

**TITLE: Integrated QHSE Manual****REF: ATBLS/IM****ISSUE: E**

## 1.0 INTRODUCTION

This manual defines the scope of the Laurence Scott (LSE) Integrated Management System and describes the interaction between the various elements within it. Risk to customers, suppliers and LSE is mitigated by the generation, maintenance and use of documented procedures, specifications and processes as indicated within this quality manual. This IMS is the top management's vehicle through which they run the company, integrating QHSE into the business processes. The subheadings contain the reference number of the requirements of EN ISO 9001:2015, EN ISO 14001:2015 and OHSAS 18001:2007 to which they refer. The Context of the organisation is described within this integrated manual and reflects the ATB Group UK context diagram.

Page 2 sets out the 'context of the organisation' (Turtle Diagram) for the UK group. This sets out the internal and external requirements of the Groups business processes and who the interested parties will be.

Page 3 shows the group SWOT analysis, with the strengths, weaknesses, opportunities & threats that are prevelant to the whole UK group.

Page 4 shows the group PEST analysis with the risks (present and future) that could become a barrier to the growth of the whole UK group.

ORIGINATOR		APPROVED	
NAME: <i>W R HUNTER</i>	NAME: <i>DAVID HARVEY</i>	PAGE 1 OF 15	
SIGNED: <i>[Signature]</i>	SIGNED: <i>[Signature]</i>		
DATE: <i>14/8/18</i>	DATE: <i>14/8/18</i>		
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GROUP UK

