action, the QUENSH Manager will provide the verification for the preventive action and request closure.

The QUENSH Manager will close out the preventive action when satisfactory resolution has been achieved and when objective evidence of close out has been obtained through inquiry or audit. The preventive action log will be updated.

If preventive actions are determined to be not effective, the original preventive action request will be closed and a new preventive action request will be issued in order to reinitiate the process.

Management Review

A review of preventive actions is undertaken by Top Management to verify the performance and effectiveness of preventive actions taken. The QUENSH Manager and Top Management determine if action taken could potentially improve other areas of the organization.

Documentation & Records

Any changes to the quality management system or its procedures, as a result of preventive actions, are recorded. All documentation and records generated by the preventive action process are managed in accordance with relevant ISO Standards.

Integrated Management System

Preventive Action Process Map

```
┌──────────────────┐        ┌──────────────────┐
│ Preventive Action │───────▶│ Determine Causes │◀──────┐
│     Request       │        │ & Potential      │       │
└──────────────────┘        │ Effects          │       │
         │                   └──────────────────┘       │
         ▼                            │                  │
┌──────────────────┐                  ▼                  │
│ Preventive Action │        ┌──────────────────┐        │
│   Request Log     │        │ Evaluate Need for │       │
└──────────────────┘        │     Action        │        │
                            └──────────────────┘         │
                                     │                    │
                                     ▼                    │
                            ┌──────────────────┐          │
                            │ Devise Action Plan│         │
                            └──────────────────┘          │
                                     │                    │
                                     ▼                    │
                            ┌──────────────────┐          │
                            │ Implement Action  │         │
                            │      Plan         │         │
                            └──────────────────┘          │
                                     │                    │
                                     ▼            NO       │
                                  ◇ Verify ◇──────────────┘
                                     │
                                    YES
                                     ▼
                            ┌──────────────────┐      ┌──────────────────┐
                            │ Close-out         │─────▶│ Management Review │
                            │ Preventive Action │      └──────────────────┘
                            │ Request           │
                            │ Update Preventive │
                            │ Action Request Log│
                            └──────────────────┘
```

Integrated Management System

Section 9 – Forms

Integrated Management System

9.1 Site Handover

Minutes following client pre-handover meeting held on site – ………/………/2018

Key Information:

Principal Contractor: Euro Demolition & Dismantling Limited
Client: …………………………………………………………..
EDD Site Manager: …………………………………………………..
Site Address: …………………………………………………..
Expected Completion Date: ……………………………………………………. (Completion of works)
                                                 ……………………………………………………. (Plant and Equipment Collected)
Formal handover of site: …………………………………………………..
 	
Description of works: ……………………………………………………………………………………………….
                                                ……………………………………………………………………………………………

Key Contacts and in attendance
EDD Demolition Site Manager –   ……………………………………………………………………………. Client Project Manager –   ………………………………………………………………………………..

Key Dates	
	Completion of works
	Plant and Equipment to be collected
	Formal Handover

Has the work done/service provided satisfied the requirements of the contract?
Clients representative, acceptance of project completion and handover of site subject to the following action items:
Name: **Signature:**   **Date:**

Action Items (Detail)	Action by:	Completed

Integrated Management System

9.2   Customer Complaints Form

Customer Name	Complaint No	Date Received
Contact Telephone	Product	Job No/Order No

Nature of Customer Complaint/Feedback

Summary of Customer Complaint/Feedback

Recommendations/Corrective Actions

Integrated Management System

Result of Investigation

Follow-up Actions Close Out

Follow-up Actions Closed Out by	Signature	Position	Date
Verification By	Signature	Position	Date

Integrated Management System

9.3 Preventative Action Report Form

Issued to/Dept		Date	PAR ID
QMS/NCR Ref (if applicable)		Other Ref	

Description
(explain rationale for raising this PAR)

Likelihood of Occurrence	Severity Rating			
	(1) Negligible	(2) Improvement	(3) Minor	(4) Major
(A) Certain	1A High	2A High	3A Serious	4A Medium
(B) Likely	1 B High	2B High	3B Serious	4B Medium
(C) Probable	1C High	2C Serious	3C Medium	4C Low
(D) Unlikely	1D Serious	2D Medium	3D Medium	4D Low
(E) Improbable	1E Medium	2E Medium	3E Medium	4E Low

Root Cause
(identify root cause)

Integrated Management System

Proposed Preventive Action
(describe proposed method for interim preventive action, e.g. containment, if required)

	Due Date	

(describe proposed method for permanent corrective action)

	Due Date	

Verification
(describe how the corrective action addressed the root cause, list relevant evidence)

	Date Verified	

	Signature	Position	Date
PAR Initiated by		Auditor	
	Signature	Position	Date
PAR Issued to			

Complete this section only when satisfied that the preventive action undertaken was effective.			
	Signature	Position	Date
PAR Closed by		Quality Manager	

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9.4   Preventative Action Report Log

PAR ID No.	Date Issued	Description	Date Closed

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9.5   Non-Conformance Report Form

