HEALTH, SAFETY, ENVIRONMENT & QUALITY MANAGEMENT SYSTEM

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COMPANY FORWARD

This Manual is the means by which Cadman Cranes Ltd satisfies the requirements of its employees, third parties & customers, particularly with regard to HSEQ management responsibility.

The Company is obliged to ensure that its Health, Safety, Environment & Quality Management System (HSEQ) Policy is understood by its employees, and that its procedures are implemented and maintained at all times. This Manual is in accordance with the requirements of ISO 45001, ISO 14001:2005 and ISO 9001:2015. The HSEQMS shall be periodically and systematically reviewed by management and checked by audits both internal and external.

The HSEQ Compliance Manager is responsible for the control of all matters pertaining to the implementation of procedures for quality and environmental matters.

Health, Safety, Environment & Quality matters and concerns are fundamental to all the work undertaken by the Company and all personnel at every level in the Company's structure shall practice the procedures established.

 

 HEALTH, SAFETY, ENVIRONMENT & QUALITY POLICY STATEMENT

Cadman Cranes is the leading crane hire company in East Anglia with over 50 years’ experience and a reputation for quality, reliability and safety. It is the customer that keeps us all employed and the need to achieve customer confidence and complete satisfaction through our business activities is paramount. To that end we are committed to complying with health, safety, quality and environmental requirements arising from our employees, customers, third parties and from current legislation.

It is also the aim of the Company to prevent injury and ill health and, as far as reasonably practicable, protect all employees and those affected by its activities from foreseeable hazards. The Company is fully committed to meeting its responsibilities under the Health and Safety at Work Act 1974, the Management of Health and Safety Regulations 1999 (Amended) and any subsequent legislation applicable to the Company’s activities.

Cadman Cranes and its employees, employed in whatever capacity, are required to work to the procedures and instructions contained within the HSEQ management system. By periodically monitoring and reviewing these systems through internal and external auditing as well as management review we will ensure that our customer’s needs and expectations are focused upon and there will be a continual improvement in the HSEQ management system.

It is the responsibility of top management to establish objectives and targets for the HSEQ management system and to ensure that adequate resources are made available to comply with legal duties, sustain and improve the skills of the workforce through suitable training and investment.

As part of our commitment to understanding and effectively managing the potential HSEQ impact of our activities:-

The Company has a specific duty to:-

1. Assess the risks to health and safety, record any significant findings and make arrangements for the provision of these results to the workforce and others
2. Provide and maintain safe and healthy working conditions, complying with all statutory requirements and industry best practice.
3. Provide training, supervision and instruction to ensure employees perform their work safely and efficiently.
4. Take necessary precautions to control exposure to substances hazardous to health
5. Make available all necessary mechanical and personal safety devices and to supervise their use.
6. Ensure all plant and equipment is well maintained and fit for use.
7. Maintain a focus and involve employees in health and safety matters applicable to the company’s activities.
8. Organise emergency procedures and inform all employees and visitors of these procedures
9. Ensure adequate first aid provision.
10. Record all instances of injury or incident and report any reportable incidents to the Regulatory Authorities.
11. Continually monitor and review this policy and all procedures relating to health and safety.

Employees duties are:-

1. Working safely and efficiently to minimise risk of injury or ill health to themselves or others.
2. Not misusing any equipment provided for health and safety.
3. Reporting incidents that have led or may lead to injury, ill health or damage.
4. Adhering to company procedures for securing a safe workplace.
5. Assisting in the investigation of accidents and co-operating in the introduction of measures to prevent their recurrence.
6. Conforming to statutory obligations.
7. Minimise and where reasonably practicable eliminate any adverse impact on the environment.

Cadman Cranes Ltd aim to fully understand the requirements of our customer and routinely exceed their expectations through:-

1. The commitment and expertise of our employees.
2. Continuous improvement in the quality of our goods and services.
3. Compliance with all statutory and regulatory requirements.

We recognise the importance of our employees in achieving our aims and will ensure that the relevant skills exist at all levels in order to meet the Quality Policy objectives.

Our success will be measured by:-

1. Customer satisfaction
2. Efficient operational processes
3. Increased market share and continual growth.
4. The commitment of our staff to the highest level of service.

This commitment to quality has the backing of the board of directors and suitable and sufficient resources will be allocated to ensure that targets are met.

This document will be monitored and reviewed on a regular basis.

We are determined that by implementing this policy and focusing on health, safety, customer needs and the environment we all share, the name of Cadman Cranes will be synonymous with good practices across the industrial, commercial and domestic markets in which it is involved

Mr M Waddingham 

Managing Director 29 January 2021

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| **4.1 Understanding the Organisation and its Context** |

Cadman Cranes has determined the external and internal issues that are relevant to its purpose and strategic direction and that affect its ability to achieve the intended results of its HSEQ Management System.

