

**INTEGRATED
QUALITY, ENVIRONMENTAL & OHS MANUAL**

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1.0 COPYRIGHT STATEMENT

The Integrated Quality, Environmental & OH&S Manual is issued on the express terms that it is to be treated as confidential & that it may not be copied, used by, or disclosed to others, for any purpose except as authorised in writing by RKMS Ltd. The Copyright of this Integrated Quality, Environmental & OH&S Manual & its associated Operating Procedures are the property of RKMS Ltd.

2.0 COMPANY PROFILE

Rosewood Keen Management Services was formed in January 2009 when John A Keen of Keen Management Services purchased 100% of the shares in Rosewood Management Services Limited.

Rosewood Management Services Limited has provided training and consultancy in management systems such as ISO9001, ISO14001 & OHSAS18001 as well as Team Leader Development and Lean Management training and mentoring since 1992 and has assisted in excess of 1200 organisations throughout the United Kingdom.

The company have an excellent pool of highly qualified and experienced consultants, associate consultants and partnerships with several other organisations providing similar and complimentary services.

The company currently work with several public sector organisations such as the Manufacturing Advisory Service, Business in The Community, Groundwork, Enworks, Business Links and Chambers of Commerce delivering management consultancy including general quality, environmental and H&S advice including process improvement tools and techniques.

Rosewood Management Services Limited was the chosen provider to assist Lancashire Business Link to implement ISO9001 throughout the organisation.

3.0 QUALITY STANDARD & SCOPE OF REGISTRATION.

The Quality Manual & associated Operating Procedures are raised & implemented to meet the requirements of: -

BS EN ISO 9001: 2008
BS EN ISO14001: 2004
BS OHSAS 18001:2007

The scope of the registration is:

‘Aids and Adaptations Services including regeneration works within the public and private sectors in the form of property maintenance and small building works’