NCR Number	Date NCR Raised	Audit Ref (if relevant)

Description of Non-conformance

Raised due to (delete not applicable) Internal Audit / Customer Complaint / Normal Working

Procedure Reference	
Reported by (Name)		Reported by (Signature)	

Describe Remedial Action Taken

Action by (Name)		To be completed by (Date)	

Integrated Management System

Describe Action to Prevent Recurrence			
Action by (Name)		To be completed by (date)	

Corrective Action Completed			
	Signature	Position	Date
Actioned by			
	Signature	Position	Date
Verification By		Quality Manager	

Integrated Management System

9.6　　　　Non-Conformance Report Log

NCR No.	NCR Description	Date Raised	Close Out Date		Close Out Action									
			Planned	Actual	Management	QA	Design	Technical	Purchasing	HR	Sales	IT	Finance	Facilities

Integrated Management System

9.7 Corrective Action Report

Issued to/Dept		Date	CAR ID
QMS/NCR Ref		Other Ref	

Description
(explain rationale for raising this CAR)

Likelihood of Occurrence	Severity Rating			
	(1) Negligible	(2) Improvement	(3) Minor	(4) Major
(A) Certain	1A High	2A High	3A Serious	4A Medium
(B) Likely	1 B High	2B High	3B Serious	4B Medium
(C) Probable	1C High	2C Serious	3C Medium	4C Low
(D) Unlikely	1D Serious	2D Medium	3D Medium	4D Low
(E) Improbable	1E Medium	2E Medium	3E Medium	4E Low

Root Cause
(identify root cause)

Integrated Management System

Proposed Corrective Action

(describe proposed method for interim corrective action, e.g. containment, if required)

	Due Date	

(describe proposed method for permanent corrective action)

	Due Date	

Verification

(describe how the corrective action addressed the root cause, list relevant evidence)

	Date Verified	

CAR Initiated by	Signature	Position	Date
		Auditor	

CAR Issued to	Signature	Position	Date

Complete this section only when satisfied that the corrective action undertaken was effective in mitigating the non-conformance.

CAR Closed by	Signature	Position	Date
		Quality Manager	

Integrated Management System

9.8   Corrective Action Report Log

CAR ID No.	Date Issued	Description	Date Closed

9.9   Employee Company Induction

Name of employee:	
Date employee commenced employment:	
Date of induction training:	

Management procedures		Initial of training officer	Initial of employee
Has the employee been given a copy of the company's health and safety policy to read?	Yes / No		
Has the employee been informed about the company's risk assessments?	Yes / No		
Has the employee been informed about the company's COSHH assessments?	Yes / No		
Has the employee been instructed who their immediate Supervisor is and to whom they should report in the absence of that person?	Yes / No		
Has the employee been informed of what machinery or equipment they are permitted to use or operate?	Yes / No		
Has the employee been instructed about the company's grievance procedure and about disciplinary action that may result from any breaches of health & safety legislation?	Yes / No		
Has the employee been advised about their responsibly to Health and Safety and the HASWA 1974?	Yes / No		
Has the employee signed to confirm that he/she has read and understood the Employee Handbook? (To be signed on the last page of the handbook.)	Yes / No		
Has the employee been instructed about the importance of knowing who is on the company premises?	Yes / No		
Has the employee been informed about the importance of not inviting unauthorised personnel onto the company's premises?	Yes / No		

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Defect reporting procedure		Initial of training officer	Initial of employee
Has the employee been instructed of their duty to visually inspect all work equipment prior to use?	Yes / No		
Has the employee been instructed on the defective equipment policy operated within the company?	Yes / No		
Has the employee been instructed on how to operate the POWRA process	Yes / No		

Personal protective clothing and equipment		Initial of training officer	Initial of employee
Has the employee been issued with the personal protective equipment that he / she is required to wear? Please list items issued:	Yes / No		
Has the employee been informed about the cleaning, checking and maintaining the personal protective equipment?	Yes / No		
Has the employee been informed about the procedure operated within the company for obtaining replacement equipment?	Yes / No		
Has the employee been instructed in the correct procedure for storing the personal protective clothing?	Yes / No		

Name of instructor	
Date	
Name of employee	
Date	

Please note that this induction is based on a company induction and is provided in addition to all site inductions. A site specific induction will be carried out on each new site you visit and will include fire, first aid and emergency arrangements as well as any other information specific to the site and work being carried out.

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9.10   Employee Appraisal

Insert appraisal form

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9.11   Approved Supplier Questionnaire

Health and safety policy	
Do you employ more than five people - (self employed included)? If so do you have an up-to-date health & safety policy?	Yes/No
When was it last reviewed? (Please give date)	
Who prepared it for you?	
Accident records	
Do you keep records of all accidents for at least 3 years?	Yes/No
Do you keep records of ill-health of any operatives?	Yes/No
How many notifiable incidents has the company had in the three years? Please attach details.	
Has your company ever had any fatalities on site? Please attach details.	Yes/No
HSE history	
Have you had any Enforcement Notices issued to you by the HSE or a Local Authority Enforcing Officer on any project:-	
Improvement notices	Yes/No
Prohibition notices	Yes/No
Have you ever been prosecuted for breach of Health and Safety Regulations	Yes/No
If yes to any of the above, please attach details.	
Training	
Please give an outline of the training provided by yourselves over the last five years for each of the below.	
Managers	
Operatives	
What are your plans for training for the next 12 months?	