This has been accomplished through a SWOT and PESTLE analysis as prepared during Top Management meetings. The results of these meetings are incorporated into the current Business Plan.

These results will be continuously monitored through the process of Management Review and minutes will be taken and retained by the HSEQ Compliance Manager.

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| **4.2 Understanding the Needs and Expectations of Interested Parties** |

Cadman Cranes has identified the interested parties who are relevant to the company and potentially may have an impact, either positively or negatively upon the company’s ability to maintain all aspects of the HSEQ Management System. This includes the ability of the company to provide services that meet customer expectation and manage all aspects of the company’s environmental impact.

The results are recorded in the Minutes of Management Review Meetings and the Schedule CAD-QEP-03-F6 Schedule of Risks and Opportunities which will be updated regularly following these meetings.

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| **4.3 Determining the scope of the management system** |

The Company has defined, documented, implemented and will continually improve its HSEQMS relevant to employee, third party & customer expectations and needs, and is designed to show how the requirements of ISO 45001, ISO 9001:2015 and ISO 14001:2015 are satisfied by Cadman Cranes Ltd.

The scope of the HSEQMS is designed to cover the company’s activities in the hire of cranes with operators from our depot’s and carrying out lifting activities on various sites throughout East Anglia. The range of our services is clearly shown on the company website.

The HSEQ Policy Statement contained within this manual indicates that we aim to “*achieve customer confidence and complete satisfaction through our business activities is paramount. To that end we are committed to complying with health, safety, quality and environmental requirements arising from our employees, customers, third parties and from current legislation”*.

The Health, Safety, Quality and Environmental objectives are established regularly at Management Review (Refer to Section 9.3).

All clauses are applicable to the above scope except 8.3 (Design and development of products and services). This is because we do not engage in design work but respond to the information we receive from our clients.

The internal and external issues referred to in 4.1 and the interested parties shown in 4.2 have been taken into consideration when thinking about the scope of this HSEQMS.

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| **4.4 Management System and its processes** |

The Company has established, implemented and maintains and continually improves its HSEQMS, including the processes needed and their interactions The HSEQMS is designed to show how the requirements of ISO 45001, ISO 9001:2015 and ISO 14001:2015 are satisfied by Cadman Cranes Ltd.

The Company’s organisation is structured to ensure that the responsibilities and authority of all personnel whose activities affect Health, Safety, Quality and Environmental matters are defined. Personnel having particular responsibilities have roles which are defined to allow them the authority and freedom to carry out their duties described in the standards.

We have allocated resources and trained specific personnel to identify and undertake health, safety, quality and environmental internal audit activities.

The required processes have been determined and through our audits and inspections we will ensure the planned process operation is in line with the actual operation.

The Managing Director has appointed a HSEQ Compliance Manager from the management who, irrespective of other responsibilities, has the authority and responsibility to ensure that the requirements of the HSEQMS are implemented and maintained.

The HSEQMS described in this Manual and detailed in the Procedures will be reviewed at least every twelve months. The reviews will be undertaken at a meeting chaired by a Director and attended by other members of the Management teams as appropriate.

The reviews will include amongst other things results of and actions arising from the internal audit activities. We will consider all the knowledge gained from analyzing the external and internal issues and the requirements of the interested parties.

Minutes of the meetings will be taken and retained for a minimum period of three years.

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| **5.1 Leadership and commitment**  |

The Company is aware of the importance of meeting customer, statutory and regulatory requirements, applicable to its services, and will demonstrate leadership and commitment in assuming accountability for the effectiveness of this Management system.

Top Management has established policies and objectives in line with the company’s business plan through regular review meetings. The ISO 45001, ISO 9001:2015 and ISO 14001:2015 requirements have been integrated into the organisation’s processes and are maintained through a regular auditing schedule.

Top management ensures the company demonstrates customer focus by means of:

1. A system of continual contact with the customer from the initial enquiry throughout the various stages of service provision through to final completion.
2. Full resolution with the client of any real or potential problems and site surveys undertaken to ensure full

compliance with customer’s requirements.

1. Documented evidence of customer service feedback.

Top management will undertake the following:

1. Accountability for the effectiveness of the HSEQMS as undertaken in the statement above.
2. Promote the use of the process approach and risk-based thinking
3. Commit to engaging, directing and supporting persons to contribute to the effectiveness of the HSEQ management system
4. Promote improvement
5. Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility
6. To communicate the importance of effective HSEQ management and of conforming to the management requirements through training sessions, tool box talks and memos used to ensure that its objectives are understood, applied and achieved.

Top management will assign the following tasks to others for completion and confirm that the task has been completed:

1. Ensuring that the quality and environmental policy and its objectives are established for the QEMS and are compatible with the context and strategic direction of the organisation through its regular review meetings. This includes any QEMS objectives that occur in the Business Plan, particularly when new sevices are being developed.
2. Ensuring the integration of the QEMS requirements into the organisation’s business processes through a regular auditing schedule.
3. Ensuring that the resources needed for the QEMS are available.
4. Ensuring that the QEMS achieves its intended results.