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## TURTLE DIAGRAM

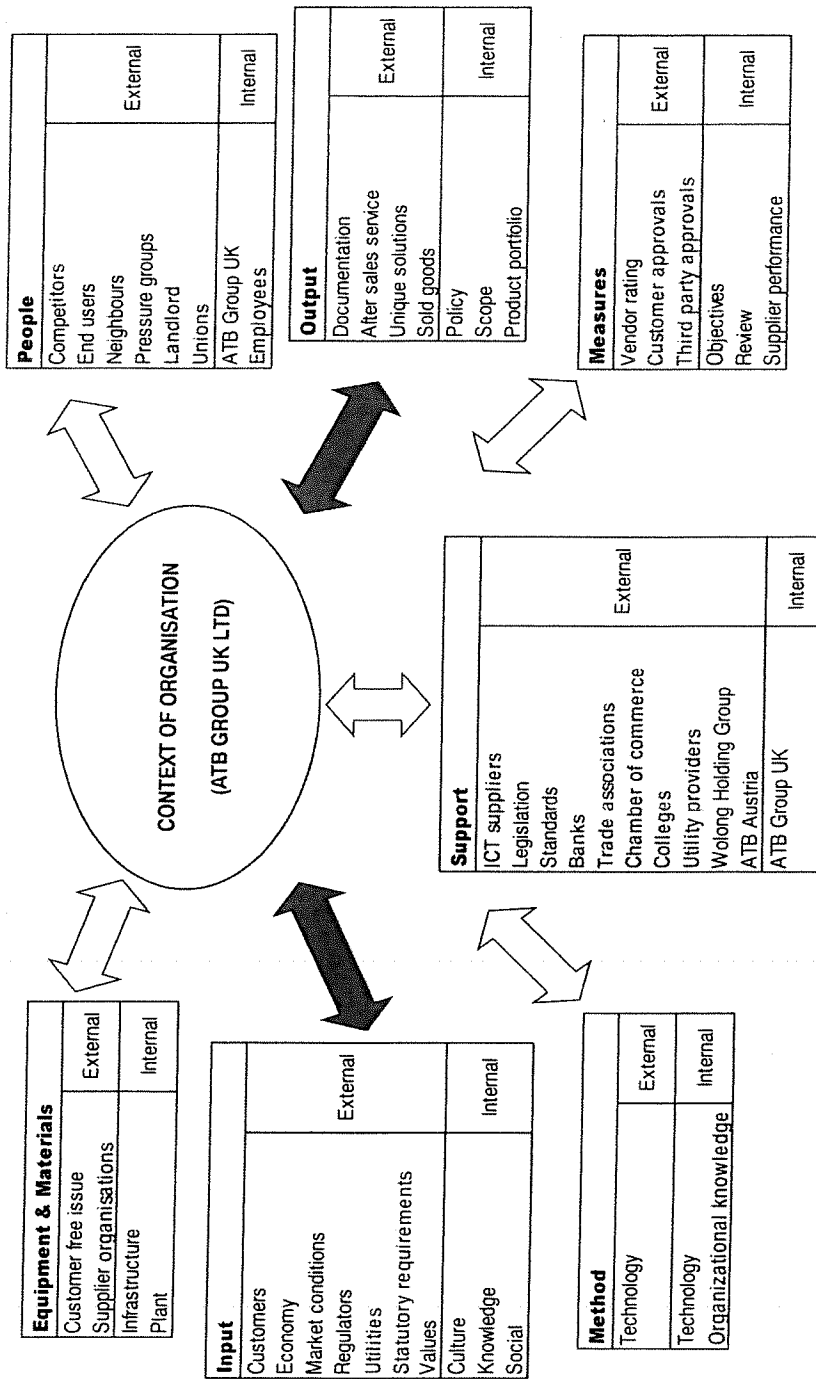
TITLE: CONTEXT OF ORGANISATION

LAURENCE SCOTT

MORLEY

SPECIAL PRODUCTS

ORIGINATED BY: PJ Dyde



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**ATB** LAURENCE SCOTT  
**ATB** MORLEY  
**ATB** SPECIAL PRODUCTS

**BUSINESS ANALYSIS**  
 TITLE: SWOT ANALYSIS



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 PAGE 1 OF 1  
 Issue 0.1  
 Date 11/08/2016

ORIGINATED BY: J Lomax

<p><b>Strengths</b>                  Reputation and experience in chosen markets                  Brand recognition – Morley, Laurence Scott                  Flexibility – especially compared to competitors                  Product performance and quality                  Ability to make one-offs or prototypes                  Access to wider group                  Preferred supplier – appear on many AVL                  Manufacturing and test capability                  Knowledge of certification</p>	<p><b>Weaknesses</b>                  Lack of product for diverse markets                  Lack of knowledge of other markets                  Lack of own innovation                  Lack of IP protection                  Personnel - age profile, capabilities                  Plant appearance                  Systems – aging and not integrated                  Over engineered product</p>
<p><b>Opportunities</b>                  Full coverage of mining using the Morley brand                  Access to ATB sales force                  Low cost parts from Wolong                  Slip ring products with rotor from Sever                  Synchronous through CNE / PPI                  Water jacket cooling in other applications                  Stirrer market                  After sales service</p>	<p><b>Threats</b>                  Globalisation of low cost suppliers                  Failure to keep up with current technology                  Global economy                  Alternative forms of energy to coal and oil                  Cost of manufacturing in UK                  Artificial barriers to trade                  Access to knowhow in UK</p>

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**BUSINESS ANALYSIS**  
TITLE: PEST ANALYSIS

LAURENCE SCOTT  
ATB MORLEY  
ATB SPECIAL PRODUCTS

ORIGINATED BY: I Lomax

<p><b>Political</b> Environmental Lobby – reduce CO2 Oil price manipulation Delays in defence spending Delays in nuclear power Global market protectionism</p>	<p><b>Economic</b> World economic growth Exchange rate movements Increasing capabilities of developing countries</p>
<p><b>Social</b> Ageing population Skills shortages Pressure on environmental issues. Attitude to manufacturing in UK</p>	<p><b>Technological</b> Variable speed drives Permanent magnet</p>

