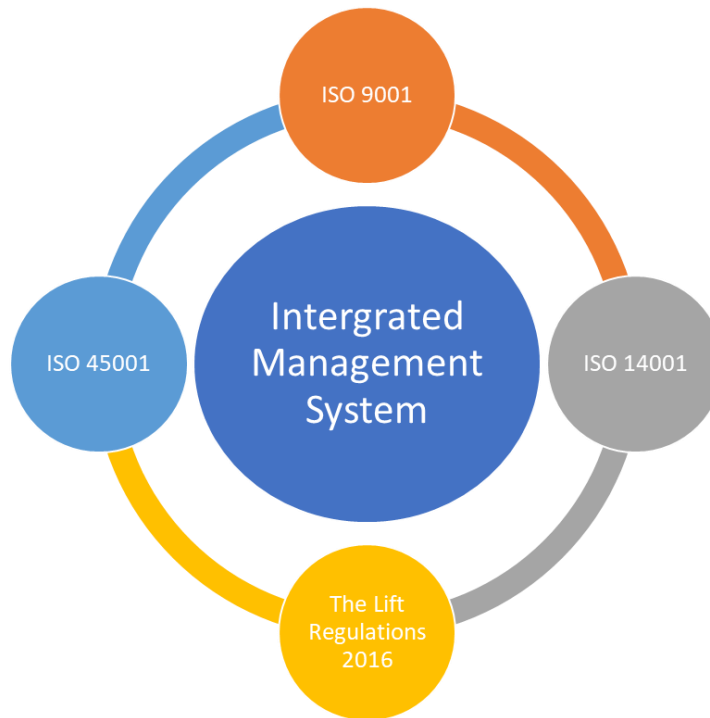


Combined Quality, Health and Safety and Environmental Manual



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Issue no.	Changes	Author	Approved	Date
1	ISO 9001 2015 update	SP	MD	09/07/17
2	ISO 14001 2015 updates	SP	MD	26/07/17
3	Lift Directives Update	SP	MD	11/10/17
4	Updated Scope of works	SP	MD	15/11/17
5	Section 2.2 amended for approval of documents	SP	MD	01/12/17
6	Section 2.2 minor changers paragraph removed Section 8.5.3 Customer property changed to external providers	SP	MD	16/01/17
7	Environmental policy updated & interested parties ISO review added, 45001 transitions updated	SP	MD	17/04/18
8	Change in scope wording	SP	MD	02/07/18
9	Updated to ISO 45001 and added job description for IMS Manager	SP	MD	24/07/18
10	Minor wording amendments	SP	MD	03/10/18
11	Updated Interested Parties	SP	MD	15/10/19
12	Updated procedure 14 and H&S Policy Statement	SP	MD	30/10/19
13	Updated clause 6.1	SP	MD	17/12/19
14	Business Plan process (26) added to the system	SP	MD	06/02/20
15	Updated Following Brexit	SP	MD	04/01/21
16	Design Change	SP	MD	25/09/21

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Scope of Integrated Management System

Design, supply, installation, test, service, repair and refurbishment of lifts and Lift products.

The Design, supply, installation, test, service, and refurbishment of lifts and Lift products. This means electric lifts (including machine room less), hydraulic lifts, both in various scenarios e.g., scenic, etc. Lift work is undertaken throughout England.

The scope of the integrated management system (quality, environment, health & safety) covers the head office and the stores in **Welham Green** (address at the front of this manual), its vehicles and site activities within the bounds of the contract and client requirements. The manual will cover both normal and emergency activities of the business.

The company operations are restricted to England. We will utilise a small volume of labour only sub-contractors and they are used for the new lifts, modernisation and some repair projects. We also utilise the expertise of an external consultancy for all our ISO and Health and Safety matters to ensure our products and services are executed to the highest possible standard.

Combined Quality, Health and Safety and Environmental Manual

QUALITY POLICY STATEMENT

Lift Specialists Limited seeks to preserve its excellent reputation in all aspects of lift engineering it undertakes. We have a commitment to providing a service that meets, and where possible, exceeds the requirements and expectations of all our customers and Regulatory Conformity.

To this end we will continue to provide a professional design service that fully meets the requirements of all relevant regulations and other relevant standards, complete work in accordance with current quality standards and to seek ways of continual improvement in the business processes. We have also established certain “quality Objectives” and commitments, which are defined targets to be achieved either as part of the routine function of the business or as part of the continual improvement process. These objectives will be periodically reviewed and revised as necessary.

We have valuable goals:

- *To satisfy our customer requirements*
- *To ensure our employees welfare*
- understand and meet customer requirements.
- Achieve conformity with the relevant regulatory requirements of the UK such as the Lift Regulations
- Continually improve the quality management system.
- Regularly review this policy,
- Encourage our employee’s participation in continual improvement actions.

We always remember that the customer has a choice – we seek to become the first choice.

Whilst maintaining a Quality Management System that meets the requirements of the International Standard (ISO 9001:2015) we shall meet the spirit of The Standard by and continually improve our processes by:

- Acknowledging that the words commitment, customer service and professionalism are fundamental to the Company’s vocabulary.
- Recognising that every employee has a role in the achievement of quality.
- Respecting each other as we would a customer.
- Adopting a positive approach to continual improvement of all Company activities.
- Understanding that prevention, instead of detection is the correct approach of a quality system.
- Increasing our employee’s awareness of continual improvement and knowledge of standards.
- Providing our employees with the relevant skills, training and information to implement the standard.

The performance of our customer processes, quality system processes, and outsourced processes will be subject to regular review to determine and improve our quality performance. This policy shall be communicated to all employees, controlled and regularly reviewed to ensure suitability.

Signed

Managing Director

Combined Quality, Health and Safety and Environmental Manual

ENVIRONMENTAL POLICY STATEMENT

Lift Specialists Limited acknowledges the impact of lift sector activities on the environment and strives to attain and preserve a high standard of environmental care in accordance with BS EN ISO 14001:2015 and with full compliance to all relevant environmental legislation and any voluntarily subscribed schemes. Our aim is to ensure, so far as it is reasonably practical, that the environment is not exposed to potential harm as a result of our undertakings.

We are committed to the continual improvement of our environmental performance and to prevention of pollution as much as it is practicable. In our decision making we will take due care of the environmental impacts of our activities.

We will:

- Control harmful emissions to the environment
- Minimise waste wherever practicable and Pursue a policy of waste minimisation
- Develop methods to reduce the environmental impacts of current and future activities
- Deal with any waste we remove in an environmentally friendly manner
- Maintain our EMS Management System registration to ISO 14001
- Meet all relevant legislation, internationally accepted standards
- Meet all possible client environmental requirements
- Regularly review this policy
- Continually improve the environment management system
- Practice pro-active management of our processes for effective use of resources
- Encourage our employee's understanding the company's environmental issues.
- Aim to continually improve the framework setting objectives and constantly monitoring and reviewing.

We will develop through information, instruction and training by continuously improving the environmental awareness of our personnel with regard to environmental issues.

By working along the "green" principles as outlined above Lift Specialists Limited seeks to ensure present client needs are met without compromising the ability of future generations to meet their own environmental needs and expectations. By undertaking this Lift Specialists Limited will fulfil our commitment to the sustainability of today's and future generations by not compromising on its daily activities within contractual and legislative obligations.

Where required we will liaise with the statutory authorities, environmental bodies and take the views of neighbouring properties in the vicinity into consideration.

We will monitor this policy and update it to reflect future developments.

Signed

Managing Director

Combined Quality, Health and Safety and Environmental Manual

COMPANY HEALTH, SAFETY & WELFARE POLICY STATEMENT

Lift Specialists Limited are fully committed to meeting its responsibilities under the Health and Safety at Work, Etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and associated protective legislation. To achieve those objectives it has appointed designated members of staff to be responsible for health and safety; to keep workplace health, safety and welfare procedures under constant review; to liaise with the Health and Safety Executive wherever necessary; and to keep both the Company and its Board of Directors abreast of new legislation, Designated Standards, Lift Regulations 2016 and British Standards, in order to ensure on-going compliance with the law. The company will set and monitor objectives in-line with ISO 45001.

The company will within its scope of work as defined in the IMS manual will strive to prevent injury and ill health to all employees and others affect by our acts and omissions by the elimination of hazards and reduce OH&S risks. We will regularly review and monitor performance both in house and industry standards to promote best practice.

The main responsibility for health and safety lies firstly with the Managing Director and secondly with the Board of Directors. The Company is bound by any acts and/or omissions of the Managing Director and any other directors or managers, giving rise to legal liability, provided only that such acts and/or omissions arise out of and in the course of company business.

To comply within its statutory and common law duties, the Company has arranged insurance against liability for death, injury and/or disease suffered by any of its employees arising out of and in the course of employment, if caused by negligence and /or breach of statutory duty on the part of the Company.

Company employees agree, as part of their contract of employment, to comply with their individual duties under both the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations 1999 (as amended) and will co-operate with the Employer to enable him to carry out his health and safety duties under the Act. The company will commit to consultation with employees via employee's representation and committee meetings that report back to the Directors. Failure to comply with health and safety duties, regulations, work rules and procedures regarding health and safety, on the part of any employees, may lead to dismissal in the case of serious breaches or repeated breaches; such dismissal may be instant and without prior warning. We are committed to fulfill all applicable Client and/or contractual obligations in a safe methodology.

In accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, the Company has instituted a system for reporting accidents and dangerous occurrences to the Health and Safety Executive, in addition to its statutory duty to provide an Accident Book. The Company will comply with its duties towards employees under the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations 1999 (as amended), so far as is reasonably practicable.

In order to meet its obligations towards the general public and all lawful visitors to the Company's premises, the Company will pay strict attention to its duties under the Health and Safety at Work Act and the Occupiers' Liability Acts 1957 and 1984.

This Policy has been prepared in compliance with Section 2(3) of the Health and Safety at Work, Etc. Act 1974 and binds all Directors, Managers and Employees to work in a safe manner. A copy of this policy is issued to all staff and issued to Clients or other interested parties as requested. The business strives to and is committed to continually improve its performance in all matters Health, safety and Environmental.

Signed: Date:

Managing Director

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INTRODUCTION: COMPANY PROFILE AND HISTORY

2.1 REFERENCES

2.2 STANDARDS

- BS EN ISO 9001: 2015
- BS EN ISO 14001: 2015
- BS EN ISO 45001:2018
- Designated Standards
- The lifts regulations 2016
- Examination & test of new lifts BS8486
- BS 5655 Part 10.1.1 and 10.2.1- Specification for testing and inspection of electric and hydraulic lifts
- EN81-28, EN81-70, EN81-72, EN81-80, EN81-20, EN81-50
- BS 7255:2012 Safe working on lifts
- CDM Regulations 2015
- Any other standards and codes of practice as required by the contract review procedure

2.3 COMPANY DOCUMENTATION

Combined Manual, Process Flow charts, form, Audits, meeting minutes and all other relevant documents.

Strategic processes

- Objective setting, monitoring and reviewing

Managing the business

- Processing Major Works Enquiries
- Planning Major Works
- Major Works on Site Activities
- Purchasing
- Maintenance Contracts
- Emergency Call Out Procedure
- Repair Procedure
- Plant, equipment and materials

Supporting processes

- Training & Development
- Purchasing & supplier evaluation
- Quality audits
- Continual improvement
- Management meetings
- Document & data management

A series of measures are then used to monitor performance, the details of which are encompassed in the relevant procedures.

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3.0 DEFINITIONS

COMPANY:	Lift Specialists Limited
PRODUCT:	The result of activities or processes. A product may include service, hardware, software, processed materials or a combination thereof
PROCESS:	Any activity described by a procedure
DISCREPANCY:	A term used interchangeably with non-conformance
BS EN ISO 9001	The Quality Standard
BS EN ISO 14001	The Environmental Standard
BS EN ISO 45001	The H&S standard

QUALITY MANAGEMENT SYSTEM

General Requirements

This document, the environmental, H&S and quality policy manual, is indexed such that the major points provide a direct cross reference to BS EN ISO 9001:2015. In order to avoid repetition the most relevant parts of this manual are cross-referenced to BS EN ISO 14001:2015 and BS EN ISO 45001:2018. If any amendments to the management system, the relevant approved body responsible for monitoring the processes will be informed.

The key processes have been developed to follow the business processes in a logical order through the following activities:

- Strategic procedures
- Business as usual procedures
- Support procedures
- Improvement procedures
- Compliance procedures

The processes themselves are listed in section 2.2.

The key process measures associated with the critical processes are as follows:

- Budgets
- Sales / profit
- Customer satisfaction

The scope of the management systems is outlined at the start of this manual above under the heading of "Scope of Registration".

The manual has been developed with consideration to all interested parties. The main parties are as follows (but not limited too):

- Customers - providing the correct end product
- Employees - Providing a systematic, safe working practice
- Suppliers – Ensuring that any supplier conforms with our Standards
- Sub-contractors – Ensuring that any Sub- contractor conforms with our Standards

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DOCUMENTATION REQUIREMENTS

General

The documentation is found in both hard and soft copy (all soft copies uncontrolled) depending on the application and the integrated system includes:

- Documented procedures required by the international standards
- Documents required for the organisation to ensure effective operation and control
- Documents required to demonstrate compliance to legal obligations

Integrated Health& Safety, Environmental & Quality manual

The company's integrated system has been developed in accordance with BS EN ISO 9001, EN ISO 45001 and BS EN ISO 14001 and comprises of:

- A description of the interaction between the processes of the system [Appendix 1]
- Formal procedures, method statements and guidance notes
- Assigned responsibilities
- Referenced documentation, e.g., company data, published standards
- Codes of practice and technical documentation
- Statutory regulations
- Risk assessments, method statements and H&S, Environmental and Quality policies

The documented management system can be found as hard or soft copy and is documented on three levels:

- The integrated policy manual (this document), which defines the policies and the organisational structure of the company.
- The operating procedures, which contain the operational procedures that support the policy statements.
- Method statements & support documentation

The degree of documentation required for any part of the integrated management system will be dependent on the methods used, the skills required and the availability of trained personnel.

Control of documents & records

All documents appropriate to the standard and Lift Specialists Limited will be reviewed and approved by the management representative prior to issue. The following documentation is managed and controlled:

- The integrated management manual
- The operating procedures
- Standards and codes of practice
- Statutory regulations

All computer data is controlled. Computer backup & emergency procedures are clearly defined in a method statement within the documented management system.

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The “Document & Data Control” procedure (procedure 14) provides the detail of the process

Control of records

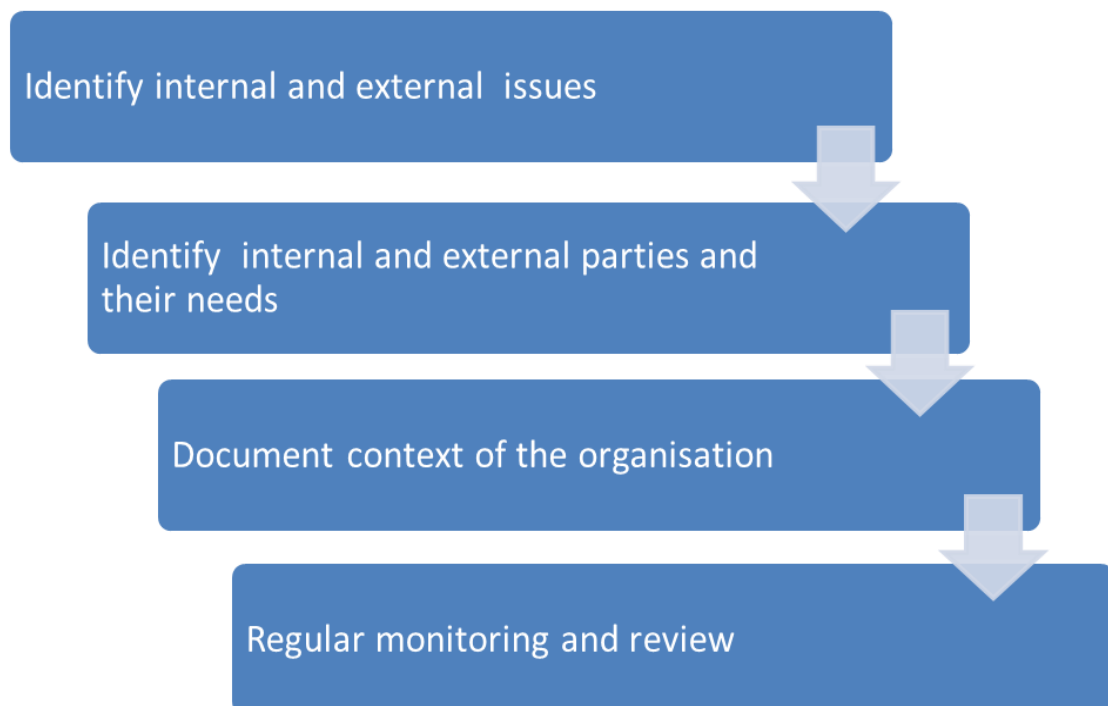
Records are established and maintained to provide evidence of conformity to requirements and the effective operation of the management system. All records are identifiable, retrievable. Records will be held for a minimum of three years unless otherwise stated in the relevant procedure.

The “Document & Data Control” procedure (procedure 14) provides details of the records held

4.1 Understanding the organisation and its context

The organisation has many internal and external factors that are relevant to the strategic direction of the business. They may change on a weekly, monthly or annual basis and can affect quality, environmental and Health and safety matters

The business will monitor and review both internal and external factors that affect the business at the management meetings. As the scope of the business has been identified the processes and their inter-relationships can be identified.



