Integrated Management System Manual

Brownsover Road
Swift Valley Industrial Estate
Rugby
Warwickshire
CV21 1RD

Authorised by: Craig Chambers, Managing Director

Date: 25th May 2017

Meeting the requirements of ISO9001:2015, ISO14001:2015, BS OHSAS 18001: 2007
## Revision History

<table>
<thead>
<tr>
<th>Issue No</th>
<th>Date</th>
<th>Amendments</th>
<th>Who by</th>
</tr>
</thead>
<tbody>
<tr>
<td>44</td>
<td>01.03.2017</td>
<td>Amendment to Policy Statement</td>
<td>CC</td>
</tr>
<tr>
<td>45</td>
<td>25.05.17</td>
<td>Amendment to Policy Statement</td>
<td>JC</td>
</tr>
</tbody>
</table>

---

**NOTE: THIS IS AN UNCONTROLLED COPY OF THE POLICY MANUAL**

No part of this document may be reproduced or disclosed to any other party without the prior permission of a Director of Häfele U.K. Ltd.
<table>
<thead>
<tr>
<th>CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>TITLE</td>
</tr>
<tr>
<td>Company Profile</td>
</tr>
<tr>
<td>Introduction</td>
</tr>
<tr>
<td>Objectives &amp; Planning to Achieve Them</td>
</tr>
<tr>
<td>Internal Audit &amp; Review</td>
</tr>
<tr>
<td>Regulations</td>
</tr>
<tr>
<td>Competence &amp; Awareness</td>
</tr>
<tr>
<td>Resource – Infrastructure</td>
</tr>
<tr>
<td>Resources – Work Environment</td>
</tr>
<tr>
<td>Understanding the Context of the Organisation Internally &amp; Externally</td>
</tr>
<tr>
<td>Requirements of Interested Parties</td>
</tr>
<tr>
<td>Determining the Scope of the Management System</td>
</tr>
<tr>
<td>Interaction of Processes</td>
</tr>
<tr>
<td>Leadership, Commitment, Organisational Roles, Responsibilities &amp; Authorities</td>
</tr>
<tr>
<td>Management System Policy Statement</td>
</tr>
<tr>
<td>Health &amp; Safety Policy Statement</td>
</tr>
<tr>
<td>Planning – Risks &amp; Opportunities</td>
</tr>
<tr>
<td>Process 1 - Management system review</td>
</tr>
<tr>
<td>Process 2 - Competency, training and awareness</td>
</tr>
<tr>
<td>Process 3 - Monitoring and measurement including internal audit</td>
</tr>
<tr>
<td>Process 4 - Nonconformance reporting and corrective action</td>
</tr>
<tr>
<td>Process 5 - Performance measurement and monitoring</td>
</tr>
<tr>
<td>Process 6 - Consultation and communication</td>
</tr>
<tr>
<td>Process 7 - Document and record management</td>
</tr>
<tr>
<td>Process 8 - Identification and Assessment of H&amp;S Risks and Environmental Aspects</td>
</tr>
<tr>
<td>Process 9 - Identification and maintenance of legislative and requirements register</td>
</tr>
<tr>
<td>Process 10 - Control of hazards/Identification of objectives</td>
</tr>
</tbody>
</table>

NOTE: THIS IS AN UNCONTROLLED COPY OF THE POLICY MANUAL

No part of this document may be reproduced or disclosed to any other party without the prior permission of a Director of Häfele U.K. Ltd.
TITLE  Integrated Management System Manual

Approved By  Craig Chambers – Managing Director of Häfele U.K. Ltd.

2.0 Company Profile

Häfele U.K. Ltd is part of a long established German company founded in 1923. The U.K. subsidiary was founded in May 1980, and moved into their present purpose built premises in Rugby in 1984. These premises have since been expanded and state-of-the-art storage racking and conveyor equipment has been installed. The company is one of the largest furniture fittings and hardware distribution centres in the U.K.

The U.K. Company presently employs approximately 402 staff. An organisation chart is available on the Intranet.

Häfele U.K. (HUK) Ltd has a Management System which is in compliance with ISO9001:2015, ISO 14001:2015, SA8000 and OHSAS: 18001:2007. The company has also achieved FSC accreditation, covering the supply of wooden products.

An overview of the key processes and support processes are shown below. Details of the organisational structure are available on the network.

An overview of the key processes and support processes are shown below with the organisational structure.

2.1 Introduction

The Company has adopted an integrated management policy aimed at improving its performance in the areas of quality, environment and health & safety management and reducing the negative impacts of its own activities and operations.