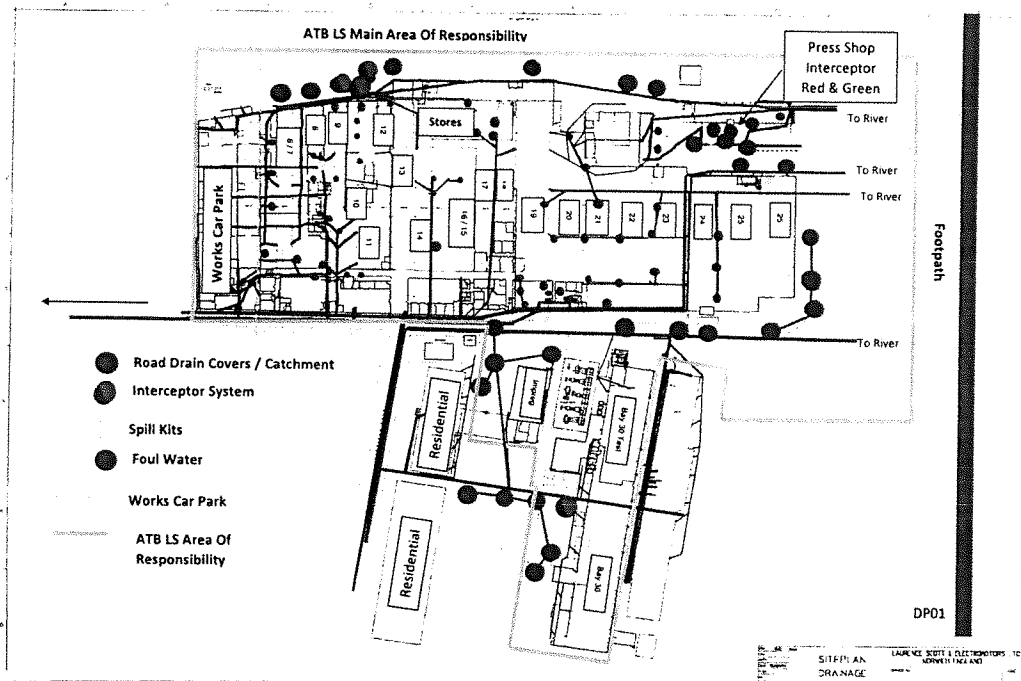
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## 2.0 SCOPE

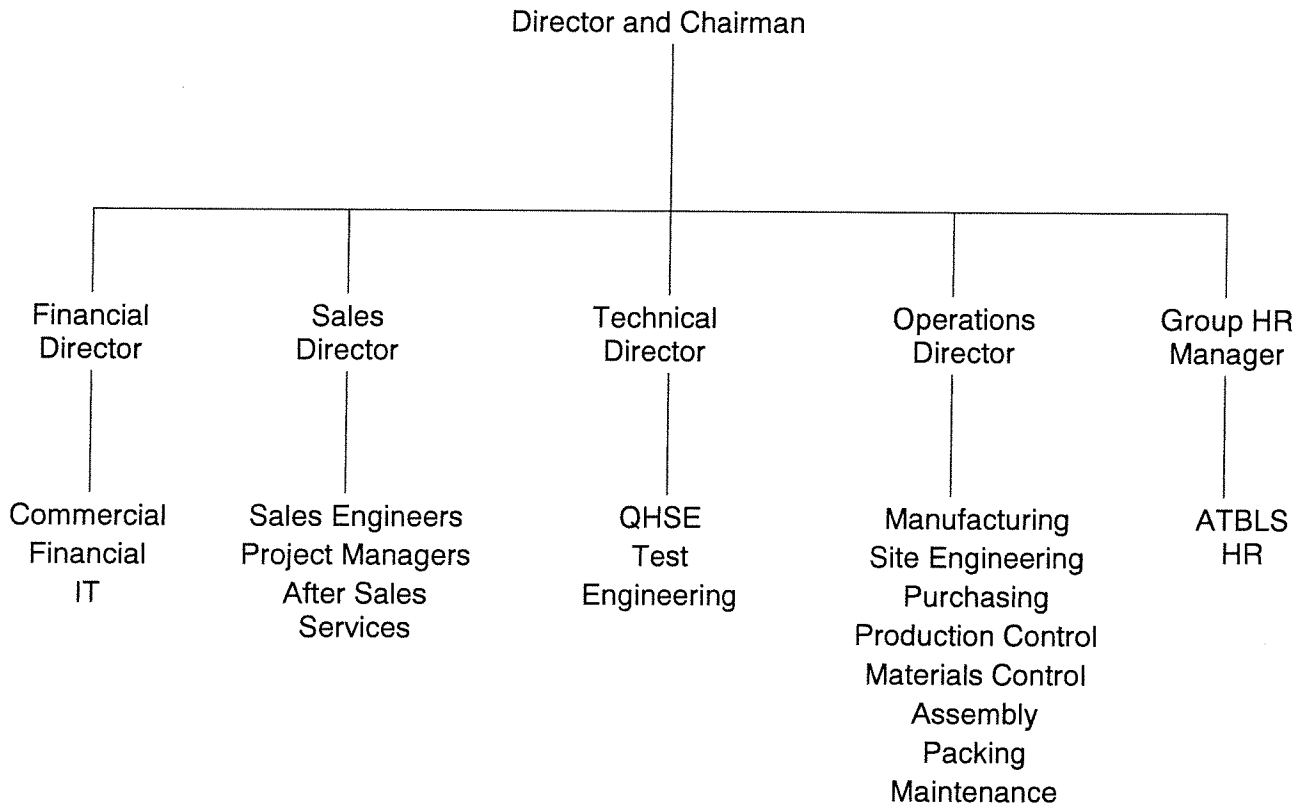
LSE is a bespoke manufacturer of high & low voltage rotating electrical machines and control gear. Encompassing the design, development, manufacturing and after sales support activities, spare parts and ancillary equipment.