The organisation's internal context is the environment in which it aims to achieve its objectives. Internal context can include its approach to:

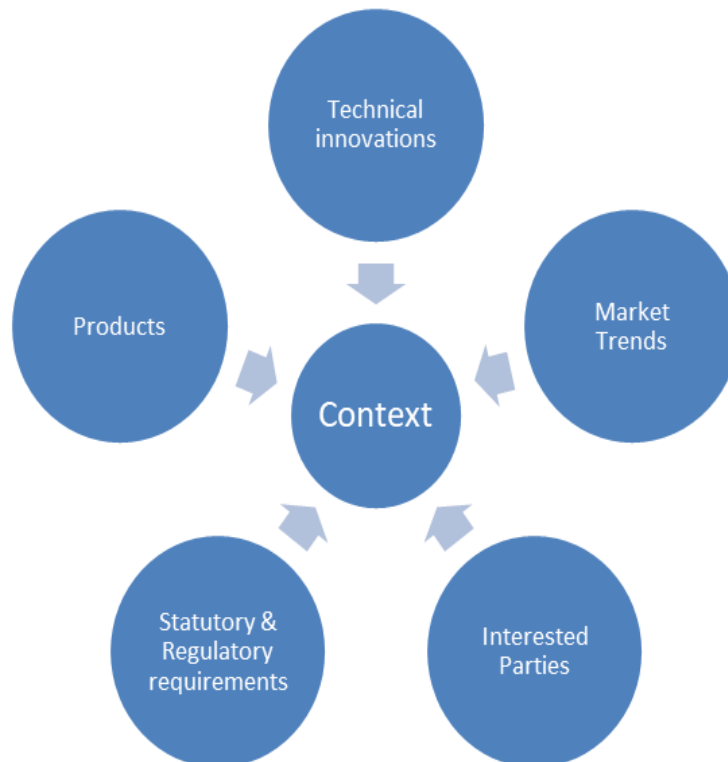
- governance.
- Our contractual relationships with customers and its interested parties.

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The aspects that we need to be considered are related to the culture, beliefs, values, or principles inside the organisation, as well as the complexity of processes and organisational structure.

To determine external context, you should consider issues arising from its social, technological, environmental, ethical, political, legal, and economic environment. Examples of external context may include:

- Government regulations and changes in the law.
- The requirements of regulatory bodies such as the LEIA
- Economic shifts in the organisation's market.
- The organisation's competition.
- Events that may affect corporate image.
- Changes in technology.



4.2 Understanding the needs and expectations of interested parties

The standard requires us to identify the needs and expectations of all interested parties affecting the business. These interested parties include:

- Customers
- Suppliers
- Employees

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- Corporate partners
- Regulatory Bodies
- Insurance
- Service providers
- Competitors
- Government
- Local authority
- Anyone that has an impact on the business

All of the above parties add direct value to the business and/or are affected by the activities within the organisation. Identifying their needs and expectations lays the foundation for our effective IMS.

Their feedback can assist the business to determine how and what can be improved in our organisation.

The following types of feedback are requested:

- Customer satisfaction surveys
- Project debriefs
- Committee meetings
- Project meetings
- Management meetings

Due to this context and related requirements, different stakeholders can be defined, which have a major influence on our activities. An evaluation of internal and external stakeholders, as well as assessment of their expectation is done within the yearly Management Review and noted in procedure 26 – Business Planning.

Our business philosophy

Our ethical principles are a key component of our business philosophy. Our reputation within the business community is one of our most important assets. Clients and stakeholders expect us to work based on high ethical standards, to fulfil all our obligations and to act honestly and with integrity. Our reputation very much depends on the strict observance of these values. Based on the above, we expect our employees to act in accordance with our ethical principles. We assume that our senior managers live by these ethical principles, that they convey and encourage these values and that they set exemplary standards to make sure that these principles are being observed. They are the first persons to be contacted by the employees whenever ethical questions arise.

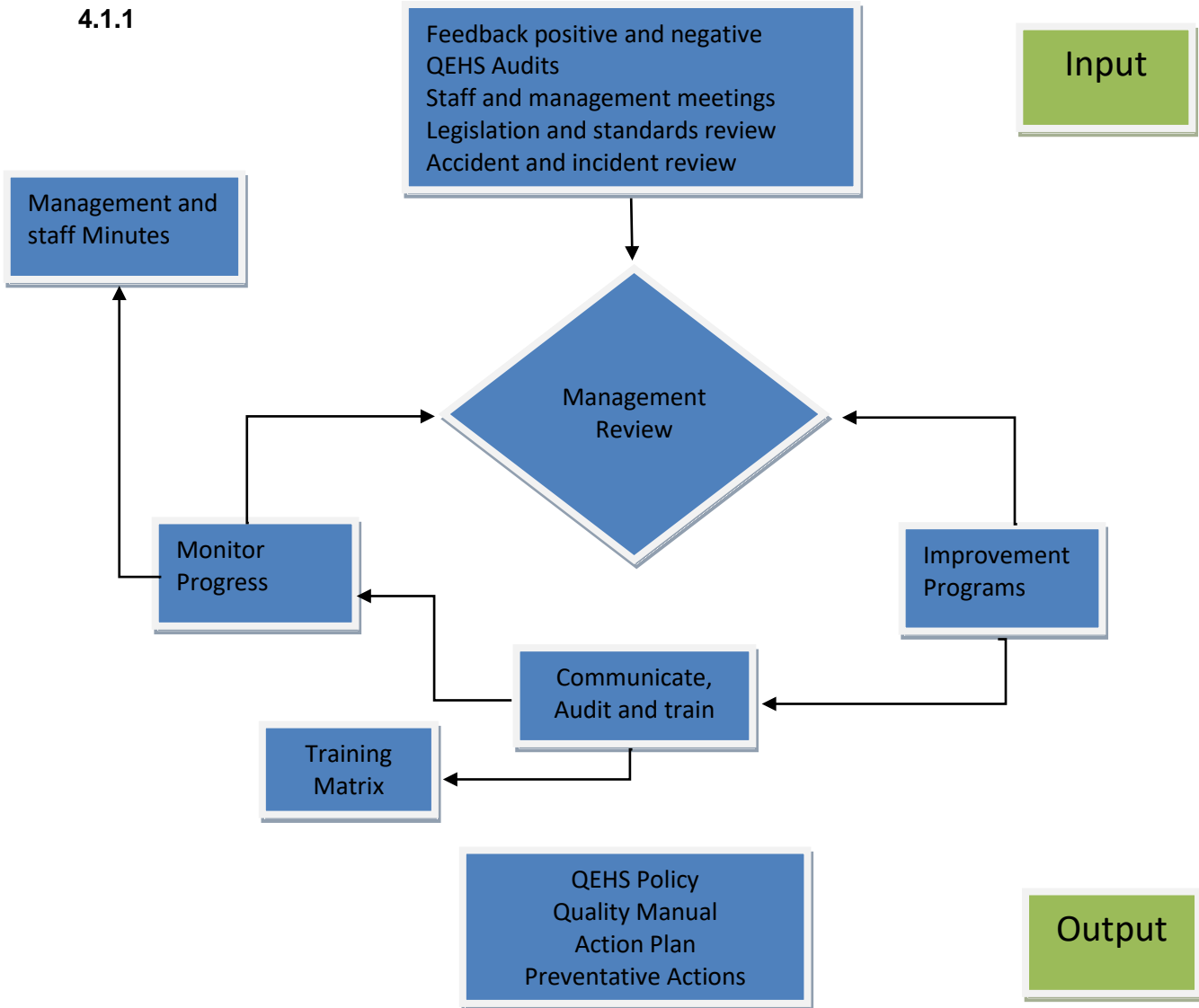
4.3 Determining the Scope of the IMS

Refer to page 4 of this Document.

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4.4 INTEGRATED MANAGEMENT PROCESS

4.1.1



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5.0 Leadership

Management responsibility includes:

- Ensuring the requirements of all the standards are met (ISO9001, ISO14001 & ISO45001)
- Setting policies and objectives and leading the organisation
- The maintenance of current performance
- Achievement of continual improvement in all standards
- Have accountability for the effectiveness of the systems and make sure that the systems are achieving the desired results
- Ensure that targets set are both achievable and consistent with the organisations overall strategic direction and context in which the organisation is operating
- Work with staff to achieve the company's targets
- Ensure that the policies are communicated, understood, and applied across the business
- Lead staff to contribute to the effective operation of the system
- Drive continual improvement and innovation and develop leadership in their managers

5.1 MANAGEMENT COMMITMENT

The board of directors takes ultimate responsibility for all activities of the company. Management responsibility includes:

- Setting policies and objectives and leading the organisation ensuring the business achieves the desired results
- Maintaining current and improving performance
- Realising continual improvement and communicating the importance of its effectiveness
- Communicating to the organisation the importance of meeting customer and regulatory requirements
- Promoting the use of the process approach and risk-based thinking
- Ensuring adequate recourse is available
- Whenever changes are made to the QMS system they are planned and implemented, the integrity of the system is maintained

The company strives to improve continuously the current systems demonstrated by the fact that:

- The integrated management system continues to evolve
- Investment continues to be made in plant, practices and procedures
- Investment is made in information and communication technology

5.1.2 CUSTOMER FOCUS

The company is keen to identify client requirements and provide a service that meets or exceeds their expectations. Further information can be found in the processes covering Measurement, Analysis and Improvement.

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To define customer and end user needs, the company will:

- Identify key customers, including potential customers, ensuring existing customer satisfaction is maintained
- Consider the environmental implications of its actions
- Ensure the company has knowledge of the statutory and regulatory requirements
- Review the risks and opportunities that affect the business
- Knowing the law and knowing the customers' expectations and then delivering to the customers' expectations
- Identifying what can go wrong with the services provided and what opportunities we also have when we deliver this. Is there another work stream?
- Ensuring the customer is happy

5.2 POLICIES

The company's quality policy is set out in page 5; the environmental policy is set out on page 6 and the Health and Safety Policy is on page 7 of this document.