HUK Ltd has also adopted this management system to support its policy. The system sets out the roles and responsibilities for managing, auditing, reviewing and updating its policies and procedures in support of its overall management policy.

2.2 Objectives and Planning to Achieve Them

The Company will adopt on an annual basis targets for quality, environmental and health & safety improvement. These will be specific, measurable, achievable and consistent with their stated policy continually improving their environmental and health and safety performance. Objectives and Targets will be monitored on an on-going basis by the individual given responsibility on the Improvement Programme. Overall the SMT will be responsible for achieving continual improvement throughout the management system.

The departments of HUK produce a business plan every year and KPI's are introduced from the plans.

A full review of the Improvement Programmes will be carried out on at minimum an annual basis.
2.3 Internal Audit and Review

The Company aims for continuous improvement in its quality, environmental and health & safety performance. To achieve this the organisation shall conduct internal audits at planned intervals to provide information on whether the IMS conforms to the organisation’s own requirements and the requirements of the standards. Audits shall be planned through an audit schedule that shall define the scope of the audit. Audits shall be carried out by impartial and objective auditors who shall report to management the results of the audits.

Performance will be monitored, along with progress towards any targets. Information shall be collated for an annual management review.

2.4 Regulations

The Company will review annually existing and impending legislation that impacts on its business activities.

2.5 Competence & Awareness

The senior management will arrange for training for managers and staff to assist them in their role. Training is in the form of internal, external and tool box talk format dependent on the nature of the training.

Bridge Consultants will also take steps, through visits, to improve awareness among staff generally of our aims in relation to the quality, environmental and health & safety performance of the company.

2.5 Resources - Infrastructure

Buildings – All buildings leased or owned by the company will be deemed to be a safe working environment. Internal inspections will be recorded and external reports on Asbestos and Fixed Mains Testing etc shall be conducted and retained at the site.

Transport – All company fleet vehicles are serviced and maintained as per schedules through Arval.

Communication – This is conducted through several avenues, Email, H&S Committee Meetings, Safety Inspections, Toolbox Talks, Training, Company Conferences, Weekly magazine – Team Focus & Policies.

2.6 Resources - Work Environment

All staff shall be afforded a good working environment to conduct their business. Welfare arrangements will be available through toilets, rest areas, water and coffee machines etc.

The working environment shall be deemed safe through internal inspections and external regulatory inspections such as Gas Boiler / Fire Alarm servicing, PAT testing and Fixed Electrical testing etc.

Risk Assessments including COSHH Risk Assessments are completed by the company and are held at the site.

PPE is issued to all HUK staff as required, and a master record of issued equipment is maintained and held by the H&S department.
4.1 Understanding the Context of the Organisation Internally and Externally

Regulators and legislation – Significant Interest
HUK themselves are subject to typical legislative requirements including those applying to HSE, Environment, business and employment. Legislation is reviewed on an ongoing basis through HQA In Touch subscription.

Competitors – Significant Interest
HUK have numerous major competitors in the UK but any companies who offer office furniture and fittings as well as ironmongery and architectural products of a nature that matches HUK are considered to be competitors.

Public, Neighbours and local community - Little Interest
HUK is based at an industrial estate in Rugby, Warwickshire. Neighbours include business and houses. The company provides employment for approximately 402 staff.

Central and LG – Little Interest
Other than paying Business Rates and providing employment, their interest is low.

Media - Interested
HUK have their own website and social media pages and use this to publish information regarding their activities. Sometimes this information is picked up by the press and can result in wider good publicity. Otherwise it is unlikely that HUK or their activities would be of great interest to the media.

Shareholders/Board – Significant Interest
Hafele is a family run Limited Company and the Directors of HUK are either current or former employees. Any issues would therefore be an internal issue and would be dealt with by Senior Management.

Markets/Trends – Significant Interest
HUK are extremely aware that changes in the market could significantly affect their business and the Senior staff are constantly looking out for indicators and trends. Expected sales for new product ranges are forecast prior to purchase. The Company has broadened the products that they offer in order to reduce the potential impact of competitors and market changes.

Expertise and competence
Staff competence is reviewed for the offices by line managers on an annual basis via appraisals and for the warehouse by quarterly performance reviews. Further development needs are identified and staff training implemented. This competence includes meeting customer requirements, ensuring EH&5 and regulatory requirements where appropriate.

Resources
HUK constantly reviews its resource requirements, both human and other and ensures that as far as practicable these are adequate to achieve the Policy, Strategy and Objectives.