The limit of the manufacturing facility and its scope of responsibility is indicated on the plan below, within the yellow border.



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### 3.0 LSE TOP MANAGEMENT AND THEIR DEPARTMENTAL RESPONSIBILITIES



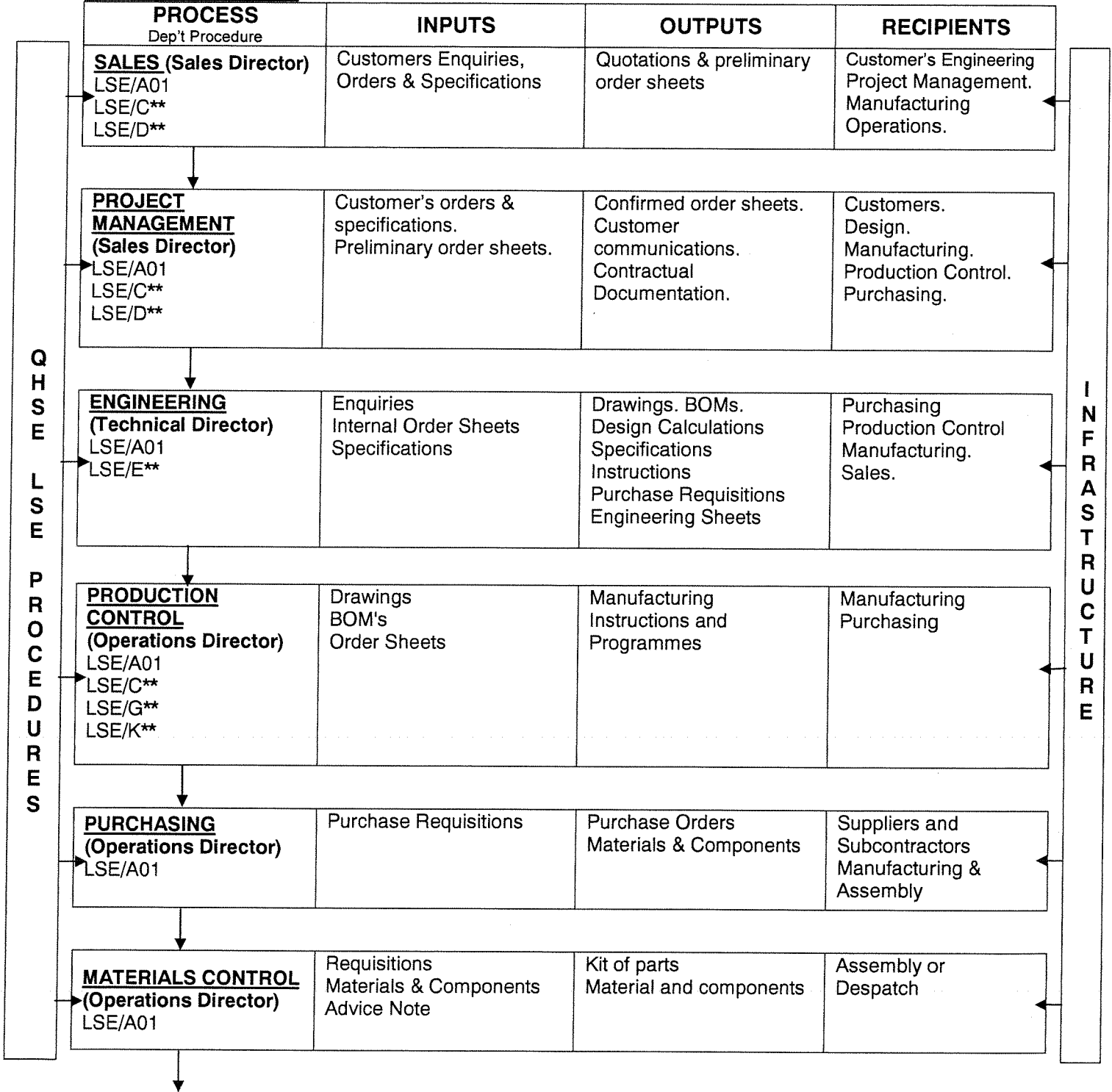
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## 4.0 LSE TOP MANAGEMENT BUSINESS PROCESS RESPONSIBILITIES