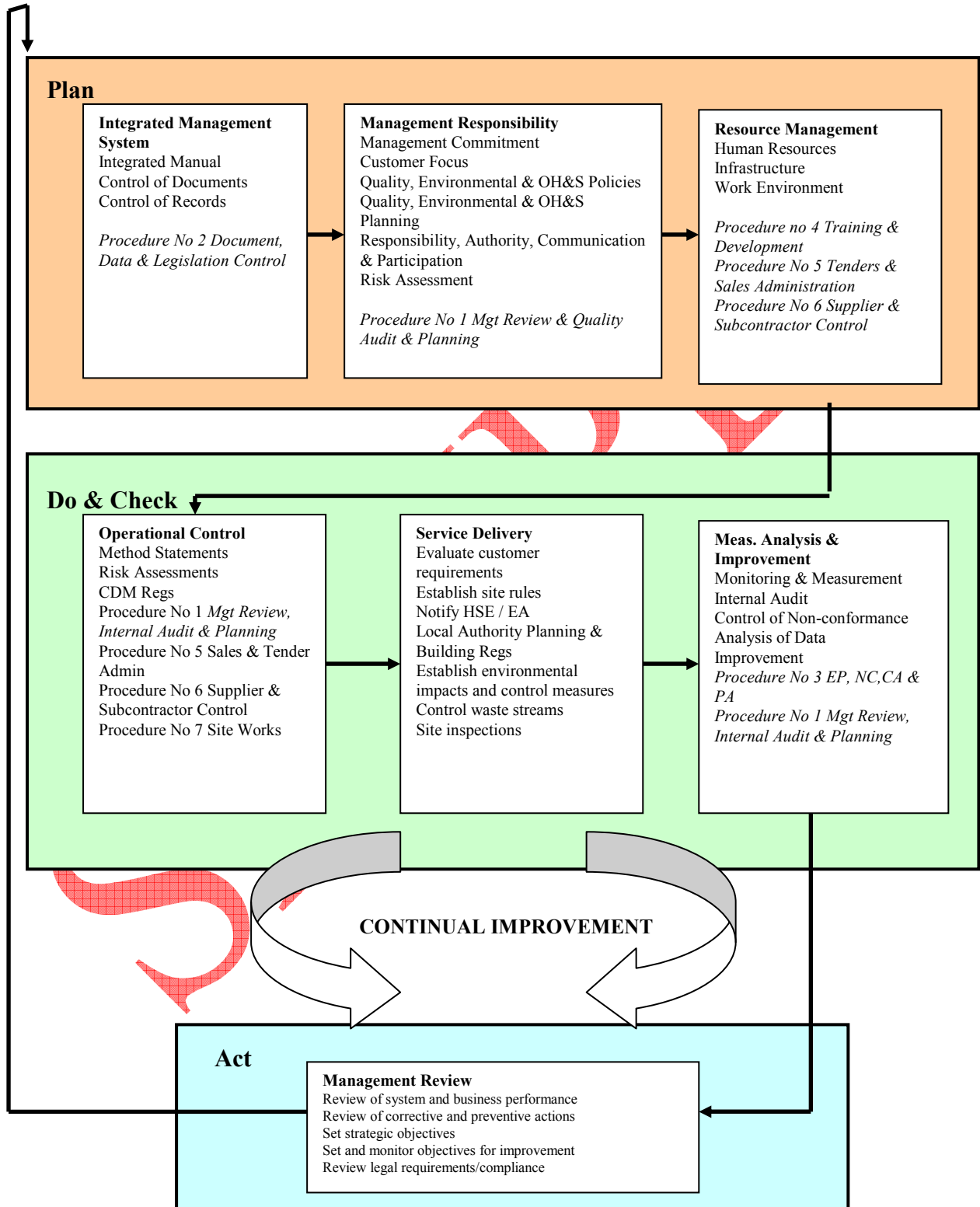
4.0 DETAILS OF EXCLUSIONS

7.3 Design & Development – the company does not undertake any generic design activity. Joinery and building services are performed to Local Authority planning requirements.

7.5.2 Validation of processes – all processes can be validated by final inspection.

5.0 THE SEQUENCE & INTERACTION OF THE INTEGRATED MANAGEMENT SYSTEM PROCESSES.

The sequence of the processes included in the integrated quality, environmental & OH&S system are as follows: -



6.0 **QUALITY POLICY**

The Quality Policy of XXX Ltd is to determine, agree & conform to our Clients needs & expectations, whilst fulfilling the requirements of BS EN ISO 9001 and statutory law.

The Company recognises that to be competitive & maintain good economic performance in the construction industry, we must employ management systems that continually improve the quality of our products & services that increase the satisfaction of our clients, employees, shareholders, suppliers & society at large.

A key objective of the Company is that the Management System provides: -

- Confidence of our Clients that their requirements for quality and safety are being achieved in the delivered product or service.
- Confidence of our management & staff that the requirements for quality are being fulfilled & maintained, & that quality improvements take place.
- A framework for establishing and reviewing quality objectives

We are conscious that the motivation of our employees & associates is dependent on their training and understanding of the tasks they are expected to perform. It is part of our on-going training programme that this policy is communicated and understood at appropriate levels in the Company.

Quality of workmanship is the responsibility of all employees of the company.

Director

7.0 **ENVIRONMENTAL POLICY**

XXXX Ltd recognises its responsibilities for the wider environment and to the local community. It is committed to comply with all relevant environmental legislation at local, regional and national level, as a minimum performance, and to continually improve environmental performance through appropriate initiatives, controls, provision of resources and training of employees. The aim is to minimise adverse impacts on the environment of activities and services.

Management objectives and targets are established and reviewed on a regular basis to implement our Environmental Policy. These are based on a commitment to six environmental principles:

- Prevention of pollution
- Minimisation of energy and material usage and the production of waste
- Effective and responsible waste management and disposal
- Promoting reuse and recycling where ever practical

- Maintaining high workforce awareness of environmental issues
- Involving suppliers, contractors and customers in environmental initiatives

Our environmental performance is continually monitored and maintained by regular audit and Management Review.

This Environmental Policy will be communicated to all employees and made available to the public on request. The involvement of its workforce and external interested and affected parties in its Environmental Policy is encouraged by the organisation through effective communication procedures.

Environmental performance is established through the participation of all employees of the company

Director

8.0 OCCUPATIONAL HEALTH & SAFETY POLICY

The Company policy is a statement of intent by XXX Limited, to comply with current legislation, to provide a safe place of work for employees and to ensure an adequate system of communication on all matters affecting occupational health, safety and welfare at work and to continually improve performance in terms of occupational health safety and welfare. The overall responsibility rests with Management that all employees at every level must accept degrees of responsibility for complying with the Occupational Health and Safety policy and ensuring safe methods of work to prevent injury or ill health to employees and others affected by our activities.