Objectives and strategy
HUK has a clear vision of what it wishes to achieve and this is detailed in the IMS policy & the improvement programmes.

Policies
These have been developed in the light of experience, customer requirements, Env, H&S welfare and regulatory requirements.

Premises
HUK occupy offices and warehouses at its Rugby site which are modern and well kept and suitable for the activities performed there.

Employee and staff
HUK have 402 FT Employees. Employees serve a probationary period. All staff are responsible for ensuring customer satisfaction, health safety and welfare, IMS requirements and all regulatory requirements.

Work culture
HUK has encouraged employees to feel they belong to a "family" and to treat everyone with respect and loyalty in return. This includes meeting customer needs and ensuring health safety and welfare, and environmental compliance.

Internal practices and processes
These have been developed and implemented over many years and are "second nature" to most staff. Operating to consistent processes ensures that HUK achieves its objectives including customer satisfaction and ensuring health safety and welfare and environmental compliance.

Organisation/Structure
HUK has a defined structure which allows staff to interact and cooperate with one another and external sources, and which ensures that information and data flows are effective and secure.

Technology
The company utilises latest technology for office and warehouse based staff for company business.

NOTE: THIS IS AN UNCONTROLLED COPY OF THE POLICY MANUAL

No part of this document may be reproduced or disclosed to any other party without the prior permission of a Director of Häfele U.K. Ltd.
4.2 Requirements of Interested Parties

Interested parties include those shown above in the ‘Context’ diagrams.

The significant requirements of these parties include:

- **Customers** – these are defined in the “agreements or orders” agreed with each Customer but will generally include ‘The stockholding and distribution of fittings and accessories to the furniture manufacturing and architectural ironmongery industries’.

  Customers’ needs and expectations shall be for the company to provide product(s) at an agreed price in a time frame that is acceptable. Environmentally needs and expectations are few but a good company name is essential to ensure continued business. HUK will be expected to continue to conduct good practises and not have its name linked to issues that portray the company in a bad light, be it of a H&S or environmental nature.

- **Regulators** – The Company is subject to a number of regulations including LOLER for the picking cranes compliance with further legal areas to be met such as manual handling regulations, these are further defined in the Compliance audits and in the IMS Manual. Legislation is considered implicitly during the risk assessment and if appropriate would affect the risk rating.

  The needs and expectations of the regulators such as the HSE and the EA will be for the company to remain compliant with the regulations and as such the requirement for visits by the regulators not be required. The need to perform well from a H&S & Environmental prospective will keep our staff fit for work and environmental aspects controlled.

- **Suppliers** – these are controlled through the SAP systems and suppliers must be approved prior to use. HUK reviews its suppliers annually but considers the risk low.

  The needs and expectations of our suppliers will be reciprocated. HUK will expect its suppliers and contractors to maintain high levels of service whilst ensuring a high standard of controls from an H&S and Environmental nature. The suppliers and HUK need to perform business with reputable companies and a poor reputation could affect business between HUK and a supplier/contractor.

- **Competitors** – Competitors in this market area are numerous and do pose risk to the continued success of the business and would be very interested in the work carried out by HUK. Protecting data is considered and conducted.

- **Shareholders** – As the investors in the Company, the needs of the Shareholders will include ensuring that the business is successful and gives them a return on their investment.

- **Markets/trend** – The Company have taken action to expand their product range through purchasing the latest products and equipment for the business requirements. The needs of the business are to stay at the forefront of market sector and ensure the most modern technology and equipment/products are sought out and added to the product range for sale or use by its staff. Customers expect to be able to buy the latest products or equipment from HUK and ensuring realisation for its customer base is paramount to continued and long term success.

- **Employees and staff** – employees are interested in being suitably rewarded for the work they perform. Risks to the Company are considered in the Business Continuity Plan.

  The needs of the staff also include the continued success of the business in order to retain their employment within HUK. Staff are vital to this element as they provide the man power and expertise to ensure the company continues to thrive.

- **Resources and premises** – these are essential to the success of the business and their provision and maintenance is constantly under review. Staff will expect to work in an environment that safe, clean and maintained well. The company has in place contracts with various contractors for pre-planned maintenance of gas boilers and air conditioning for example. Senior Management review resources at meetings and resources are always on the agenda to ensure the most modern equipment is utilised by the company.

- **Internal practices and processes** – To help ensure that the business is managed effectively and is compliant with applicable health, safety and environmental legislation and requirements, HUK has implemented an Integrated Management System that conforms to ISO9001, ISO14001, OHSAS18001.