### The Business Process



QHSE LSE PROCEDURES

INFRASTRUCTURE

# System Procedure

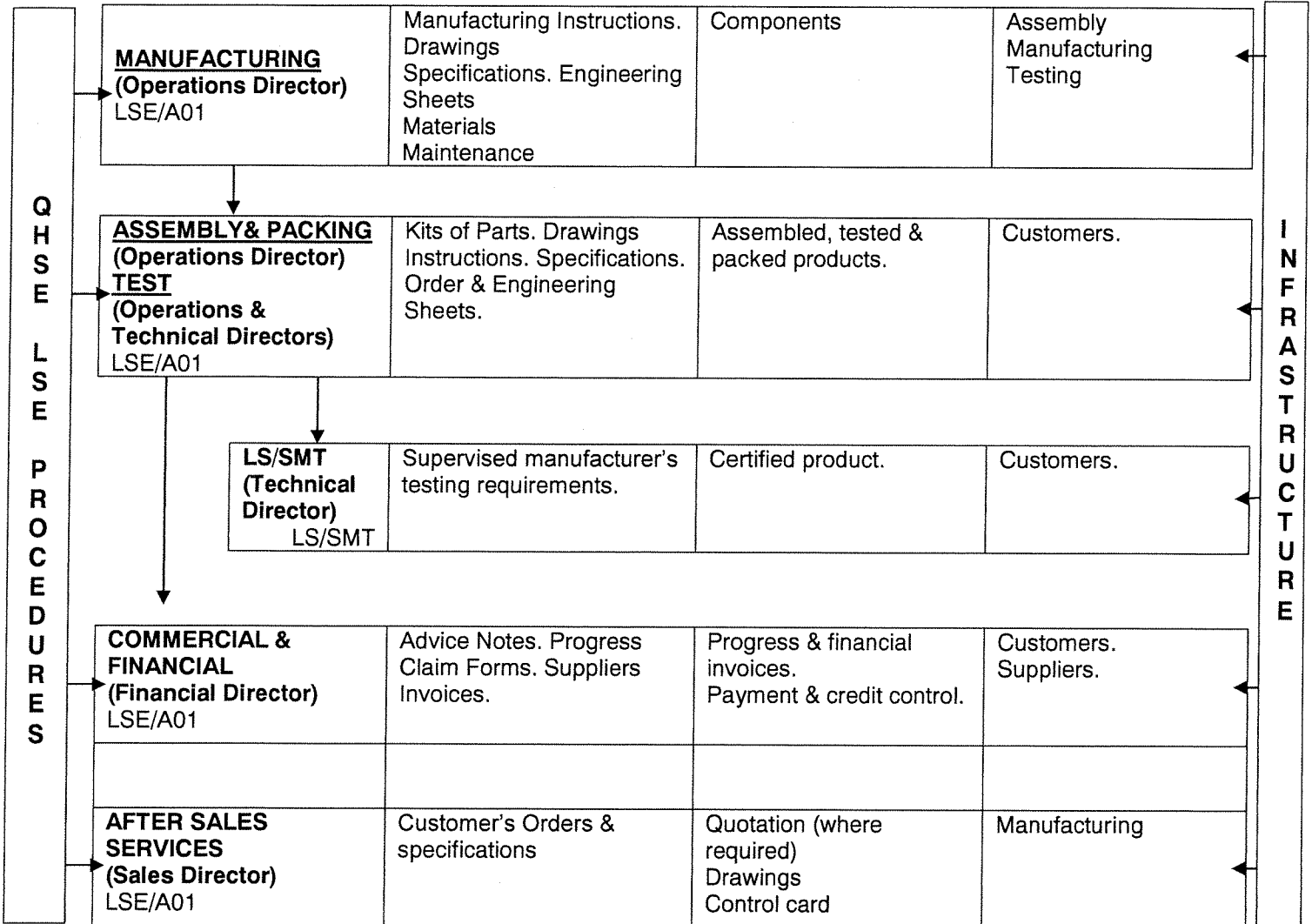
# WOLONG

**LAURENCE  
SCOTT**

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## 5.0 LEADERSHIP

The IMS is the top management's vehicle through which they run the company, integrating QHSE into the business processes. Management meetings include QHSE aspects together with business processes and are reviewed for suitability, effectiveness, continuous improvement, profitability & ensuring that the IMS achieves its intended results.

### Leadership & Commitment (5.1)

### System Procedures LSE / A

The commitment of top management to the development and implementation of the Management System is evident from their development and endorsement of the Company Policy and the establishment of company objectives associated with quality, health, safety and the environment. The top managers may also conduct routine reviews of the effectiveness of the Management System and ensure that sufficient resources are applied for its maintenance. The top management are also accountable for the effectiveness of the IMS and that the IMS is achieving the results intended.



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## Customer Focus (5.1.2)

System Procedures LSE / D and E  
Department Procedures section S

Top management are committed to enhancing customer satisfaction and actively participate in processes to provide a customer's perception of the Company's performance & to ensure that all customer & all applicable statutory & regulatory requirements are met.

## Policy (5.2)

The Company Policy is set out in System Procedures LSE/IMSP

## Organisational Roles, Responsibilities & Authorities (5.3)

System Procedures LSE / A

The responsibility and authority of all functions are defined and communicated within the organisation via the Management System. This includes the appointment of a management representative whose responsibilities are to ensure that a Management System is established, implemented, maintained, its effectiveness reported upon and its impact on customer satisfaction promoted.

Regular communication of achievements against measurable Company objectives is undertaken by Senior Management to all employees, to ensure they are fully aware of business needs such that they can participate fully in their development and implementation.

## **6.0 PLANNING**

### Risks and Opportunities (6.1)

System Procedures LSE / B  
Pages 2, 3 & 4 of this procedure