Every attempt will be made to bring to the attention of all employees that they have a responsibility to safeguard themselves and that their actions do not place others at risk.

The Management of XXXX Limited undertakes to make every employee aware of their legal obligation to comply with statutory legislation and to provide all necessary documentation. A safe system of work is to be employed so as to avoid risk or possible injury to all employees and members of the public.

General

The Management of Mint Joinery & Building Limited undertakes the following: -

1. To promote responsibility and accountability for each level of employee in the prevention of injury and damage.
2. To promote awareness of legal, personal and economic responsibility.

3. To make specific arrangements with sub-contractors and any other individual contractors who may be working on the same site.
4. To take into account, at tendering and work planning stages, those factors that help eliminate injury, damage and waste.
5. To liaise with external accident prevention organisations and to circulate information at all levels within Mint Joinery & Building Limited.
6. To provide the necessary training at all levels to enable each individual to carry out their responsibilities as laid down.
7. To provide the correct equipment and protective clothing.
8. To ensure that dangerous occurrences, fatalities and major injuries are recorded and reported to the Health and Safety Executive.

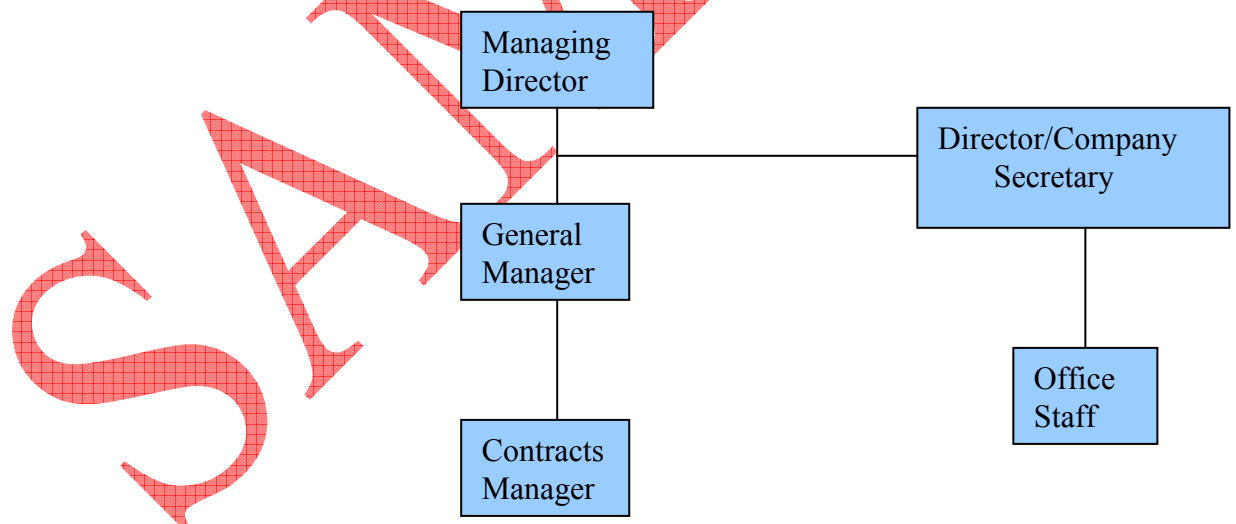
All employees at all levels of the company have a responsibility to ensure the health safety and welfare of not only themselves but of all others that may be affected by their actions

Director

9.0 RESPONSIBILITY, AUTHORITY & COMMUNICATION

9.1. Responsibility & Authority:

The organisational structure of the Company is shown below: -



Below is an overview of responsibilities, operational procedures also cover responsibilities and each position has a job description detailing full requirements of the position.

Managing Director:- Mr Minto has overall and final responsibility for the quality of work, environmental performance and the health, safety and welfare performance in the company. He is responsible for:

- Supporting management and employees in the implementation of all aspects of the Quality, Environmental and OH&S Policies.
- Ensuring adequate resources and competences are available at all levels within the company.
- Ensuring that appropriate insurance cover is maintained to satisfy both statutory and business needs.