**NOTE: THIS IS AN UNCONTROLLED COPY OF THE POLICY MANUAL**

No part of this document may be reproduced or disclosed to any other party without the prior permission of a Director of Häfele U.K. Ltd.
4.3 Determining the Scope of the Management System

HUK, offer the stockholding and distribution of fittings and accessories to the furniture manufacturing and architectural ironmongery industries. The head office is in Swift Valley Industrial Estate in Rugby, Warwickshire.

Full details of the organisational structure are available with individual responsibilities detailed in the IMS Manual & H&S Roles & Responsibilities and in job descriptions.

All personnel (employees, temporary staff and contractors) are responsible for ensuring that they work within the framework of the management system, irrespective of geographical location and contribute to its continual improvement.

The company has considered its external and internal requirements on page 7 and is fully aware of its compliance obligations for the business including our compliance requirements when working as either a sub-contractor or main contractor for our customers.

Potential environmental hazards – these are hazards which may have an impact on the environment. Those which arise as a result of HUK's activities may include energy and raw material usage, waste (general waste, cardboard, paper, IT equipment, hazardous waste etc), emissions from heating boilers, etc.

This document describes the management system applicable to HUK. It includes the requirements of: ISO9001:2015; ISO14001:2015 and OHSAS18001:2007. The company is certificated with NQA to show that it complies with the above-named standards.

The scope of this system covers ‘The stockholding and distribution of fittings and accessories to the furniture manufacturing and architectural ironmongery industries’.

The company does not perform any design work or retain customer property and therefore Clauses 8.3 & 8.5.3 of ISO9001:2015 are determined not applicable to the scope of the management system.

There are no elements of the ISO14001 or OHSAS18001 standards that are deemed not applicable to the business.

Associated Documents
Cross-references to the next level of documentation are specified herein.
4.4 Integrated Management System

HUK has determined the processes needed for this IMS and where deemed appropriate and/or necessary these are documented. High level Process Maps are provided in this Manual which show the inputs and outputs, the sequence and interaction, control criteria, resources required, responsibility and authority. The risks and opportunities have been determined as detailed in 6.0 below. Monitoring and review of the processes encourages improvement of the processes and the associated procedures / records for the overall enhancement of the Management System. The determination of its internal and external requirements has been reflected in 4.1, 4.2 & 4.3.

Environmental and H&S process

- Business planning at Corporate and Site level (Setting and review of objectives)
- Initial status review (Gap analysis or PER) or ongoing monitoring
- Identify working practices, hazards and environmental aspects and carry out risk assessments
- Identify applicable legislation and maintain register
- Ensure that risks are controlled and/or subject to an improvement programme

Support processes include:
- Monitoring and review
- Internal audit
- Corrective action
- Preventive action
- Document control
- Competency

Feedback into management review

Initial status review (Gap analysis or PER) or ongoing monitoring
Identify working practices, hazards and environmental aspects and carry out risk assessments
Identify applicable legislation and maintain register
Ensure that risks are controlled and/or subject to an improvement programme

NOTE: THIS IS AN UNCONTROLLED COPY OF THE POLICY MANUAL

No part of this document may be reproduced or disclosed to any other party without the prior permission of a Director of Häfele U.K. Ltd.
5.0 Leadership

5.1 Leadership Commitment, Organisational Roles, Responsibilities & Authorities

The Directors of HUK have overall responsibility for taking accountability for the Management System, ensuring the policy & objectives are established and in context with the strategic direction of the company, promoting the use of risk based thinking, ensuring resources are available, communicating the importance of the management systems and the requirement of conformance to it, ensuring the targets are met, ensuring the promotion of customer focus, engaging, directing and supporting the directors/managers and other staff to ensure the effectiveness of the IMS, promoting continual improvement and ensuring the integrity of the management system when changes are required.

The IMS Manager, John Callaghan & H&S Manager Rhaiin Liquorish have responsibility for reporting to the other Directors on the performance of the management system, ensuring the processes deliver their intended outputs, planning and implementing changes aimed at achieving agreed targets, arranging audits and reviewing with the directors the company quality, environmental, H&S and sustainability performance. He is assisted in this role by managers and Bridge Consultants.

Managers working in locations across the company are responsible for promoting the IMS policy in their areas and providing reports on performance.

Staff and any contractors working on the premises are expected to follow the principles of the IMS policy statement and its supporting policies and procedures.

Bridge Consultants have been appointed by HUK to provide competent quality, health, safety and environmental guidance and support to the company as may be required.

The IMS Manager, H&S Manager & Bridge Consultants all have responsibility for maintaining and auditing the system.