The company and its staff will adhere to these policies and seek to enhance the reputation within the industry typifying the very best in service and quality and by so doing, build successful and profitable business relationships. In addition, the company will aim to carry out its operations both in the field and in their offices in an environmentally conscientious and considerate manner minimising their impacts and complying with applicable environmental legislation at all times.

The company and its staff will also ensure that preventative action is taken to help prevent problems occurring and if they do, ensure all corrective actions are recorded and assessed to assist with the prevention of future problems.

Changes to any of the company's activities or areas of operation will be planned and undertaken within the framework of the management system. All policies are available to all interested parties on request.

All policies are in writing and available on the company server and training is provided on starting for the IMS system and any updates are emailed to all parties.

Policies will include the following:

- They will reflect our business size, ethos and communicate what we are trying to achieve
- How we will decide the processes and how we will check the processes
- Have a commitment to running the business the correct way
- They will have a commitment to continually improve

Within the scope of its overall management tasks, the management revises and defines the company's strategy during the regular management meetings. It is founded on the conviction that not only the quality of the services rendered is decisive for meeting clients 'requirements, but also to a high degree factor such as technical and personal competence, reliability and speed of reaction, should problems arise. The goal is a continuous increase of corporate quality.

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5.3 POLICIES ORGANISATIONAL ROLES

All roles, responsibilities and authorities are detailed in appendix 3 of this document. When considering the roles and responsibilities the following were considered:

- Allocating responsibilities across the organisation to maintain the IMS
- Making sure that processes are being followed
- Outcome of the business process and how it can be improved
- Remembering customers at all times
- Remembering to update the system as and when you change a process

5.4 CONSULTATION AND PARTICIPATION OF WORKERS

The organisation shall initiate and record consultation meetings with representatives of each department to discuss matters of health, safety, quality and environmental matters arising in the business.

The meetings will be held as a minimum of 6 monthly or as required due to changes in circumstances.

The meeting will comprise of the following.

- determine the needs and expectations for the interested parties.
- establishing the health, safety, quality, and environmental policies.
- assigning organisational roles, responsibilities, and authorities.
- determine how to fulfil legal requirements and other requirements.
- establishing health, safety, quality, and environmental objectives.
- determine applicable controls for purchasing and subcontractors.
- determine what needs to be monitored, measured, and evaluated.
- implement and maintaining an audit programme.
- ensuring continual improvement.
- determine the mechanism for employee consultation and participation.
- identify the hazards and assessing risks and opportunities.
- determine actions to eliminate hazards and reduce health, safety, and environmental risks.
- determine competence requirements, training needs, training and evaluating training.
- determine what needs to be communicated and how this will be done.
- determine control measures and their effective implementation and use.
- investigating incidents and non-conformities and determine corrective actions.

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The aim of the consultation is to develop, plan, implement and improve all aspects of the business with the primary concern being health and safety matters.

During the meeting company performance evaluation will be discussed and include health, safety, quality, and environmental procedures.

Following the meeting minutes will be issued and other relevant information disseminated to all parties.

Top management will ensure the following.

- provide mechanisms, time, training, and resources necessary for consultation and participation.
- provide timely access to clear understandable and relevant information about the integrate management system.
- determine and remove obstacles or barriers to participation and minimise those that cannot be removed.

6 PLANNING

6.1 Actions to address risk and opportunities

The company's business planning processes sets the context in which all company objectives including quality objectives are developed. All objectives that are set will be achievable and auditable.

The risks and opportunities will give assurance that the IMS system can achieve its intended results, enhance desirable effects, prevent or reduce undesired effects and achieve improvement. When addressing the risk and opportunities for our business the following will be considered:

- Are we using the correct systems and processes for our business?
- Doing extra to make sure the outcome is better than anticipated?
- Putting measures in place to ensure that things don't go wrong?
- Improving the products and service that we are providing?

The Quality, H&S & environmental objectives of the company are determined through the most significant impacts of their operations. SWOT Analysis is a useful technique for understanding our Strengths and Weaknesses, and for identifying both the Opportunities open to us and the Risks to the business.

When producing the risk register for the business the following process will be used:



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6.2 Environmental, Quality and H&S management system planning

Plans are developed for various aspects of the business:

- Business plans for future direction
- Plans for new products and services
- Plans for marketing new products and services

Details of business plans can be found as part of the detail of the procedures and these are monitored through regular management reviews.

The Organisation has identified all the environmental aspects of its activities that it can control or can influence. This includes use of resources, waste streams, emissions to air, land or water.

In addition, the Organisation has identified all the health and safety hazards of its activities that it can control, or it can influence. This includes those affecting its own employees as well as those around them.

These are reviewed whenever there are changes in legislation, before introduction of new processes, at the start and during projects, or on any other indication that the system is not performing as required. Consideration is given to the results and effects of controls when setting and re-setting objectives. Regular audits and checks are also carried out as part of normal mode of operation to ensure continued compliance with legislation as well as defined working practices and procedures.

The Organisation will identify and maintain a register of all legal and obligatory requirements that are applicable to the site, services and operations in which it is involved. A system has been implemented to update the already identified legal and obligatory requirements as well as identifying new ones. These requirements will be considered against the current methods of operation and measures will be taken to ensure compliance. These requirements will be made known to employees as appropriate to ensure they are able to help the Organisation fulfil its obligations and promote a responsible attitude towards the environment.

The Organisation has decided not to communicate its significant aspects and impacts to external parties unless this is as part of a tender requirement (e.g. to the client or to the subcontractor). In any case, all such communications will be authorised by the MD.

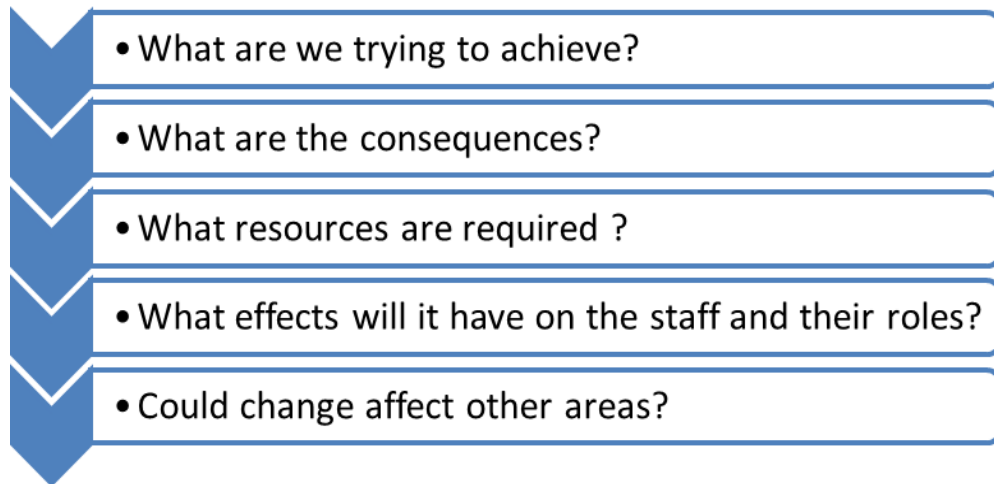
The “Legislation Register” (Procedure 15), “H&S Risk Assessment” (Procedure 19), “Risk and opportunities” (Appendix 4 IMS) and “Aspects and Impacts” (Procedure 17) procedures provide the details of the processes.

Our objectives will be specific, measurable, achievable, realistic and time bound. The targets will be reviewed at the management meetings to confirm compliance and understand how the objectives will be met.

As we plan for changing through business growth or process change we will consider the impact on other parts of the business and we will demonstrate that we have:

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- Considered why we are changing and the effects on the business
- Ensured that the change does not have a negative effect on the business
- Considered the desired outcome for the business
- Considered the impact on all parts of the organisation and any change implication required



7.0 SUPPORT

7.1 Resources

The responsibility, authority and inter-relation of all personnel who manage, perform and verify work affecting quality and environmental aspects is defined by the company organisation chart and the associated job descriptions (see Appendices 1 & 2 and Section 3 of the H&S Policy). Additionally, specific responsibilities are detailed in each of the procedures.

On specific projects some information may be required from the Client; it will be the Project Managers responsibility to obtain the information and not to commence work until the information is provided.

Ultimate responsibility for the successful operation of the integrated management system and to ensure it is adequately resourced rests with the Managing Director.

At the management review meeting the following will be reviewed:

- That the organisation has sufficient in-house resources and that they are fit for purpose to achieve the business plan
- Any additional support that might be required externally to achieve the business plan or a Customer's requirements.

7.1.2 People

The Management Representative for the integrated management system as well as a deputy have been appointed and are shown in the structure chart in Appendix 2 of this manual. The Management Representative is charged with the responsibility for ensuring

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that the requirements of BS EN ISO 9001:2015, BS EN ISO 14001:2015, BS EN ISO 45001:2018 the company's quality, H&S and environmental policies are being effectively met.

The management representative forms the focal point for any communication with the chosen certification body and is responsible for:

- Ensuring that the management systems are properly implemented and maintained
- Ensuring the availability of resources essential to establish, implement, maintain and improve the integrated management system
- Reporting to the top management on the performance of the integrated management systems and ensuring this information is used as a basis for improvement of the integrated management system
- Ensuring awareness of the importance of customer requirements
- Ensuring awareness of legislative requirements

The Managing Director will ensure that the quality, H&S and environmental related responsibilities of the management representative do not conflict with any other functional responsibilities. A review of job roles and recourses will be reviewed at the management meetings.