Risk to customers, Suppliers and LSE is mitigated by the generation, maintenance and use of documented procedures, specifications and processes. The IMS performance is monitored by the measuring, monitoring processes, audits and KPI's and development is undertaken from the objective assessment. Specific risks are mitigated by risk assessment when required.

### Environmental Aspects (6.1.2)

System Procedures LSE / B

The company has identified the environmental aspects pertaining to its business operations through the introduction and maintenance of an Environmental Aspects and Impacts register.

The Aspects and Impacts register takes account of the severity of the environmental aspects and the company's ability to influence them, in order to determine their significance.

### Legal and Other Requirements (6.1.3)

System Procedures LSE / B

Legal requirements are identified through government web publications, customer specifications, supplier influence and other interested parties, on a regular basis with assistance from the automatic

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updates from government websites whenever legislation is updated or is newly published, and are recorded within the LSE Environmental Database.

Planning (6.2 & 6.3)

System Procedures LSE / A  
Department Procedures section M

The Company Management System is designed to achieve both the Company's business objectives and compliance with the requirements of EN ISO 9001:2015, EN ISO 14001:2015, OHSAS 18001:2007 BS EN ISO/IEC 80079-34:2011 and meet the requirements of the ATEX Directive. As appropriate

Objectives are established for the Company throughout the year at Continuous Improvement, Health & Safety, Green Champion meetings and the Management Review, in addition to being raised for consideration by employees and management. Objectives are communicated throughout the organisation for input to Departmental and individual employee Training and Development plans.

Objectives and targets are reviewed for their effectiveness at the management review.

All changes to the Management System are subjected to a review to ensure its integrity is maintained, by considering the purpose of the change, the consequences and necessary resources.

## 7.0 RESOURCES

Resources (7.1)

System Procedures LSE / A  
Company Handbook

In conducting its business, the Company provides all necessary resources either internally or externally to gain effective achievement of its objectives with particular reference to enhancing customer satisfaction, with consideration of the constraints and capabilities of the organisation.