*For a full description of individual H&S responsibilities please refer to the H&S Roles & Responsibilities document.*
5.2 Management System Policy Statement
The Häfele U.K. Ltd. IMS Policy is available in this manual below, on the network and on notice boards around the site. It is made available to interested parties upon written request, and is communicated throughout the Company.
Integrated Management Systems Policy Statement

Häfele U.K. Ltd. is committed to providing a service to our customers which ensures that they are provided with the best possible product and service, whilst endeavouring to protect the environment, our employees, visitors and all others who may be affected directly, or indirectly, by our activities.

In particular, we shall:

- seek to establish, maintain and continually improve an Integrated Management System (IMS) addressing the requirements of ISO 9001 (Quality) / 14001 (Environmental) / 18001 (Health and Safety), FSC-STD-40-004 (V.02) EN and SA8000 (Social Accountability);
- seek to ensure compliance with current and future environmental, social responsibility, and health and safety legislation as applicable, relating to our operation, and any other initiatives or requirements to which the company may subscribe;
- commit to liaise with all relevant external bodies and work with our own staff to continually improve our quality, environmental, social responsibility, and health and safety performance, prevent accidents and cases of work related ill health, and maintain safe and healthy working conditions;
- identify and seek to reduce significant environmental aspects, health and safety risks, and prevent any pollution which may arise from our processes, operations and work activities;
- provide appropriate quality, environmental, social responsibility, and health and safety information and training for our employees, building on competencies and encouraging them to apply good practice, both at work and at home;
- provide and maintain safe plant, premises and equipment and minimise, re-use and recycle all packaging materials wherever practicable;
- notify our employees, vendors and customers about our Ethics, Anti-corruption and Gifts policies and enforce them accordingly.
- discuss quality, environmental, social responsibility, and health and safety issues regularly at the highest levels of the company, consulting and communicating, where appropriate, with our employees on all issues affecting them;
- liaise with vendors and customers to facilitate the best possible products, service, safety, social responsibility, and environmental practices and to promote recycling;
- seek to ensure that the sustainability and recyclability of proposed new products is considered before they are accepted into our product range;
- inform our vendors of and enforce the company's Terms and Conditions policy, which insists that all wooden products provided by our vendors originate from controlled wood sources and, when specified by our customers, from approved Forestry Stewardship Council (F.S.C.) certified sources;
- establish, implement and review environmental objectives and targets annually, which will be measurable where practical and linked to the company's main environmental aspects, and these will be published in an annual Improvement Programme which the I.M.S. Manager is responsible for generating and monitoring.
- review and revise this policy as necessary at regular intervals.

Sound management principles and practices shall be documented, maintained and applied to realise these commitments, and to achieve demanding and publicly available performance objectives.

Arrangements to review our objectives, scope, environmental aspects and performance reviews may be made by writing to: John Callaghan, I.M.S. Manager, who will also welcome any observations on the quality, environmental, social responsibility, or health and safety aspects of our activities.

Issue L

Mr. C. Chambers, Managing Director
Häfele U.K. Ltd.

Circulation: Reception (Swift Valley) Lobby (Haynes Way)
Health and Safety Policy

Health and Safety Policy Statement

Häfele UK Limited will:

- establish and implement a health and safety management system to manage the risks associated with our premises and activities
- regularly monitor our performance and revise our health and safety management system as necessary, to ensure we achieve our objective of continuous improvement
- provide sufficient resources to meet the requirements of current health and safety legislation, and aim to achieve the standards of good practice applicable to our activities
- actively promote an open attitude to health and safety issues, encouraging staff to identify and report hazards so that we can all contribute to creating and maintaining a safe working environment
- communicate and consult with our staff on all issues affecting their health and safety and, in doing so, bring this policy to their attention
- provide adequate training for our staff to enable them to work safely and effectively, and to ensure they are competent and confident in the work they carry out
- carry out and regularly review risk assessments to identify hazards and existing control measures; we will prioritise, plan and complete any corrective actions required to reduce risk to an acceptable level
- maintain our premises and work equipment to a standard that ensures that risks are effectively managed
- ensure that responsibilities for health and safety are allocated, understood, monitored and fulfilled
- provide health surveillance for staff where appropriate, and maintain records
- co-operate with other organisations in these premises to ensure that they are aware of any risks to their staff and other people posed by our activities, that we are aware of any risks to our staff from their activities, and that we comply with the relevant requirements of fire legislation
- co-operate with other organisations on construction sites to ensure that they are aware of any risks to their employees and other people posed by our activities, that we are aware of any risks to our employees from their activities, and that we comply with the requirements of relevant legislation.