Company Secretary:- Mrs Minto is responsible for:-

- Ensuring that sufficient supplies of suitable safety equipment are available.
- Ensuring that Health Safety & Welfare is the first priority on all development sites.
- Giving full support to Mr Minto, Managing Director, in all matters relating to quality, environment and occupational health safety and welfare to allow Mr Minto, Managing Director, to discharge his statutory duties.
- Ensuring that injuries receive prompt first aid, and that entries are recorded in the Accident Book and Mr Minto is informed, in all cases other than minor.

Contracts Manager:- The Contracts Manager is responsible for:-

- Ensuring that standards for quality, environmental performance and the health, safety and welfare of all persons affected by activities of the company are maintained.
- Ensuring control over site based activities in terms of standard of workmanship, quality, OH&S and environment.

Employees:- The Employees of the company consist of managers, tradesmen, labourers and apprentices, they are responsible for ensuring:

- Compliance with requirements for quality, environmental and occupational health, safety and welfare at all times whilst performing their duties on behalf of the company.
- Their own safety and the safety of others who may be affected by their acts or omissions
- Reporting incidents, accidents, injuries, defective equipment and understanding that they must not interfere with any items provided for safety purposes.
- Co-operating with their employer in the discharge of his legal duties under the Health and Safety at Work Act and supporting regulations.

Sub-contractors: - These consist of tradesmen, labourers and apprentices and provide services that are specialised or are used when demand requires flexibility.

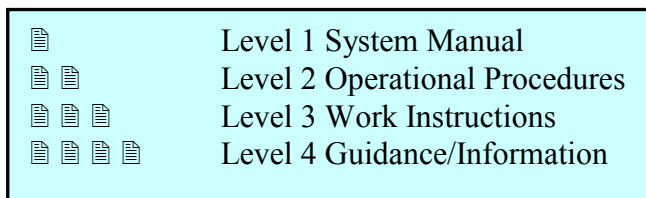
- Compliance with controls and policies to maintain performance in terms of quality, environmental and occupational health, safety and welfare.
- Their own safety and the safety of others who may be affected by their acts or omissions
- Reporting accidents, injuries, defective equipment and understanding that they must not interfere with any items provided for safety purposes.
- Co-operating with their employer in the discharge of his legal duties under the Health and Safety at Work Act and supporting regulations.

9.2. Management Representative:

The Company has appointed the Company Secretary as the Management Representative who, irrespective of other responsibilities, shall have the defined authority & responsibility for: -

- Ensuring that the requirements of BS EN ISO9001 are implemented & maintained
- Ensuring that the requirements of BS EN ISO14001 are implemented & maintained
- Ensuring that the requirements of BS OHSAS18001 are implemented & maintained
- Reporting on the performance of the IMS & the need for improvement
- Ensuring the promotion of awareness of customer requirements throughout the Company
- Promoting good environmental practice throughout the Company

Management System Structure:



10.0 COMPANY OPERATING PROCEDURES.

Proc. No.	Title.
1	Management Review Internal Audit & Planning Procedure
2	Document, Data Control & Legislation Procedure
3	Emergency Preparedness Problems Corrective & Preventive Action Procedure
4	Training & Development Procedure
5	Tenders & Sales Administration Procedure
6	Supplier & Subcontractor Approval Procedure
7	Site Works Procedure

11.0 MATRIX OF ISO 9001 PARAGRAPHS TO OPERATING PROCEDURES.

Document / Procedure No:	Operating Procedures.							
	M	1	2	3	4	5	6	7
4. Quality Management System								
4.1 General requirements	X							
4.2 Documentation requirements	X							
4.2.1 General	X							
4.2.2 Quality Manual	X							
4.2.3 Control of Documents			X					X
4.2.4 Control of Records			X					X
5 Management Responsibility								
5.1 Management commitment		X						
5.2 Customer focus						X	X	X
5.3 Quality Policy		X						
5.4 Planning		X						
5.4.1 Quality Objectives		X						
5.4.2 Quality management system planning		X						
5.5 Responsibility, authority & communication								