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| **5.2 Quality & Environmental Policy** |

Cadman Cranes’ Health, Safety, Quality & Environmental Policy is contained in the introduction to this HSEQMS.

* The policy has been established to meet the needs of both the company and its customers
* Full commitment to meeting requirements and continual improvements are clearly defined
* The system is monitored and controlled by means of HSEQ system audits carried out on a regular basis
* All personnel have been given a copy of the company policy document and made aware of their role in its implementation
* Management reviews are carried out in accordance with the general requirements of ISO 45001, ISO 9001:2015 and ISO 14001:2015
* The HSEQ policy is the primary statement by which we can communicate our intentions with regard to health, safety, quality & environmental management.
* It provides a framework to that can be used to set realistic objectives and targets with the goal of continually improving our performance and reducing injury and ill health.
* Top management is involved in the creation, development, review and updating of the policy at all stages.
* The Company’s significant health, safety & environmental impacts have been identified following an initial review and recording of the significant findings along with pertinent legislative requirements.
* The nature and scale of our business activities have been considered during the preparation of our policy and its scope is sufficient to cover all of the aspects that require auditing to ensure compliance with the ISO 45001, ISO: 14001 and ISO: 9001 standards.
* The policy reflects commitment to continual improvement in health, safety, environmental and quality performance.
* The policy confirms commitment to compliance with all relevant legislation, regulations and codes of practice that affect our business.
* The policy is freely available to all interested parties, both inside and outside of our company.

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| **5.3 Organisational roles, responsibilities and authorities** |

The responsibilities and authority of all personnel are defined by means of written Job Descriptions and their inter relationships by the Company Organization Chart

The company has gained the commitment of all of its employees towards the implementation of the HSEQMS.

**Management Representative**

The management representative with defined responsibility for the implementation and maintenance of the HSEQMS is the HSEQ Compliance Manager, who reports directly to the Managing Director and is also responsible for promoting the awareness of customer requirements throughout the organization through the order processing system.

The HSEQ Compliance Manager is a member of and reports to top management on the performance of the HSEQMS and any need for improvement, normally at Management Review and has sufficient knowledge of the activities of the organisation and of health, safety & environmental issues to undertake the role effectively.

The HSEQ Compliance Manager is able to secure support and resources as well as influence the activities of all employees within the management system to ensure continued compliance.

He/she co-ordinates the progress of the system against the requirements of legislation & standards, whilst ensuring that Top Management is kept informed with regards to the health, safety, quality and environmental performance.

Specific responsibilities of the representative are:

1. Maintaining a Register of Environmental Aspects:

Identifying key significant processes and activities that need clearly defined roles and responsibilities to ensure continued management control.

1. Assessment of Legislative Requirements

Identifying key areas that require monitoring and control and hence the establishment of detailed roles and responsibilities.

1. Manage the Health & Safety arrangements including:
* Fire Safety
* Accident & Incident Reporting
* Contractors & Visitors
* Driving at Work
* Employee Consultation & Communication
* First Aid
* COSHH
* Plant & Equipment
* PPE
* Risk Assessment & Safe Systems of Work
* Training & Competency
* Generic Workplace Hazards
* Monitoring of Health & Safety Performance
1. Key quality and environmental issues are addressed.
2. Monitoring management issues identified including:
* Emergency planning.
* Waste management.
* Environmental monitoring.
* Quality and environmental management audits.
* Visual impact of site activities.
* Resource reduction programmes.
* Publicity and complaints.
* Procurement.
* Liaison with the local authorities.

**Defining Roles and Responsibility**

All employees have been made aware of their responsibility for achieving conformance with the HSEQ policy and the requirements of the HSEQMS. These responsibilities have been communicated to all employees through the use of awareness sessions.

**Provision of Resources**

The company has provided sufficient resources for the implementation and control of the HSEQMS.

The types of resources that had to be considered were:

* Human Resources

The staffing levels, experience, qualifications and availability to work on health, safety & environmental matters are deemed adequate to establishing and maintaining our HSEQMS.

* Specialised Skills

The company has access to specific specialised skills that are required to ensure the continued operation of the HSEQMS and the significant processes and activities.

* Technological Resources

The most appropriate technology available for ensuring the objectives and targets set by the organisation are met.

* Financial Resources

The health, safety, quality and environmental needs are given the same consideration as other business requirements.

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| **6.1 Actions to Address Risks and Opportunities** |

**6.1.1 General**

The Company has addressed the issues, requirements, risks and opportunities to:

* ensure that the HSEQMS can achieve its intended result
* maximize opportunities for good outcomes
* remove or reduce undesirable effects of identified risks
* achieve improvement

This is done by regular Management Review in which clear objectives are set and the various impacts the business makes are addressed.

The Schedule CAD-QEP-03-F6 records the results of each review and enables assessment to be made on progress or need for improvement.