7.1.3/4 INFRASTRUTURE

The company will provide and maintain a business infrastructure to accommodate the business. This will include the following:

- Head office location
- Tools and equipment
- Software
- Vehicles (as required)
- Travel expenses
- IT equipment

All areas of work activity will be reviewed for social, psychological and physical factors; all employees will be encouraged to inform their line managers if the working place is not an acceptable area of work.

The above will be reviewed at the management meeting to ensure compliance and realisation to the growing business.

Buildings:

The company's facilities comprise of offices/stores based in Welham Green. The premises are rented and maintained by Lift Specialists Limited. The building has been customised to provide an office area with good quality lighting, heating with enough power, phone and data points to accommodate current and future needs. Furnishing is comfortable and designed to meet the needs of the workforce.

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Process Equipment:

The different infrastructure components, for instance equipment, transport, support services and information and communication technology impact at a range of organisational levels throughout the company. As such, infrastructure requirements will be discussed as part of the relevant departmental or managerial meeting.

Work environment

The company is focused on the human and physical aspects of its working environment.

This environment is aimed at improving or influencing both staff motivation and satisfaction, which in turn creates an atmosphere conducive to enhancing the overall performance of the organisation.

Typical examples of human factors affecting the environment include:

- Opportunities for greater involvement
- Safety rules and guidance, including protective equipment
- Ergonomics
- Special facilities for staff

Typical examples of physical factors affecting the environment include:

- Heating
- Lighting
- Hygiene
- Humidity
- Cleanliness
- Pollution

The external company activities focus on ensuring that the customer supplied environment for the onsite activities provides an environment that allows the engineering staff to meet the customer's requirements in a safe & practicable work environment. We have produced specific policies on items such as Equal Opportunities and anti-bullying to ensure the working environment is harmonious.

Provision of resources

The company provides the necessary resources to ensure the objectives of its integrated management system and the expectations of its clients are met in full. The company plan forecasts future requirements with clients to ensure there are sufficient resources to meet the expected and/or planned demand.

7.1.5 MONITORING AND MEASURING RESOURCES

Lift Specialists Limited will ensure that adequate resources are made available to ensure that all processes can be monitored and measured effectively. Any changes that are required to implement an effective management system will be resourced adequately and the correct training provided.

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Calibration records will be maintained on all measurement traceability equipment used on a commissioning certification document (test sheets). A record of where the equipment has been used will be retained by the company.

All equipment will be subject to various test and inspection procedures so that at the very least, equipment is checked to ensure it is 'fit for purpose'. The required test and measuring equipment will be made available and its location and status will be managed using a register which details all the required information.

Equipment requiring calibration will be calibrated in accordance with the calibration schedule. The period at which each instrument requires calibration will be defined on the instrument history sheet and is based on the frequency of the items use.

All calibration must be able to be traced back to a recognised National Standard.

7.1.6 ORGANISATIONAL KNOWLEDGE

Lift Specialists Limited and its directors have sufficient organisational knowledge to maintain the operation of the business, if circumstances change then the required additional knowledge updates will be reviewed at the management meeting and then added to the training matrix.

7.2/3 COMPETENCE & AWARENESS

All staff are responsible for managing and developing the people they are placed in charge of, the management and development activities include:

- Ensuring that all staff are competent to conduct their day to day responsibilities
- Ongoing day to day objective setting and decision making
- Encouraging recognition and reward, via a policy of promotion from within wherever possible

Lift Specialists Limited will determine a competence matrix for the business, this will be combined with the training matrix. All employees will be assessed for their current competences and the required competences for them to complete their role in the business.

If the specific competence is required and obtained then it will be identified in **GREEN**, if the required competence is not obtained it will be identified in **RED**. If the competence is not required, then it will be identified in **GREY**.

Awareness of the quality policy and quality objectives are identified in the competence matrix to ensure that they are aware of the policy and its objectives. The implications of not following the management system are provided in the employee starter pack. All staff holding positions with staff responsibility will ensure that personnel directly involved with the processes covered by the management system possess the appropriate knowledge and skills to enable them to complete their work to a satisfactory level.

All staff holding positions with responsibility for others will ensure that all personnel are:

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- Competent to undertake the tasks required of them
- Provided with necessary training against specific objectives which will be evaluated
- Aware of the importance of their activities and effort with regard to the management system and its objectives
- Provided with the necessary training, records for which are maintained

All staff will be trained on the IMS system to ensure that they are aware of their process to be complied with. They will also be informed of the company's aims and objectives so that they can understand the positive and negative impact that they can have on the IMS and the business.

7.4 Internal and External Communication

Internal communications may be for the following reasons

- New/ updated policies
- New or amended objectives
- New or amended strategies
- New Clients
- New or amended technology
- New products
- Issues with supplies
- Anything that will have an impact on the staff

Internal communications are managed using a variety of methods, for instance:

- The company document system
- Staff meetings
- All staff emails & memos
- Notice boards
- Emails

Where external communication is required (e.g., Environmental Agency, HSE and Clients) the process will be via email or web based. A copy of all documents issued to external parties will be held either electronically or in the appropriate paper files.

All department heads will be responsible for the dissemination of all communications for both internal and external parties.

7.5 DOCUMENTED INFORMATION

Lift Specialists Limited quality information includes but is not limited to the following:

- This Manual
- Process Flow Charts
- Quality objectives
- Internal/external Audits
- Training Matrix
- Audit Programme
- Engineer and Management Meetings
- Forms
- External documentation

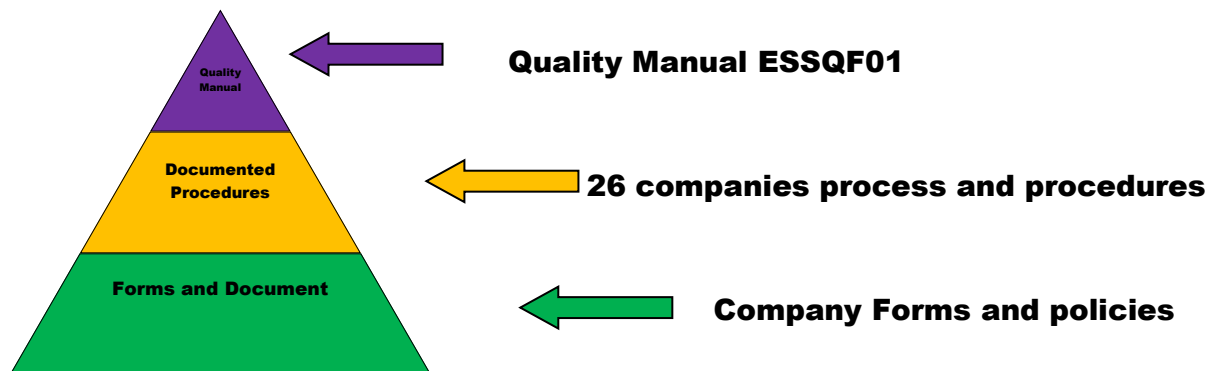
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All documentation will, as a minimum, be reviewed annually and will all have an identification name, revision number and date. This will all be in the agreed format and evidence of senior management will be available. All old versions of documents will be archived so only the current version is available to all.

All documents will be held on the company server and where applicable held as a read only document so that it cannot be changed without authorisation. All external documentation will be held in designated folders on the server, this will be mainly Client documents, supplier's technical information and lift related standards. Other appropriate documents will be retained as required. All documents that are required in law to be held for a given period of time will be backed up to the server daily.

Our documented information is based on our 26 processes. The processes comprise mainly the tasks of quality, health and safety and Environmental management that define the framework of the company's activities and guarantee a continual improvement of the organization. Core processes describe the complete project cycle and thus constitute essential contributions to client satisfaction. Support processes provide the prerequisites and the necessary resources for smooth progress of the core and management processes.

Structure of our quality management documentation



8.0 OPERATION

8.1 OPERATIONAL PLANNING AND CONTROL

All activities have been comprehensively documented to provide an integrated management system that represents "best practice" throughout the company. Details of all activities starting with the initial enquiry and finishing with completion of the job have been documented and responsibility for all activities has been assigned. The core processes are as described in each process.

Each process has been documented separately and other supporting procedures have been developed where necessary. All activities described are being undertaken by properly trained & qualified staff. All operational processes are identified in the process control flow charts located on the company server.

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The resources required for each process will be dependent on the level of work at any one time. This will be reviewed at the management meetings. All parties involved in a process will ensure that they have the correct competences to complete the work to the desired standard.

All processes will be audited for compliance and the results reviewed at the management meetings.

8.2 REQUIREMENTS FOR PRODUCTS AND SERVICES

8.2.1 CUSTOMER COMMUNICATION

The customer's requirements will be properly identified and documented as part of the sales visit and negotiation process. All requirements will be accounted for, for instance:

- Customer specified requirements
- Unstated, but necessary requirements for intended use
- Statutory & regulatory requirements
- Relevant environmental impacts
- Applicable environmental legislation
- Any additional requirements

Changes to customer requirements are documented in the relevant procedures.