People & Competence (7.1.2 & 7.2)

System Procedures LSE / U

The Company has systems to evaluate the competence of employees who perform activities that affect quality. Periodic reviews of personnel are undertaken to establish any training required to achieve Company, departmental or the individual's objectives. Records are retained of all training provided, in addition to those that cover the education, skills and experience of individuals.

Infrastructure and Work Environment (7.1.3 and 7.1.4)

System Procedures LSE / K

All equipment and facilities are subject to routine maintenance and servicing appropriate to their use and importance in the achievement of product conformance. This is equally applicable to certain environments, essential for conducting processes or storing materials.

Control of Monitoring & Measuring Devices (7.1.5)

System Procedures LSE / M

All measuring and test equipment utilised to verify conformance of an item or product to specification, is subjected to calibration and maintenance in accordance with detailed procedures.

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## Organisational Knowledge (7.1.6)

LSE maintains its organisational knowledge in the form of records, operator experience, lessons learnt and from standards and training.

## Awareness and Communication (7.3 & 7.4)

LSE ensures that its employees and other interested parties are aware of its policies, relevant objectives and their contribution to its effectiveness and implications of non-conformance by regular use of group presentations, meetings, H&S Committee, Green Champions and internal notice boards internal Intranet and Website.

## Documentation/Requirements (7.5)

## System Procedures LSE / F & S

To align with the LSE Policies, the Company recognises the need to develop, implement and continually improve the effectiveness of the systems and procedures defining its method of operation. These are detailed in the form of either Company or Departmental Procedures and form the basis of the Integrated Management System.

All documents required by the Integrated Management System are subject to review and approval prior to their issue. Their distribution is also defined, by the ROIM, such that they are made available at the correct issue status at defined locations both internal and external to the organisation.

Both original and modified documents are issued with an accompanying document stating the detail and reason for their introduction or modification, plus details of action required of the recipients.

Records to substantiate the conformance of any product or service including records of in-process controls, tests and non-conforming items are generated and collated against specific product, works order, purchase orders or procedures.

Records relating to the effective operation of the Integrated Management System are collated and retained under their relevant subject title.

The above records can be made available to customers, suppliers or interested parties upon request and are retained for specified periods, unless otherwise contractually agreed.

## **8.0 OPERATION**

### Operational Planning & Control (8.1)

### System Procedures LSE / C Department Procedures sections M & S

Product Quality Plans are produced giving details and the standard control methods exercised to assure quality. Unique documents are produced to cover project specific contractual requirements.

Operations considered significant for Environmental Aspects are identified from the Impacts and Aspects register. Control of these (situations) is by the introductions and maintenance of procedures covering goods, services, suppliers and customer requirements as applicable.

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## Requirements for Products & Services (8.2)

System Procedures LSE / D  
Department Procedure Section S

All enquiries and orders received by the Company are subject to review by the relevant functions, to establish the Company's overall capability to achieve the requirements specified by the customer.

The agreed requirements are detailed and form the basis of all future activities undertaken by the Company in execution of the order. Correspondence relating to a specific order is retained under the unique order reference.

## Emergency Preparedness and Response (8.2)

System Procedures LSE / B & X

The company has identified potential emergency situations, and established planned responses and appropriate procedures for undertaking actions for the particular occurrence. These activities include periodic testing of the evacuation process, training for emergency activities and first aid. Business risks and emergency situations have been identified and recorded in the company risk register.

## Management of Change (8.2)

System Procedures LSE / K

The company recognises that infrastructure changes are inevitable, and that there are risks and potential for significant impacts on Health, Safety, Environment, Production, Cost and Planning.

Management of Change procedures reflect the need to introduce change in a controlled manner, with communication between interested parties in order to minimise or eliminate undesired effects.

## Design and Development (8.3)

System Procedures LSE / E  
Department Procedures section T

The customer's technical requirements are incorporated into the design of the required product, based on established engineering data.

Where appropriate, design output is subject to review and approval to ensure it satisfies the specified requirements and covers all features essential to the safe and proper functioning of the product. Formal design reviews are carried out where required by the contract or the complexity of the product. Design data on specific contracts are retained in job files. Changes to design data are documented and subjected to review and approval.