Document / Procedure No:	Operating Procedures.							
	M	1	2	3	4	5	6	7
5.5.1 Responsibility & authority	X							
5.5.2 Management representative	X							
5.5.3 Internal Communication		X				X	X	X
5.6 Management Review								
5.6.1 General		X						
5.6.2 Review input		X						
5.6.3 Review output		X						
6 Resource management								
6.1 Provision of resources		X					X	X
6.2 Human resources					X		X	X
6.3 Infrastructure		X						X
6.4 Work Environment		X						X
7. Product realization								
7.1 Planning of product realization	X					X	X	X
7.2 Customer related processes								X
7.2.1 Determination of product requirements						X	X	X
7.2.2 Review of product requirements						X		X
7.2.3 Customer communication						X		X
7.3 Design and development								
7.4 Purchasing								
7.4.1 Purchasing Processes							X	
7.4.2 Purchasing Information							X	
7.4.3 Verification of Purchased product							X	X
7.5 Production and service provision								
7.5.1 Control of Production and service provision							X	X
7.5.2 Validation of processes							X	
7.5.3 Identification & traceability							X	X
7.5.4 Customer property						X	X	X
7.5.5 Preservation of product							X	X
7.6 Control of measuring & monitoring devices								X
8. Measurement, analysis & improvement								
8.1 General		X						
8.2 Measurement & monitoring							X	X
8.2.1 Customer satisfaction		X				X		X
8.2.2 Internal Audit		X						X
8.2.3 Monitoring & measurement of processes		X	X	X		X	X	X
8.2.4 Monitoring & measurement of product						X	X	X
8.3 Control of non-conforming product				X			X	X
8.4 Analysis of data		X		X				
8.5 Improvement		X		X				
8.5.1 Continual improvement				X				
8.5.2 Corrective action				X			X	X
8.5.3 Preventive action				X			X	X

12.0 MATRIX OF ISO14001 PARAGRAPHS TO OPERATING PROCEDURES

4.1 General Requirements	Operating Procedures.							
	M	1	2	3	4	5	6	7
4.2 Environmental Policy	X							
4.3 Planning	X							
4.3.1 Environmental Aspects	X	X				X	X	X
4.3.2 Legal and Other Requirements	X		X			X		
4.3.3 Objectives, Targets and Programme(s)	X	X						
4.4 Implementation and Operation								
4.4.1 Resources, Roles, Resp and Authority	X							
4.4.2 Competence, Training and Awareness	X	X			X			
4.4.3 Communication	X		X			X		X
4.4.4 Documentation			X					
4.4.5 Control of Documents	X	X	X					

Operating Procedures.								
4.4.6 Operation Control						X	X	X
4.4.7 Emergency Preparedness and Response				X		X	X	X
4.5 Checking								
4.5.1 Monitoring and Measurement	X	X						X
4.5.2 Evaluation of Compliance	X	X		X				
4.5.3 Nonconformity, Corr and Prev Action	X			X				
4.5.4 Control of Records			X					
4.5.5 Internal Audit		X						X
4.6 Management Review		X						

13.0 MATRIX OF OHSAS18001 PARAGRAPHS TO OPERATING PROCEDURES

Operating Procedures.								
	M	1	2	3	4	5	6	7
4.1 General Requirements	M							
4.2 OH & S Policy	X							
4.3 Planning	X	X						
4.3.1 Planning for Hazard Identification, Risk Assessment and Risk Control	X	X				X	X	X
4.3.2 Legal and Other Requirements	X	X	X			X		
4.3.3 Objectives		X						
4.3.4 OH & S Management Programme		X						
4.4 Implementation and Operation								
4.4.1 Structure and Responsibility	X	X						
4.4.2 Training, Awareness and Competence					X			
4.4.3 Consultation and Communication			X			X		X
4.4.4 Documentation			X					
4.4.5 Document and Data Control			X					
4.4.6 Operational Control						X	X	X
4.4.7 Emergency Preparedness and Response	X			X		X	X	X
4.5 Checking and Corrective Action	X			X				
4.5.1 Performance Measurement and Monitoring	X	X						X
4.5.2 Accidents, Incidents, Non-conformance, Corrective and Preventive Action	X			X				
4.5.3 Records and Records Management			X					
4.5.4 Audit		X						
4.6 Management Review		X						

S.A.