**6.1.2 Environmental Aspects**

The Company has established systems to identify and assess its environmental aspects and impacts associated with its processes, activities and services. During audits the system is thoroughly tested to ensure that it is sufficiently detailed to enable the company to identify those aspects that could have a significant impact upon the environment.

Scope:

The scope of this covers all activities, and services that the company can control and over which it can be expected to have an influence.

Most direct impacts (i.e. those occurring from activities / processes on the site) are well within the control of the company and as such are included in the aspects evaluation.

Site Activities and Processes:

The types of environmental aspects that are considered when setting the scope of the Register of Significant Impacts:

Environmental Aspect

* + Emissions to air
	+ Waste management and disposal
	+ Land contamination issues
	+ Raw material use
	+ Releases to water
	+ Local community issues
	+ Utility use (energy, water etc.)

The company considered the following types of activity when setting the scope of the Register of Significant Aspects.

Activities and Processes

* Repairs and maintenance processes and workshop
* Storage of raw materials
* Logistics
* Procurement and suppliers
* PR and communications
* Building and site management
* Office and computer facilities
* Contractor activities
* Storage of waste materials
* Site emergency planning
* Financial and insurance
* Management activities

Environmental Significance:

The company has collected information about the environmental aspects affecting the business and has determined which activities are environmentally significant. They may be either

 Local Impacts:

* Surface water pollution
* Groundwater pollution
* Air pollution
* Nuisance impacts
* Health effects

Or Global Impacts:

* + - Climate change
		- Ozone depletion
		- Acid rain
		- Resource depletion
		- Health effects

Not all impacts will be significant and some may be beyond the scope of the business to affect. It is only those that are significant and can be controlled that need to be addressed and have objectives. The procedure CAD-QEP-08 outlines how the Register of Environmental Aspects is produced. Abnormal and Emergency conditions are also taken into account when making the assessment.

**6.1.3 Compliance Obligations**

The ISO standards require that the Company shall identify and have access to legal and other requirements that are applicable to its activities, products or services.

This includes:

* International and National statutes and regulations.
* Requirements specified in permits and other government documents and agreements.
* Contracts and other documents that may create legal obligations
* Requirements applicable to each of its environmental aspects.
* Acts, Regulations and Orders.
* Site authorisations and permits.
* EU Regulations and Directives.
* International Agreements and Protocols.

In order for the procedure to be maintained the HSEQ Compliance Manager has been nominated and is responsible for overseeing the implementation, reviewing, updating and communication of the legislative requirements so that the company is aware of its responsibilities.

**6.1.4 Planning Action**

The Company identified significant health, safety & environmental aspects and associated risks and opportunities and these are recorded in the Register of Aspects and Impacts. This is considered in the Management Review process during regular Top Management meetings and any required actions or strategies are recorded in the minutes as well as some actions being inserted into the Register of Objectives and Targets with defined periods of time for implementation.

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| **6.2 Health, Safety, Quality & Environmental Objectives and Planning to Achieve Them** |

**Objectives**

Objectives are established regularly within the Management Review. These objectives are measurable as far as practicable and progress is monitored at management meetings.

**6.2.1 HSEQ Objectives, Targets & Programmes**

The setting of objectives is the main way an organisation can manage its way towards improving its HSEQ performance.

These HSEQ goals generally should be realistically achievable with the aim of complying with the organisation's policy statement.

To ensure the company's policy and objectives are achieved, targets for improvement have been established.

Results are recorded on CAD-QEP-03-F5

**Establishing Objectives and Targets**

The company has established documented HSEQ objectives and targets and these will be reviewed at least yearly.

The following was considered when setting objectives and targets:

* Legal and Other Requirements
* Significant Aspects
* Technological Options
* Operational Options
* Financial, Operational and Business Requirements
* Interested Parties
* Environment Agency.
* Company Policy Statement

Following the evaluation of the HSEQ aspects and the requirements of the HSEQ policy the company has identified some objectives based on its most significant aspects and legal requirements. Where objectives are relevant to business areas the manager of the area will establish targets and action plans to ensure they are met.

Achievement of the targets is monitored by the HSEQ Compliance Manager on a regular basis to ensure acceptable progress against the stated business action plan.

**Setting targets for improvement**

The next stage is to set detailed performance requirements to ensure that the company's objectives are met.

**Reviewing Progress Against the Objectives and Targets**

In order that continual improvement is achieved, the HSEQ Compliance Manager monitors objectives and targets regularly.

Progress is reported at Management Review Meetings.

**Programme**

The process of establishing an HSEQ management programme is the main way in which improvements can be delivered. A programme should describe how an organisation plans to achieve its objectives and targets.

**Type of Programme**

The company has established and documented a programme that states how it intends to fulfill its objectives and targets and follows the basic steps as follows:

1. Problem identified following aspects/impacts evaluation
2. Objective set
3. Target put in place
4. Responsibility identified
5. Programme implemented
6. Performance reviewed

The programme will clearly state who is responsible for achieving each objective and target, how it will be achieved and by when.