It is the duty of all of us when at work to:

- take reasonable care of our own safety
- take reasonable care of the safety of others who may be affected by what we do or fail to do
- co-operate so that we can all comply with our legal duties
- ensure we do not interfere with or misuse anything provided in the interests of health and safety.

Mr. Craig Chambers, Managing Director
Häfele U.K. Ltd.
6.0 – Planning – Risks & Opportunities

The Directors of Häfele U.K. Ltd. have overall responsibility for determining the Risks and Opportunities that are associated to the business. Risks and opportunities can be attributed to the specific type of business or through the needs and expectations of its interested parties.

The company has produced a Risk & Opportunities spreadsheet that highlights these areas.

This document is an open record that shall be reviewed annually.
### Key Processes

<table>
<thead>
<tr>
<th>PROCESS 1</th>
<th>Management System Review</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SCOPE</strong></td>
<td>To review the suitability and effectiveness of the management system, identify opportunities for improvement and, where appropriate, initiate corrective or preventive actions.</td>
</tr>
<tr>
<td><strong>Process owner</strong></td>
<td>Managing Director</td>
</tr>
</tbody>
</table>

#### Inputs
- Company feedback
- Client feedback
- Stakeholder feedback
- Audit feedback
- Accident statistics
- QA, Env and H&S feedback
- Supplier feedback
- Health & Safety committee meetings
- Legislative & compliance review
- Health & Safety policies review

#### Outputs
- See list beside flowchart.
- Preventive action is considered at all levels as can be seen from the various meeting minutes and outputs.

**Minutes are retained indefinitely in electronic format.**

#### Control elements
- Internal work instruction QA.10
- Legislation
- ISO9001, ISO14001 and OHSAS18001
- Policy

#### Responsibilities
- Managing Director
- IMS Manager
- Health & Safety Manager

#### Interfaces
- All processes

#### Process metrics
None are in place for this process although overall company performance (in terms of profitability, H & S and environment) can be taken as an indication of the effectiveness of the process to ensure that continual improvement takes place and that the company’s objectives are met.

Health & Safety KPI dashboard includes a number of relevant, measurable and comparable process metrics, these include the following, accident statistics, near miss statistics, audit Nonconformances, Risk assessments, DSE assessments, driving licence endorsements.

Environmentally energy usage & waste recycling information is monitored for improvement.

---

**Note:** Ensure that at least annually, the Management Review Meeting evaluates the continuing suitability, adequacy and effectiveness of the IMS and records the conclusion. In addition, the meeting should consider changes to the policy, objectives and the other elements of the MS as a result of audit findings, changing circumstances and the commitment to continual improvement.

#### Outputs

**(EMS and QMS)**
- Audit feedback and review
- Preventive action
- Nonconformance review
- Resource review

**(Health & Safety)**
- Accident review and statistical analysis, Preventive action, Corrective actions, Legislation review, Nonconformance review, Compliance review, Safety initiatives, Health & Safety Committee feedback and reporting, General Health & Safety root cause analysis, Contractor control issues, Safety training, Emergency preparedness review and feedback, Resources issues, Health & Safety business plans, improvement plans and progress developments, RIDDOR related accidents, MORR related issues

**Management Review ISO Inputs include:**
- Results of internal audits & evaluation of compliance with legal requirements, Communication from external parties, Environmental performance of organisation, extent of which targets/objectives have been met, status of incident / corrective actions, follow up actions from previous MR’s, changing circumstances & recommendations for improvement, Customer Feedback, Process Performance, Opportunities for continual improvement, Performance of external providers, Adequacy of Resources, Risks & Opportunities.
## PROCESS 2: Competency, training and awareness

### SCOPE
To ensure that training and development needs are identified and that employees are competent

### Process owner
Managing Director

### Inputs
- Competency records
- Job descriptions
- Training information
- Performance appraisal information
- Legislation
- Resources

### Outputs
- Competency records
- Performance appraisal Documentation
- Training information
- Post course evaluations
- Policy Statement
- Environmental Aspects

Records are retained by HR.

### Control elements
- Internal work instruction MIS.02
- ISO 9001, ISO14001 and OHSAS18001 requirements
- Legislation

### Responsibilities
- Managing Director
- HR & Development Director
- Managers
- Learning & Development Advisor

### Interfaces
- All processes

### Contractor Competence
Where applicable copies of competence records shall be retained by the company for contractors conducting works at the site.