Our customer communication will include:

- What we are selling
- Feedback from customers
- Looking after their property
- Contingency plans

Customer property

Where the customer provides the company with access to their building, equipment and property the company will take full responsibility for its upkeep. Customer property includes intellectual property such as drawings and data.

8.2.2/3/4 Review of product requirements

In order to ensure a clear understanding of the client's requirements exist before starting planned work, procedures have been developed for each of the core processes.

As such all orders, whether verbal or written, are both documented and reviewed prior to and during the contractual activities. All orders are reviewed, authorised and agreed with the customer to ensure that:

- The product requirements are defined
- The customer requirements are confirmed before acceptance where the customer provides no documented statement of requirement

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- The contract requirements differing from those previously expressed are resolved
- The organisation has the ability to meet the defined requirements
- The relevant legislation can be complied with

The company undertakes various communications with the customer, activities which usually occur as part of the day to day processes but also include more formally managed processes like customer satisfaction and customer complaints.

Day to day communication activities include:

- The provision of product information
- Enquiries, contracts, order handling, and variations
- Customer feedback (including complaints, also see customer satisfaction)

Any design changes will be communicated to all relevant parties in the form of emails or project meeting minutes.

8.3 DESIGN AND DEVELOPMENT OF PRODUCTS AND SERVICES

All design activities are developed in accordance with the latest Health and Safety requirements, CDM regulations, the Lift Regulations and the Designated standard where appropriate, but probably most importantly in very close collaboration with the client. Specific design activities include:

- Identifying the client requirements - design inputs
- Identifying approval stages for drawings and equipment
- Identifying recourses and management structure for the project
- Identifying relevant legislation for the project- design review
- On-going checking with component suppliers, manufacturers, fabricators and client representatives – technical interfaces
- Identifying non-conforming products – design review
- On-going checking designs internally and with the client - design reviews
- Final design (verification) approval
- Final testing (validation) of the design

Any design changes will be noted in the project meeting minutes and distributed to all parties.

Design activities are documented in the "Procedure 01 Processing Major Works Enquiries" and "Procedure 02 Planning on Site Activities Install & Mods" procedures.

All internal and external staff that are designers will be noted in the training matrix.

8.4 CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES

All purchases critical to the operation are defined by purchase orders all of which will be reviewed and authorised prior to release. The suppliers list will be reviewed at the management meeting.

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Additionally, a register of approved suppliers has been developed. The performance of the suppliers is reviewed during the management meetings and the register may be updated in the light of any decisions made.

Wherever possible, supplies will be obtained from environmentally ethical suppliers in consideration of the environment (e.g., minimising the number of drop-offs/pick-ups, not excessively ordering, etc.). The business will ensure that any external supplier does not adversely affect the company's ability to deliver our products.

All purchase orders will include the information necessary to ensure that the correct goods are purchased and delivered to the correct location on time. This information might include:

- Product details
- Any internal reference, for instance purchase order number
- Date of required delivery
- Delivery
- Price if known

As goods are received, they are checked to ensure they are the goods ordered, the delivery note is then used to check off the goods on the purchase order, which is at a later date also used to check against the supplier's invoice.

At the discretion of the directors the customer's representative has the right to establish that the product meets the specified requirements. In such cases the customer's representative will be allowed access to any relevant information, operation or documentation.

As a purchaser of quality products, the company reserves the right to inspect goods or services at the point of provision. Where this right is exercised, it will be noted on the purchase order to the supplier.

8.5 PRODUCT AND SERVICE PROVISION

Control of production and service provision

Lift Specialists Limited recognises the need to meet or exceed its customers' expectations and have processes in place to ensure these are maintained. These include but are not limited to:

- Business planning
- Enquiry management
- People processes
- Measurement, analysis & improvement
- Communication & management review

Environmental impact assessments and H&S inspections are carried out to determine effective control measures for operational activities. These include the identification of and response to potential accidents, emergency and disaster situations (e.g. uncontrolled spills, strikes by moving vehicles). Where possible, action is taken to prevent these emergencies by providing equipment, training and instruction to deal with

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anticipated emergencies as appropriate.

The “Emergency Preparedness” procedure provides the details of this process for H&S and environmental related incidents while various risk assessments are produced for site activities.

Detailed procedures for the final inspection/validation activities to be carried out on completion are defined in the relevant procedures.

8.5.2 Identification and traceability

Where required, procedures will be developed and documented to provide evidence of product traceability.

To ensure traceability various quality records are retained, for instance:

- Contract/order information
- Certificates of conformity
- Inspection and test status
- Product, material and equipment

8.5.3 EXTERNAL PROVIDERS

It would be unusual for the business to use property belonging to customers or external providers, however, if it was a requirement of a project then all care and respect will be provided in the use of the equipment.

If any property of a customer or external provider is lost or damaged or found unsuitable for use, we will report it back to the provider of the equipment immediately. All documentation will be retained for records.

8.5.4 PRESERVATION OF PRODUCTS

Most items do not require special handling equipment. Larger items may require the use of specialised lifting equipment (slings, tackles, barrows etc.) all site engineers are competent in the use of this equipment. Manual lifting is conducted in line with relevant safety procedures and manufacturers' instructions.

If a lift is required to move equipment a lifting plan will be in place prior to implementing the lift.

The nature of the business is such that few items require special attention to be paid to preservation.

8.5.5 POST-DELIVERY ACTIVITIES

Following completion of any project a post project review will be completed on the appropriate form. This will determine the following:

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- Has the specification been achieved?
- Any unforeseen issues arising during the works
- Customer Feedback
- Costs and budgets
- Statutory and legal requirements
- Post project risk assessment
- Maintenance handover

If provided for in a new lift or modernisation project, the warrantee maintenance will commence from the date of handover of the agreed period of time (nominally 12 months). The lift will be handed over to the service department for them to log on the system.

8.5.6 CONTROL OF CHANGE

Any change in process of procedure will be reviewed at the management meeting and then issued to all relevant parties in the form of a company email. Any changes may be as a result of the following:

- Change in legislation
- Change in process
- Following an accident or incident

8.6 RELEASE OF PRODUCTS AND SERVICES

No products will be released to a customer without the appropriate documentation in place. For new lifts this will be the Declaration of Conformity and for modernisations this will be commissioning documentation.

The final inspection processes are different for each of the key operational procedures. As such, each has been documented separately in the relevant procedure. New lifts and modernisations will almost invariably be subject to a full inspection in accordance with the 'Designated standard' or similar inspection and witness test.

All final inspections will confirm that all previous inspections and checks have been made and satisfactorily completed. Lifts will not be commissioned until a final inspection has been made and satisfactorily completed.

For project works a formal handover meeting will be held to ensure that the Client is happy with the works.

A copy of the following documentation will be retained for reference:

- O&M Manual
- Declaration of Conformity (if applicable)
- Test Documentation
- Handover certificate
- Record of safety components installed

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8.7 CONTROL OF NON-CONFORMING OUTPUTS

Lifts that have not been 100% completed will not be allowed to be put into service. If a product is provided to us and is found to be faulty then the product will be removed and stored in a quarantine area prior to being returned to the supplier.

If the works were programmed with a customer, the customer will be informed that the works cannot go ahead until replacement parts are received. This will also be logged as a non-conformance on the non-conformance register for review at the management meeting.

9.0 PERFORMANCE EVALUATION

9.1 MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION

Various data sources are used to generate information, which is used for running the business, for instance:

- Sales analysis
- Budgeting and finance reporting
- Demonstrating service conformance
- Customer Satisfaction

Key business measures are reviewed at the management meetings to ensure that the company is on target, improving the business processes and satisfying both customers and staff.

9.1.2 CUSTOMER SATISFACTION

Customer satisfaction is measured in a number of ways:

- The percentage of repeat business
- The growth in sales
- Ratio of quotes to orders received
- Feedback from field engineers
- Customer feedback forms
- Payment of invoices on time

9.1.3 ANALYSIS AND EVALUATION

The data compiled from the measurement and monitoring activities will be analysed as part of the business planning and meeting processes so that the information generated can be used to make decisions on how to improve the organisation.

The following results will be evaluated at the management meetings:

- Product conformity on time on budget
- Customer satisfaction
- Effectiveness of the IMS system
- External providers
- Any improvement required to the IMS system

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9.2 Internal Audits

Lift Specialists Limited maintains a schedule of integrated system audits which check the current working practices against the defined procedures and ensures that the techniques employed are effective. Trained personnel who are not directly responsible for the area being audited will carry out audits. (The "Internal Audit" procedure describes the process in more detail). Evaluation of compliance will also be handled as part of the audit process.

The Integrated Management System processes are monitored through the use of internal audits, regular management reviews and the "Continual Improvement" procedure. Objectives are monitored as part of management reviews.

The objective of the above activities is to ensure that the processes continue to deliver planned results. When planned results are not achieved, corrective action will be taken as appropriate to ensure conformity of the product

9.3 MANAGEMENT REVIEW

9.3.1 General

The Communication and Management Review process describes the way in which the company manage the management review process.

The findings of the management reviews are used to initiate corrective, and any long-term preventative action required, thereby increasing the overall effectiveness of the company's operation.

9.3.2 Review input

Inputs to the review are as described in the procedure "Internal Communication & Management meetings (procedure 13)".