Integrated Management System

How do you ensure that new staff have been adequately trained?

Assessments	
Do you currently have a procedure in place to prepare the following: -	
COSHH assessment	Yes/No
Noise assessment	Yes/No
Manual handling assessments	Yes/No
Risk assessments	Yes/No
Vibration assessments	Yes/No
Method statements	Yes/No
Who compiles the assessments?	
Who updates them?	
How do you ensure that the information in them is conveyed to all appropriate operatives on site?	

Health & safety monitoring	
Is company health and safety policy and procedure set by advice from:-	
In-house Health & Safety Officers	Yes/No
External Health & Safety Consultant	Yes/No
Neither	Yes/No
If neither, who undertakes this role?	
Please provide the name of your company's Director responsible for Health & Safety	
Who undertakes site safety inspections?	
What system is in place to react to the findings of these inspections?	

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The CDM regulations	
Is your company fully conversant with the CDM Regulations?	Yes/No
Do you understand your responsibilities under the regulation?	Yes/No
Do you feel you may need further help and guidance to enable your company to fulfil your duties?	Yes/No
Documentation	
Please provide copies of: -	
Your company health & safety policy	
Accident records for the last three years	
Training records	
Enforcement notices	
Examples of your quality control procedures	
Examples of your sub-contractors' sub-contractors competence vetting system	
Any other documentation/brochures/questionnaires etc. which demonstrate your various company procedures and systems.	

Name of person completing form:		Date:	
Signature:			
Position:			

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9.12   Emergency Response Plan Template

Insert plan template

Integrated Management System

9.13 Customer Satisfaction / Audit

Customer Name	Respondent's Name & Position
Contact Telephone	Job No/Order Description

Please rank each category in the order of importance that your company places in selecting suppliers. Priority Ranking = A-Top Priority, B, C, D, F-Last Priority

Please rate the questions in each category using the performance rating system = 1-Very Well; 2-Above Average; 3-Average; 4-Below Average; 5 –Poor.

1. Customer Service	Priority Ranking	Performance Rating				
		1	2	3	4	5
Do we assist you in a friendly, courteous and timely manner when you contact us?						
Are we helpful with your enquiries?						
Do we accommodate your needs during project tender and enquiry?						
Do we update you with order information as needed without request?						
How do we compare to your best supplier in customer service?						

2. Quality Planning & Performance	Priority Ranking	Performance Rating				
		1	2	3	4	5
Do we consistently meet your service quality requirements?						
How do we compare to in overall quality planning and performance?						

Integrated Management System

3.   Delivery Performance

	Priority Ranking	Performance Rating				
		1	2	3	4	5
Are projects completed to your satisfaction?						
Are projects completed on time / in accordance with agreed programs?						
Are our site set up lead times acceptable to your organisation?						
How do we compare in overall delivery performance?						

4.   Quotation & Pricing

	Priority Ranking	Performance Rating				
		1	2	3	4	5
Do we respond timely to your quotation request?						
How would you rate our pricing relative to our competition?						
Are our quotes provided in a clear format, free of ambiguity and to the required format?						

5.   Technical Support

	Priority Ranking	Performance Rating				
		1	2	3	4	5
Does our technical knowledge meet your needs?						
How do we compare t in overall Technical Support?						

6.   Overall Performance

	Priority Ranking	Performance Rating				
		1	2	3	4	5
How does our company compare in overall product and service quality?						
What recommendations would you make to improve our product/service quality?						

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9.14 Supplier Satisfaction / Audit

Supplier Name		New Supplier		Existing Supplier	
Address					
Product/Service					

Assessment Survey

The purpose of the supplier evaluation is to review a supplier's process and procedures for maintaining a high level of quality of potential purchased components. The supplier will be given a rating from the Quality Management Representative after assessment.		Yes = Score 1	No = Score 0
Quality	ISO 9001 Quality System Capability		
	Document Control System		
	Training Records		
	Final Inspection Process		
	Process Control		
	Non-Conforming Control Procedure		
	Control of Inspection, Measuring and Test Equipment		
	Supplier / Contractor Control		
Quality Sub-score			
Delivery	Storag and Material Handling,		
	Quality of Service / Material Delivery		
	Control of Supplied Material / Service		
Delivery Sub-score			
Support	Planning, communication and provision of information		
	Customer Service		
	Information Systems		
Support Sub-score			

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On-site Audit Summary

Audit Number	Date	Audit Ref (if relevant)

Results

Non-conformity					
No.	ISO Element	Summary		CAR No.	Due Date

Corrective Action					

Conclusions

Integrated Management System

Recommendations

Follow-up Actions

	Signature	Position	Date
Report Prepared By			
	Signature	Position	Date
Report Reviewed By			

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