### Process metrics
Owned and maintained by the Managing Director & Representatives

---

**NOTE: THIS IS AN UNCONTROLLED COPY OF THE POLICY MANUAL**

No part of this document may be reproduced or disclosed to any other party without the prior permission of a Director of Häfele U.K. Ltd.
**PROCESS 3** Monitoring and measurement including Internal audit

**Process owner**
Managing Director

**SCOPE**
To assess the effectiveness of the integrated management system and compliance with ISO 9001, ISO 14001 and OHSAS18001.

**Inputs**
- Previous findings
- Accident records and reports
- Criticality of process
- Internal auditor resources
- Inspection checklists
- ISO9001, ISO14001 and OHSAS18001
- Audit checklist

**Outputs**
- Audit/monitoring report (including corrective action requests)
- Approved audit programme
- Inspection results
- Monitoring programme (e.g. areas monitored by Occupational Health)
- Closure of corrective action(s)

*Records are retained on the network.*

**Control elements**
- Internal work instruction PM.05
- ISO9001, ISO14001 and OHSAS18001 requirements
- Legislation

**Responsibilities**
- Managing Director
- IMS Manager

**Interfaces**
- All processes

**Process metrics**
Owned and maintained by the Managing Director.

Health & Safety KPI dashboard includes a number of relevant, measurable and comparable process metrics, these include the following, accident statistics, near miss statistics, audit Nonconformances, Risk assessments, DSE assessments, driving licence endorsements.

Environmentally energy usage & waste recycling information is monitored for improvement.

---

**Notes:**
1. Auditors shall be independent of the process being audited.
2. The audit scope and frequency is defined in the audit schedule.
3. All internal auditors have undergone training and their competency has been assessed and recorded.
4. Inspections are carried out by nominated persons.
5. Any nonconformity raised at an internal audit will be recorded on the audit report – a separate nonconformance report is not used.
### SCOPE
Identification and control of nonconforming materials and other entities and the subsequent corrective action taken to eliminate the cause of nonconformity and prevent recurrence. Includes complaints and accident and incidents. Process owner: Managing Director

### Inputs
- Identification of nonconformity
- Risk assessments
- Accidents and Incident reports
- Complaints
- Nonconformance report
- Trend analysis (recurrences)
- Root cause analysis
- Results of actions taken
- Feedback on effectiveness of action taken
- Inspection and audit results

### Outputs
- Nonconformance report
- Identification of root cause
- Identification of corrective action(s)
- Implemented corrective action
- Elimination of recurrence

All appropriate records are retained indefinitely on the network.

### Control elements
- Internal work instructions Q.A.04 and PM.06
- H & S Arrangements Manual
- Legislation
- ISO9001, ISO14001 and OHSAS18001

### Responsibilities
- Managing Director
- IMS Manager
- Health & Safety Manager

### Interfaces
- All processes

### Process metrics
Owned and maintained by the Managing Director & Representatives

### Notes:
1. Nonconformances include material defects, process errors, internal audit findings, environmental issues (spills etc) and H & S issues (accidents, inspection results).
2. NCs can be raised by any employee.
3. Nonconformances raised at internal audits are recorded on the audit report. A separate nonconformance report is not used.

This includes accidents, incidents and nonconformances. Ensure that the H & S Arrangements Manual and RIDDOR reporting requirements are followed in the event of an accident or near miss.

When this involves H & S ensure that a risk assessment is carried out prior to the implementation of corrective action.

---

**NOTE: THIS IS AN UNCONTROLLED COPY OF THE POLICY MANUAL**

No part of this document may be reproduced or disclosed to any other party without the prior permission of a Director of Häfele U.K. Ltd.
### PROCESS 5  
**Performance measurement and monitoring**

#### SCOPE
To ensure that the performance of the firm’s integrated H & S and Environmental systems is measured and monitored on a regular basis.

**Process owner:** Managing Director

#### Inputs
- Accident and H&S records
- Inspection results
- Progress to achieving objectives and improvement programmes
- Analysis of historical data
- Corrective actions
- Results of actions taken
- Feedback on effectiveness of action taken

#### Outputs
- An effectively monitored IMS
- Statistical analysis
- Process improvement

All records are retained indefinitely on the network.

#### Control elements
- Internal work instructions Q.A.10 and PM.05
- Legislation
- ISO9001, ISO14001 and OHSAS18001

#### Responsibilities
- Managing Director
- IMS Manager
- Health & Safety Manager

#### Interfaces
- All processes

#### Process metrics
Improvements in the performance of the IMS including, energy review, waste statistics, customer feedback, accident statistics

---

**NOTE:** This process ensures that the Integrated Management System is monitored and measured on a regular basis. See also Processes 1, 3 and 11.