As far as is practical, instruction of development work follows the standard procedure for a manufacturing contract. The results of development activities are recorded in Technical Reports.

## Control of externally provided processes, products & services (8.4)

System Procedures LSE / G  
Department Procedures section M

All suppliers utilised by the Company are required to operate a Quality Management System compatible with the item or service being provided. Suppliers are approved by the Company based on quantifiable evidence of previous performance or the result of assessment, or their accreditation by a UKAS Certifying Authority.

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Purchase Orders define the precise details of the item and/or service required by specific reference to National or International Specifications, Company Purchase Specifications or Drawings including their issue status. The Purchase Orders also define any Quality Management System, product certification or inspection requirements imposed.

## Production & Service Provision (8.5)

System Procedures LSE / K  
Department Procedures section M

All manufacturing activities are planned and documented instructions provided to ensure that they are undertaken under controlled conditions, utilising established and proven methods and appropriately trained and qualified personnel.

In addition, specific processes are subject to periodic monitoring to ensure that the prescribed requirements are continuously maintained and achieved.

All products and work in progress are identified by accompanying documentation that references the relevant works order and project number. Certain major components are physically marked to provide traceability to supporting data and certification.

Items supplied by customers are subject to examination upon receipt and are stored and protected in readiness for incorporation into products.

Packaging and preservation of products are undertaken to standard methods, designed to ensure that they are protected and identified during transportation to their destination.

## Product and Service release (8.6)

Department procedures section S

Project Management have the responsibility for verification of compliance of the product or service prior to release, through the completion of documentary evidence, either in agreement with customer specific requirements or LSE procedures.

## Control of Non-Conforming Outputs (8.7)

System Procedures LSE / P

All non-conforming items are identified and details of the non-compliance are documented and passed to the relevant manager for dispositioning. Detailed procedures define the alternatives available and those authorised to disposition the item.

## **9.0 PERFORMANCE EVALUATION**

### Monitoring and Measurement (9.1)

System Procedures LSE / T

The Company is committed to continually improving its future through quality and delivery.

In its drive to achieve this objective, any evidence of customer dissatisfaction is recorded and investigated with the sole objective of improving customer relationship.

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## Monitoring & Measurement of Processes & Products

System Procedures LSE / K & L  
Department Procedures section Q

Receiving inspection is undertaken on selected purchased items to verify conformance to the specified requirements. This includes the review and approval of any supporting supplier certification.

In process inspection and testing requirements, based on the relevant product Quality Plan, are planned into the manufacturing documents giving details of the controlling specification, and the resultant records to be generated and retained. Satisfactory completion of all manufacturing, inspection and test activities are indicated on the accompanying documentation by the person undertaking the activity. Final inspection and testing is undertaken on all products to specific detailed instructions. No products are despatched until these activities have been satisfactorily completed and a review undertaken of supporting documentation to verify conformance to the specified requirements.

## Customer Satisfaction (9.1.2)

Department Procedure section S

Customer satisfaction is undertaken by the use of customer surveys, customer feedback, testimonials, compliments and warranty claims. Sales department have the responsibility for receipt and analysing feedback.

## Analysis & Evaluation (9.1.3)

System Procedures LSE / G & P

Data is collected from various sources. It is then analysed, reported, with trends displayed to provide the basis for improvement. This data relates to the Company's achievement against its objectives and covers the following topics, but not limited to:

Customer Satisfaction, Product Conformity One time delivery and Supplier Performance.

## Internal audits (9.2)

System Procedures LSE / T

Internal audits against the requirements of the Management System and objectives are undertaken to ensure they are effectively implemented and maintained. Deficiencies are brought to the attention of the relevant management function to initiate action and prevent any repetition. The planned action is subject to review, approval and verification as appropriate.

## Management Review (9.3)

System Procedures LSE / A

Senior management undertake a review of the organisation's Management System at planned intervals to ensure its continuing suitability and effectiveness, to assess any possible opportunities for improvement.

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## 10.0 IMPROVEMENT

System Procedures LSE / Q

The Company is committed to a continual improvement culture and operates systems by which all employees can contribute to improving the effectiveness of its day to day activities.

In addition, improvements are initiated as a result of various activities that form part of the Management System.

All corrective and preventative action activities are documented and addressed to the management function considered responsible for the deficiency identified with the resultant response being subject to review, approval and possible verification.