9.3.3 Review output

The output of the review will focus on achieving the following objectives:

- The determination of the effectiveness of the integrated management system in meeting the company's quality, H&S and environmental policies
- To expose any defects in the operation of the integrated management system and to recommend possible improvements
- To identify and eliminate waste or loss
- To identify hazards and eliminate or reduce to an acceptable level all forms of risks
- To verify that corrective action procedures are effective
- Suitability of organisational structure and resources
- Planning for the future
- Opportunities to improve
- Resources

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10.0 IMPROVEMENT

Improvement to the quality process will be on-going throughout the business at all times and logged in the management review meetings.

The aim of our continual improvement is to provide better products and service to our customers and improve our efficiency in delivering the products and services.

10.2 NONCONFORMITY AND CORRECTIVE ACTION

Preventative action seeks to ensure that potential problems are identified and steps are taken to ensure that they are avoided.

Methods used to help identify potential problems are:

- Internal audits
- IMS & H&S review meetings
- The Business Planning procedure
- Risk and opportunity analysis

Details of strategic preventative action can be found in the “Company Objectives” document, operational preventative action is addressed in the “Continual Improvement” procedure.

Non-conforming products are recorded and will be quarantined while awaiting review. A feedback report is also raised. The following are examples of typical discrepancies:

- Deviations from contract requirements
- Deviations from operating procedures, codes of practice or statutory regulations
- Failure of contract staff to provide a service that meets the requirements of the company as defined in the contract

There is no single procedure for control of non-conformity, the company has addressed and documented the methods of dealing with non-conforming products at the points where they occur within the business procedures. e.g. Purchasing and On-Site Activity. Feedback reports, customer complaints and other records are also analysed, usually prior to the management meetings where data will be presented to evaluate the effectiveness of any corrective action taken. The documented procedure for taking corrective actions will define and address requirements for:

- Reviewing problems (non-conformance)
- Determining the cause of problems and deviations
- Evaluating the need for, implementing and recording subsequent action
- Reviewing the corrective action taken

The “Continual Improvement” procedure provides further detail.

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10.3 CONTINUAL IMPROVEMENT

Lift Specialists Limited has defined and implemented a methodology for process improvement that can be applied to all processes and activities as outlined in the Continual Improvement procedure.

The triggers for continual improvement arise from a number of areas:

- The Quality, Environmental and H&S Policies
- The Business Planning process – [Objectives]
- Continual Improvement process
- The QMS/EMS/OHSAS review meetings
- Internal Quality/Environmental/H&S Reviews

These can in turn be resolved by both corrective and preventative action.

Through the Quality, Environmental and Health and Safety procedures the company will continue to improve its customer facing activities as well as providing a safe and environmentally friendly workplace.

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Appendix 1

Integrated Management System

Lift Specialists Limited has extensive experience in design, supply, installation, maintenance and repair of a range of lift products.

Our highly skilled staff combined with our current business allows us to offer a complete package, from customer advice, servicing and repairs to all types and makes of elevators.

In doing this we operate an Integrated Management System which meets the requirements of both ISO 9001:2015, ISO 45001:2018 and ISO 14001:2004. The system applies to all of the services offered by the company.

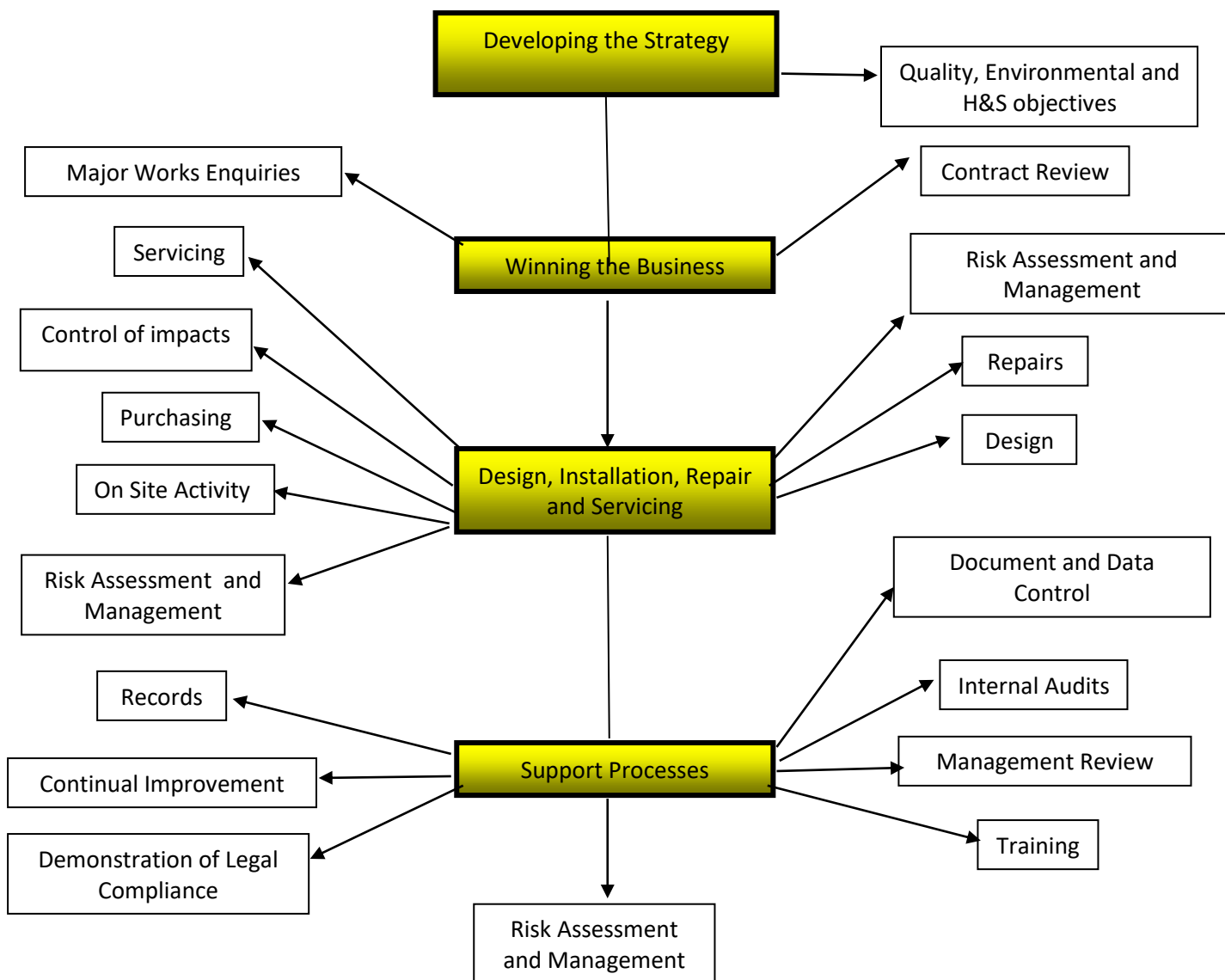
The Management System consists of this introduction document plus a set of governing procedures covering:

- Contract Review
- Management of Documents and Records
- Problem Resolution and Continual Improvement
- Internal Auditing of the Integrated Management System
- Demonstration of Legal Compliance and
- Control of Significant environmental impacts
- Control of Significant H&S hazards and risks

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Other processes necessary to the operation of the business are defined in a manner appropriate to the individual tasks.

Our key processes involve the design, installation, repair and servicing of a range of lift products. The interaction of these processes is depicted below.



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Appendix 2 – Organisation Chart- See latest organogram

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APPENDIX 3 – JOB DESCRIPTIONS

Detailed below are the outline job descriptions of key personnel, further information can be found in the relevant contracts of employment. More detailed H&S roles and responsibilities are outlined in section 2 of the “H&S Policy”.

General

All directors have responsibility for the quality of the service provided to the clients and ultimately to increase the customers perceived satisfaction. In addition all directors have a responsibility for ensuring the organisation is supported with the necessary resources (technological, financial and human) to ensure work is carried out in line with applicable environmental and Health and Safety legislation, with an aim to minimise its environmental impacts and provide a safe place of work.

All members of staff are responsible for ensuring that all works are conducted in accordance with current environmental, health and safety legislation, company policy, procedures and method statements.

Directors:

Responsible for the future direction of the company and the overall company objective of significant profitable growth over the business planning period. For further information, please refer to the business plan.