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| **6.3 Planning of changes** |

Planning is achieved through business plans and project plans. The former are reviewed at least annually at Management Review. The latter through regular management meeting updates.

The company acknowledges that changes will always occur and it has set out a plan for determining the need for these changes and how it will implement these.

The company has allowed for discussion on improvements to be included in its agenda for the Management Review Meetings where it will identify any changes to be made. The consequences of any changes will be considered at these meetings, along with consideration of the resources required and any reallocation of responsibilities and authorities will be discussed, allowing for any changes to be carried out in a planned and systematic manner.

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| **7.1 Resources** |

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| **7.1.1 General** |

The company has gained the commitment of all of its employees towards the implementation of the HSEQMS.

**Defining Roles and Responsibility**

All employees have been made aware of their responsibility in achieving conformance with the HSEQ policy and the requirements of the HSEQMS. These responsibilities have been communicated to all employees through the use of awareness sessions.

**Provision of Resources**

The company has provided sufficient resources for the implementation and control of the HSEQMS.

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| **7.1.2 People** |

Cadman Cranes’ Management has determined and provided the resources needed to establish, implement, maintain and continually improve its HSEQMS.

These are defined in the process flowcharts and documented procedures.

Personnel performing work affecting conformity to health, safety, environmental & service requirements are selected for competence on the basis of their education, training and skills. Training needs are based on annual assessment and with recorded evidence on the training matrix.

The organisation has access to the services of Employment Law and Health and Safety advice from within the Milbank Group, ensuring updated requirements are applied accordingly.

The types of resources that have to be considered are:

Human Resources

The staffing levels, experience, qualifications and availability to work are deemed adequate to establishing and maintaining our QEMS.

Specialised Skills

The company has access to specific specialised skills that are required to ensure the continued operation of the management system, processes and activities.

Technological Resources

The most appropriate technology available for ensuring the objectives and targets set by the organisation are met.

Financial Resources

Maintenance of the HSEQ & associated projects are given the same consideration as other business requirements

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| **7.1.3 Infrastructure** |

In determining the Company HSEQMS the company has identified the infrastructure necessary and provided the resources to ensure conformity of it’s service. In addition all appropriate equipment, facilities and supporting services are made available within the organization to ensure contract obligations may be met.

The premises consist of two sites with offices, workshops and yards. The buildings are effectively segregated for different types of activities, including a clearly defined stores area.

The company has its own main server to which each computer links.

The software used by the organisation is listed on its IT Asset Register.

Cadman Cranes’ customer services are continually monitored by way of customer feedback forms.

Information and communication technology is used in the sales processes whereby enquiries can be made through the website and enquiries made by phone go through the electronic system.

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| **7.1.4 Environment for the operation of processes** |

The company is committed to the provision of appropriate workshop, office and site conditions to achieve conformity of health, safety, environmental, contract requirements and customer satisfaction. This is achieved by segregating noisy areas where PPE is mandatory. Where fumes are produced in the factory production area, an air extract system has been installed to reduce the effects of inhalation. Every reasonable effort is made to provide a suitable work environment that does not adversely impact the health, safety & welfare of employees involved in the service, workshop and administration processes as well as the exterior environment which we all share.

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| **7.1.5 Monitoring and measuring processes** |

The company does not generally employ processes which require the provision of calibrated equipment. Where such need arises, the equipment is generally hired in and its calibration status assured by the Operations Director prior to use.

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| **7.1.6 Organisational knowledge** |

The company recognizes that experienced employees are essentially its main asset.

There are some recognised training courses within this industry, however, the Company is reliant on skills being acquired over a period of time from other experienced operatives and management. Most skills are documented in the Training Matrix and regularly assessed through inspection of work and operational or on-site observation.

Any skills shortfalls are subject to discussion during Management Review Meetings and addressed by in-house training or where necessary bought in services when recognizable qualifications are required.

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| **7.2 Competence** |

CADMAN CRANES determines competency requirements for people performing work under its control. All personnel whose work affects conformity to the HSEQMS are included in a system of identifying training needs based on annual assessment and with recorded evidence.

All personnel are given a copy of the company policy document and made aware of their role in its implementation.

Personnel performing work affecting conformity to HSEQMS requirements are selected for competence on the basis of their education, training, knowledge, practical application and skills.

Training is one of the key stages in the management and development of the human resources of this company. There are also close links between Health and Safety training and Environmental training (e.g. COSHH). A trained operator working safely is often one who is preventing a significant environmental impact.

Training records are maintained for all employees

**Training Needs Analysis**

Company management has established its commitment to HSEQ training and has devised a training strategy to identify the training needs of the work force.

An overview of company performance is vitally important, as any training undertaken needs to be appropriate to the organisation’s aims and objectives, whilst allowing the limited resources of a company to be applied to the most risk significant areas.

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| **7.3 Awareness** |

**Awareness of Employees**

The company ensures that all employees are aware of the importance of conforming to the:

* HSEQ Policy of the company.

This is accomplished during their induction and then by ongoing training which includes amongst other things being made aware of their roles and responsibilities within the HSEQMS. The training matrix records all of this information.

**Health, Safety & Environmental Awareness**

Health, Safety & Environmental awareness training within the company primarily falls into two categories:

1. General Health, Safety & Environmental Knowledge

Imparting an understanding of global and local health, safety & environmental issues i.e. risk assessment, working safely, COSHH, electricity, work at height, crane operations, energy use, water environmental, transportation etc.

1. Specific Health, Safety & Environmental Knowledge

Communication of information related to the company's activities and their associated HSEQ impacts, including the requirements of the management system.

The HSEQ Compliance Manager reviews the following areas in order to identify the company training issues:

* Register of HSEQ Aspects & Impacts

Identifies the company's significant environmental impacts and where they occur. This partly allows us to ensure that all employees are made aware of the actual or potential HSEQ impacts of their work activities.

* Legal and Other Requirements

All of the company employees have certain legislative duties regardless of specific responsibilities (e.g. Health & Safety at Work Act, associated legislation, prevention of water pollution, duty of care with regards to waste etc.)

* Health, Safety, Quality & Environmental Management System

All of the company employees are made aware of the creation of specific requirements of the HSEQMS.

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| 7.4 **Communication** |

7.4.1 **General**

The key to a successful HSEQMS is the establishment of good communication. This communication needs to be not only within the company but also with neighbours, customers and other interested parties.

Communication channels allow the flow of information both ways.

7.4.2 **Internal Communication**

The company communicates information related to the operation of the HSEQMS and the associated impacts of our processes to all within the company

Documented channels exist for communicating the key HSEQ issues to all employees. Employees are made aware of their roles and responsibilities within the system and their role in fulfilling the requirements of the HSEQ Policy.

The responsibilities, authority and inter-relationships of all personnel are defined in their individual Job Descriptions and included in the Company Organization Chart. Communications concerning customer requirements are established primarily through the sales and estimating system.

**7.4.3 External Communications**

The company recognises that external communications match four distinct requirements.

1. Information Sent to External Parties
2. Requests for Information
3. Complaints
4. Regulatory Bodies

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| **7.5 Documented information** |

**7.5.1 General**

The organisation has identified the documented information required in IS0 45001, ISO 9001:2015 and ISO 14001:2015 including documented information identified as necessary for the effective operation of the Management System.

The process of controlling the issue of documentation is important. Effective management control over records, documents and procedures can only be achieved within an established document control system.

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| **7.5.2 Creating and updating** |

All records and documents within the system are periodically reviewed and updated. The HSEQ Compliance Manager sets and records the review dates for all of the relevant documents and records. Any amendments are notified to staff.

All new documents are given a **distinct title, reference number, copy number and date.**

Refer to Procedure CAD-QEP-01 and Procedure CAD-QEP-02

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| **7.5.3 Control of documented information** |

The company has established and maintains a document control procedure. This ensures that all documents are clearly defined, regularly reviewed, updated as necessary and that the most up to date version is communicated to the appropriate departments and employees.

All relevant records and documents essential to the continued operation of the HSEQMS can be located.

The HSEQ Compliance Manager records each document or record that is distributed.

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| **8.1 Operational Planning & Control** |

In developing our HSEQMS due consideration has been given to identify all involved processes (and their monitoring and measurement) that are necessary in ensuring the service consistently performs safely and to customer requirements.

Risks and opportunities are reviewed and discussed during the Management Review process. Results are recorded on CAD-QEP-03-F6 and evaluated as to the effectiveness of actions taken. New targets will be set as necessary.

Various requirements have been established and processes are documented in the form of flowcharts. The Operational flowchart describes the activities involved in providing our services. Customer feedback is used to monitor and improve customer service.

The Operations flowchart highlights the process involved and the documents used to guarantee quality assurance. On completion of work, the customer’s signature is obtained to confirm their satisfaction and questionnaires are used to obtain feedback.

Internal audits are used to control processes and allow us to ensure that these are being carried out as planned.

The company has identified those operations that are associated with the significant aspects & impacts in line with its policy, objectives and targets.

The process used to establish operational controls is designed to prevent deviations from the policy, objectives and targets as shown in the following flow chart:

Identify significant aspects & impacts

Identify activities

Identify tasks associated with each activity

Identify control parameters

Training and competence

Create procedure

Ensure adherence

Monitor, review and amend

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| **8.2 Emergency Preparedness and Response** |

Emergency events are often areas where HSEQ impacts are most obvious. Injury to employees or others, damage to plant & equipment, spillage of chemicals into a surface water drain, the impact of a gas explosion or the impact of firefighting run-off all have obvious detrimental HSEQ impacts.