Engineering Manager/Designer

- Responsible for the performance, management, motivation and development of the drawing office
- Co-ordinating a detailed contract program using MS Project
- Approval of purchase of all equipment over £1500
- Ensuring purchasing is carried out in a sensible way to minimise environmental impact (e.g. minimise deliveries, order only what is required, etc.)
- Identifying relevant environmental impacts and H&S hazards and risks for the project
- Identifying relevant environmental and H&S legislation for the project
- Ensuring effective receipt and distribution of all ordered components, and co-ordinate the despatch of bulky lift equipment
- Monitoring each project in terms of expenditure, time, quality etc. ensuring that effective levels are maintained and taking the appropriate remedial action where necessary
- Verifying inputs and outputs to and from suppliers of design specific equipment and requirements

Installation /Repair Manager:

- Responsible for the success of the installation department and the effectiveness of the day to day operations
- Managing and motivating the installation engineers, ensuring that installations are conducted safely and according to the project plan
- Responsible for ensuring control measures identified for applicable legislation and environmental impacts are relayed to the operatives and are being followed correctly
- Making materials and stock purchases where needed

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- Liaising with clients on a day-to-day basis
- Referring issues to the managers where required

The main objectives are:

- Ensuring that works are conducted on time and in accordance with the contractual requirements
- Ensuring that works are managed in order to keep costs within the budget set for the contract
- To plan and complete the work in accordance with the client's requirements
- To ensure that engineers carry out the works on time and as required by the quotation / tender
- To ensure the work is carried out in line with legislation and prescribed environmental and H&S controls to minimise environmental impact and risks faced
- Protect the environment by minimising environmental impacts as practically as possible
- Protect the health and safety of the staff and those who may be affected by the work undertaken

Service Manager

- Responsible for the success of the service department and the effectiveness of the day to day operations.
- Managing and motivating the service engineers, ensuring that services visits are conducted safely and at the required intervals
- Reviewing the engineers service reports
- Developing and processing small service quotations, making materials and stock purchases where needed
- Liaising with clients on a day-to-day basis
- Referring issues to the managers where required
- Ensuring purchasing is carried out in a sensible way to minimise environmental impact (e.g. minimise deliveries, order only what is required, etc.)
- Identifying relevant environmental impacts and H&S hazards and risks for the project
- Identifying relevant environmental and H&S legislation for the project
- Responsible for ensuring control measures identified for applicable legislation and environmental impacts are relayed to the operatives and are being followed correctly

The main objectives are:

- To manage the profitability of the business in accordance with the annual budget
- To ensure the company is complying with its contractual arrangements
- To ensure that individual engineers carry out the required number of service visits against each contract
- To ensure that the reactive breakdowns are managed in accordance with the contractual conditions
- To ensure the company is complying with its contractual arrangements
- To manage and motivate the repair engineers, ensuring that repair works are conducted safely
- To liaise with clients where required
- To ensure the work is carried out in line with legislation and prescribed environmental and H&S controls to minimise environmental impact and risks faced

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- Protect the environment by minimising environmental impacts as practically as possible
- Protect the health and safety of the staff and those who may be affected by the work undertaken

Administration staff:

- The successful co-ordination of the company's administrative requirements
- The successful running of the administration department
- Following the defined control measures regarding aspects and impacts and H&S measures associated with the tasks they undertake including legislative requirements
- They should also be aware of all relevant procedures (e.g. emergency preparedness)

The main objectives are:

- To ensure that all contracts are properly managed and data is available
- To manage the office team
- Protect the environment by minimising environmental impacts as practically as possible
- To be ready for environmental and H&S emergencies and deal with them effectively should they arise

Engineers & Testers

Service Engineers:

Responsible for balancing the maintenance and call out work in accordance with contract requirements and following the defined control measures regarding aspects and impacts associated with the tasks they undertake including legislative requirements. They should also be aware of all relevant procedures (e.g. emergency preparedness).

Installation. & Repair Engineers:

- The client's requirements
- Company policies, procedures & method statements
- Any other supplied information, for instance, specifications & drawings
- Following the defined control measures regarding aspects and impacts and H&S measures associated with the tasks they undertake including legislative requirements
- To ensure the work is carried out in line with legislation and prescribed environmental and H&S controls to minimise environmental impact and risks faced
- They should also be aware of all relevant procedures (e.g. emergency preparedness)

The main objectives are:

- To complete the work in accordance with clients requirements
- To carry out the works on time and as required by the quotation / tender
- Protect the environment by minimising environmental impacts as practically as possible
- Protect the health and safety of the staff and those who may be affected by the work undertaken
- To be ready for environmental and H&S emergencies and deal with them effectively should they arise.

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General Job Role Description for Lift Engineers, Trainees & Mates

The lift engineer, trainee or mate's role will involve having to work safely within/under the following conditions whereby they will not cause harm to themselves or their co-workers. It is the responsible of each employee that they look out for the safety and wellbeing of their co-workers and those others who may be affected by the works.

The role involves:

- Undertaking regular Toolbox Talks and training.
- Following the standard company policies and procedures.
- Following the company's health and safety procedures at all times and never asking anyone to undertake an unsafe act.
- Reading and understand written instructions, risk assessments, method statements and site Health & Safety files.
- Communicating clearly and efficiently with co-workers.
- Working effectively as part of a team, following company procedures and site safety rules.
- Lifting weights up to 20kg without mechanical assistance.
- Working with other engineers to lift heavier weights by following a risk assessment and method statement.
- Walking up and down stairs carrying equipment and or tools whilst employed to either repair or install the lift.
- Working at heights on scaffolding or lift car tops.
- Travelling on top of moving lift cars or temporary platforms under controlled conditions.
- Listening and understanding verbal instructions within a noisy environment.
- Working within confined spaces at the top of lift shafts, underneath lift cars and within motor rooms.
- Identifying the difference between high voltage mains wiring, wiring looms and standard wiring colours for different mains voltages.
- Acting as ambassadors of the company and as such presenting themselves as clean and tidy in front of clients and representatives.
- Setting an example to co-workers and working safely.
- Promote a positive safety culture

Tester:

Responsible for ensuring that the lift complies with the client's requirements by comparing the completed installation with the specification, contract and or any other documents detailing the clients' requirements. The tester will then sign the test documentation to indicate approval and apply the UKCA mark where required.

The main objectives are:

- To ensure the work has been carried out to the appropriate test specification
- Following the defined control measures regarding aspects and impacts and H&S measures associated with the tasks they undertake including legislative requirements
- To ensure the work is carried out in line with legislation and prescribed environmental and H&S controls to minimise environmental impact and risks faced

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- Protect the environment by minimising environmental impacts as practically as possible
- Protect the health and safety of the staff and those who may be affected by the work undertaken
- They should also be aware of all relevant procedures (e.g. emergency preparedness)

Stores Manager

- Recording goods inwards / outwards using
- Company bespoke software. Ensure checks to verify stock levels for re-ordering are accurate and appropriate.
- To take delivery of goods delivered into stores, with the use of forklifts as required
- Ensure that goods are checked off in an accurate and timely manner and check for damages and quantity. Update computer system to enable accurate stock levels.
- Put materials away in stores after deliveries.
- To get materials out ready for collection by engineers
- Assist with stock checks when required.
- Keep stores clean and tidy.
- Daily internal mail run.
- To ensure our internal and external customers receive a courteous service.
- To make deliveries to and collections from various locations geographical area and further afield where necessary to external customers and suppliers.
- To ensure the safe loading and unloading of materials onto vehicles and assisting colleagues in this task where necessary.
- All materials must be secure on the vehicles to enable safe transportation and to avoid any loss or damage.
- Drivers should have good knowledge of the geographical area of the roads around the area.
- Keep Property clean and tidy to include perimeter checks as necessary.
- Manage the skips on site, ensuring that materials are correctly disposed of in the appropriate skips to maximise recycling possibilities.
- To unlock / lock up the yard, office and stores as required.
- To work later hours when circumstances dictate.

IMS Manager (consultant):

The Health, Safety, Quality and Environment function within the business will be responsible for ensuring and supporting compliance with company, national and European – level health, safety quality and environmental standards. They will provide governance and specialist advice across the business' and manage the maintenance and assurance of the Integrated Management Systems (IMS) to ensure appropriate HSQE compliance with regulatory requirements. Reporting to the Managing Director, the Integrated Management Systems (IMS) Manager will be responsible for managing the IMS as a single system to ensure all areas of HSQE are integrated and work in a seamless manner (Health, Safety, Quality, Environmental and Energy aspects). The IMS Manager will also be responsible for driving an integrated and common approach to HSQE systems including; planning and following policy, procedures, processes and methodology, as well as training and operational control.

Main Duties and Responsibilities:

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- Develop, drive and review the IMS strategy for the business
- Drive and support development and maintenance of the IMS system as per legislative requirements
- Identify and manage legal and other requirements compliance across the business
- Report on IMS compliance and trends to the Managing Director and other areas of the organisation
- Ensure that HSQE risks are identified, and control measures are in place
- Encourage and support a behavioural based HSQE culture within business in a holistic manner

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APPENDIX 4 – Processes Index

	Manual and Processes	Issue	Date
00	Combined Quality, Health and Safety & Environmental Manual	15	01/21
01	Processing Major Works Enquiries	6	01/21
02	Planning Installs / Modernisation	6	01/21
03	On Site Activities (Installs & Modernisation)	7	01/21
04	Contract Review (Maintenance)	4	05/18
05	Delivering Maintenance	4	05/18
06	Repair Work Enquiries	4	05/18
07	Emergency Call out Procedure	4	05/18
08	Purchasing	4	05/18
09	Plant Equipment & Materials	5	05/20
10	Training & Development	5	06/18
11	Continual Improvement	4	05/18
12	Internal Audit Procedure	4	06/18
13	Communication & Management Meetings	5	05/18
14	Document Data Control	4	05/18
15	Legislation Register	9	05/20
16	Emergency Preparedness	4	05/18
17	Aspects & Impacts	5	05/20
18	Environmental H&S Communication	4	05/18
19	H&S Risk Assessments	9	05/20
20	LOLER Reports	4	05/18
21	Sub-Contractors	4	05/18
22	Calibration	4	05/18
23	Re-Cycling Procedure from Site	0	03/19
24	Re-Cycling Procedure in the Office	0	03/19
25	Waste Control Procedures	0	03/19
26	Business Planning	0	02/20