**Identifying the Potential**

The company knows that HSEQ Risk Assessment is a valuable tool as it not only allows the risks to be identified but also enables prioritizing and mitigation against the risks.

**Reviewing the System**

The company has identified potential risk and emergency conditions. These are reviewed on a regular basis.

Records of any changes are kept and documented within the HSEQMS.

**Testing the System**

All areas, processes and activities that came under the scope of the HSEQMS are assessed. This results in identifying the significant risks during abnormal and emergency conditions and enables review and modification when tested.

Identify significant processes, activities and tasks

Assess Risks

Develop plan to minimize risks and mitigate impacts

Train relevant employees

INCIDENT

TEST

Review

Review

Modify Plans

**8.2 Requirements for Products and Services**

**8.2.1 Customer Communication**

In developing our quality system due consideration has been given to identify all involved processes (and their monitoring and measurement) that are necessary in ensuring the customer service consistently conforms to customer requirements.

See Process Flow Charts

**8.2.2 Determination of requirements related to products and services**

See Process Flow Charts

**8.2.3 Review of requirements related to the products and services**

See Process Flow Charts

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| **8.3 Design and development of products and services** |

**8.3.1 General**

Design involvement is extremely limited to the specifying of plant and similar technical input. This information can be recorded on plant specifications provided by the customer or supplier.

The company's service includes a plant specification capability which combines input from the customer regarding service requirements and input from Cadman Cranes regarding technical knowledge, operational expertise and planning.

When customer specifications are provided in drawing format, the drawing issue is recorded and controlled (Procedure CAD-QEP-O2)

**8.3.2 Design & Development planning**

Any drawings supplied by the customer are signed and approved prior to service fulfillment and kept in the job file. These will be used for planning lifting operations where necessary.

**8.3.3 Design & Development inputs**

Design involvement is usually limited to the specifying plant and similar technical input. This information is recorded on Quotations and Lifting Operations plans.

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| **8.4 Control of externally provided processes, products and services** |

**8.4.1 General**

See Process Flowchart s

**8.4.2 Type and extent of control**

See Process Flowchart s

**8.4.3 Information for external providers**

See Process Flowchart s

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| **8.5 Service Provision** |

**8.5.1 Control of Service Provision**

See Process Flowchart s

**8.5.2 Identification and Traceability**

The organisation controls the unique identification of its outputs. Items are identified through order numbers, unique reference numbers.

**8.5.3 Property Belonging to Customers or Suppliers**

Property from external providers is bound by the hire agreement

**8.5.4 Preservation**

Reference – Process flowchart s

**8.5.5 Post service activities**

Non identified

**8.5.6 Control of changes**

See Process Flowchart s

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| **8.6 Release of Services** |

Monitoring and measurement of processes and services

The effectiveness of the processes operated by Cadman Cranes is monitored through internal audit of the process flowcharts and from success (or otherwise) regarding customer satisfaction.

See Flowchart s

See Procedure CAD-QEP-03 – Measurement, analysis and improvement

See Procedure CAD-QEP-04 – Control of non-conforming product

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| **8.7 Control of nonconforming outputs** |

See Procedure CAD-QEP-04

See Procedure CAD-QEP-05 and relevant documentation.

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| **9.1 Monitoring, measurement, analysis and evaluation** |

**Purchased Product**

Conformity to operation requirements is demonstrated by entries at appropriate stages on the Workshop Records. (Process Flowcharts).

Conformity of the HSEQMS is demonstrated through the internal audit process. (Procedure CAD-QEP-03).

Continual improvement in the effectiveness of the HSEQMS is monitored at Management Review.

**9.1.1 Health, Safety & Environmental**

An important part of establishing and maintaining the HSEQMS will be ensuring that our company’s significant risks and impacts are being controlled on a regular basis. The process of monitoring and measurement will provide part of the information required to ensure that this occurs.

We ensure that employees are provided with instruction or training to cover monitoring and measurement activities which could have significant health, safety & environmental impacts. Monitoring and measuring is also extended to cover suppliers and contractors.

**Monitor and Measure**

We have made a list of our company's significant aspects, thus identifying those situations where the collection of information could be used to monitor the associated health, safety & environmental impacts. This monitoring data is used to establish a baseline with which we set perfor­mance targets in order to achieve continual improvement.

**Monitoring Procedures**

Monitoring and measurement procedures already exist as part of our HSEQMS. What we have ensured is that the health, safety & environmental standard's requirements are incorporated as far as possible into existing procedures and work instructions.

**Monitoring Records**

The HSEQ Compliance Manager keeps a record of all related monitoring that is taking place on site.

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| **9.1.2 Customer Satisfaction and Evaluation of Compliance** |

The Company assesses compliance through the following:

* Audits.
* Document and record review.
* Inspections.
* Interviews.
* Work reviews.
* Direct observation of service operations

**Customer Satisfaction**

The Company monitors their performance of customer satisfaction and/or dissatisfaction by:

1. Telephone contact or questionnaire to customers regarding Cadman Cranes performance and service. Records of the responses are maintained by the QE Compliance Manager.
2. Service completion sign off by customers on completion of contracts, the record being maintained in the Crane record checks/timesheet books.

**Internal Audit**

Refer to procedure CAD-QEP-03

**9.1.3 Analysis and Evaluation**

The Company determines, collects and analyses appropriate data to demonstrate the suitability and effectiveness of the HSEQMS and evaluates where continual improvement of the effectiveness of the management system can be made. This may include data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provides information relating to

1. customer satisfaction,
2. conformity to purchased product requirements
3. characteristics and trends of processes and services including opportunities for preventive action
4. non- compliance with health, safety & environmental legislation and internal procedures including safe systems of work
5. suppliers

**9.2 Internal Audit**

The primary objective of a HSEQMS audit must be to assess whether the actual performance of our company's management system conforms to the planned arrangements.

These performance assessments check whether or not the system is effectively implemented and maintained, whilst being suitable to fulfill the company’s health, safety, environmental and quality policy and objectives.

The company is able to demonstrate that it has provided information on the audit results to all relevant management levels within the company including Top Management.

At these reviews management address the need for changes in policy, objectives and other elements of the HSEQMS in light of the audit results.

**Programmes and Procedures**

The company has established and maintains a programme and procedure for periodic HSEQMS audits.

Refer to procedure CAD-QEP-03

**9.3 Management Review**

Top Management has a HSEQMS review at regular intervals, at least annually.

The overall aim of the review meeting is to determine the suitability of the present system and to assess whether changes are required to facilitate continual improvement.

Minutes of the meeting are taken and retained.

The Minutes from the reviews should be treated as a record within the HSEQMS. This record will be examined during an audit.

**Review Input:**

* Extent to which objectives and targets have been met in all business areas.
* Results of audits and assessments completed since the previous review.
* Progress of improvement programmes and the associated cost benefits.
* Process performance and purchased product conformity
* Present status with regards to legislative compliance.
* Customer and public complaints.
* Customer feedback
* Performance of contractors and suppliers *etc.*
* Outstanding training needs.
* Use of emergency plans and any subsequent actions taken, and their effectiveness.
* Status of preventive and corrective actions
* Potential future issues (i.e. new plant and equipment, changes in legislation *etc.)*

The results of the review meeting are documented and treated as a record within the HSEQMS.

**Review Output**

Any changes that are required as a result of the management review are incorporated into the management system. The HSEQ Compliance Manager tracks the actions and ensures they are completed within the specific time scales.

The output from the management review shall include any decisions and actions related to

1. improvement of the effectiveness of the HSEQMS and its processes, particularly regarding corrective and preventive actions
2. improvement of services related to customer requirements, and
3. resources needed.

**10.1 General**

The Company maintains systems for the review, investigation and correction of nonconformities in product, processes, facilities and systems. These systems which rely, in the main, on the review of health, safety, quality and environmental records, include procedures to ensure that any proposed corrective and/or preventive actions are implemented in the required time scale and proved to be effective.

Opportunities for improvement will be looked for from the available records and regular audits and inspections.

Continual improvements are reviewed at least annually at Management Review.

Corrective Action - Ref Procedure CAD-QEP-05

Preventive Action - Ref Procedure CAD-QEP-05

**10.2 Nonconformity and Corrective Action**

Non-conformance issues are often indicative of a HSEQMS which is not functioning as well as it could. The process of correcting and preventing non-conformances is an important one. Only by identifying, assessing, correcting and then reviewing non-conformance can continual improvement be achieved.

**Correcting the System**

The company operates procedures that are used to handle and investigate non-conformance issues that fall within the scope of the HSEQMS. The areas that non-conformances are raised could include:

• Environmental and Quality audits.

• Incident/hazard reports.

• Health & Safety Audits

• Legislative compliance assessments.

• Internal/external complaints.

• Measuring and monitoring activities.

• Management reviews.

Refer to Procedure CAD-QEP-04 and CAD-QEP-05

**Appropriate Actions**

In order for us to assess what appropriate action needs to be taken we review

• Root causes of non-conformance

• Trends and patterns

• Any associated impacts

**10.3 Continual Improvement**

Cadman Cranes maintains systems for the review, investigation and correction of nonconformities in product, processes, facilities and systems. Continual improvements to the management system are reviewed at least annually at Management Review. Only by identifying, assessing, correcting and then reviewing non-conformance can continual improvement be achieved.

The process is as follows:

1. Identify non‑conformance issue
2. Collect information about non-conformance issue (cause)
3. Develop solutions (corrective/preventive action)
4. HSEQ Compliance Manager should ensure implementation and effectiveness
5. Systematically review demonstrated effectiveness
6. Document changes