This function is carried out mainly through the Management Review meetings.

This is usually carried out within the audit programme.

These re-active measures include accident and ill-health statistics, environmental incidents, and the results of OH monitoring.

This is carried out in a number of ways e.g. accident reports and investigations, environmental incident reports.

---

No part of this document may be reproduced or disclosed to any other party without the prior permission of a Director of Häfele U.K. Ltd.
### PROCESS 6 Consultation and communication

| Scope | To ensure that internal and external communications are dealt with and that internal communication takes place | Process owner | Managing Director |

<table>
<thead>
<tr>
<th>Inputs</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Communication channels</td>
</tr>
<tr>
<td>• Compliance Obligations</td>
</tr>
<tr>
<td>• Employee awareness</td>
</tr>
<tr>
<td>• Internal and external communications</td>
</tr>
<tr>
<td>• Articles/items of interest</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outputs</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Increased employee awareness</td>
</tr>
<tr>
<td>• Communications dealt with</td>
</tr>
<tr>
<td>• Communications recorded</td>
</tr>
<tr>
<td>• IMS policy available</td>
</tr>
</tbody>
</table>

All records are retained indefinitely on the network.

<table>
<thead>
<tr>
<th>Control elements</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Legislation</td>
</tr>
<tr>
<td>• ISO9001, ISO14001 and OHSAS18001 requirements</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Managing Director</td>
</tr>
<tr>
<td>• IMS Manager</td>
</tr>
<tr>
<td>• Health &amp; Safety Manager</td>
</tr>
<tr>
<td>• All employees</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Interfaces</th>
</tr>
</thead>
<tbody>
<tr>
<td>• All processes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Process metrics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owned and maintained by the Managing Director &amp; Representatives</td>
</tr>
</tbody>
</table>

### Notes:
1. It has been agreed that the aspects and the policy will not be communicated to outside parties except upon written request.
2. A MR meeting is held at least annually and considers changes that may affect Quality, Env, and H & S. It also ensures that employees are represented.

- Ensure that all employees are aware of the lines of communication
- Distribute articles of interest via the notice boards and the network
- Communicate IMS and H&S requirements to contractors and others working on behalf of the firm
- During audits and inspections involve as many employees as possible in order to heighten awareness
- Ensure that external requests and communications are directed to the appropriate manager
- Ensure that a copy of all communications are dealt with and records retained
- Ensure that a copy of the IMS Policy is available in strategic locations e.g. Reception

### External Communications
All external communications to the company regarding the IMS shall be made in writing to the IMS Manager. This can include the policy, aspects, objectives or performance of the organisation.

---

**NOTE: THIS IS AN UNCONTROLLED COPY OF THE POLICY MANUAL**

No part of this document may be reproduced or disclosed to any other party without the prior permission of a Director of Häfele U.K. Ltd.
### SCOPE
Control of documentation and records including the results of audits and reviews

### Process owner
Managing Director

#### Inputs
- Documents
- Records
- Legislation
- Resources
- IMS requirements
- Internal requirements
- Client requirements

#### Outputs
- Master list
- Computer backups
- Identified documents
- Authorised documents
- Software licences
- Virus protection
- Up-to-date standards and manuals etc

Records are retained either on the network or locally in hard copy.

#### Control elements
- Internal work instruction PM.01
- Legislation
- ISO9001, ISO14001 and OHSAS18001 requirements

#### Responsibilities
- Managing Director
- IMS Manager
- IT Director

#### Interfaces
- All processes

#### Process metrics
None in place at present

### External Documents
External documents are identified by type, i.e Fire Alarm test certificates, PAT testing, Mains testing, waste transfer notes and air conditioning service records. These are retained by the H&S or Environmental Managers.

**NOTE: THIS IS AN UNCONTROLLED COPY OF THE POLICY MANUAL**

No part of this document may be reproduced or disclosed to any other party without the prior permission of a Director of Häfele U.K. Ltd.
To ensure that all H & S and environmental aspects are identified, the risk assessed and appropriate controls implemented.

**Inputs**
- Environmental review
- Up-to-date legislative register
- Monitoring reports/previous findings
- Competent assessors
- RA form for Env. and H & S
- Guidance re H & S RAs
- H & S Arrangements Manual
- Code of Practice for Contractors and visitors
- Equipment
- Resources

**Outputs**
- Master list of aspects for environmental issues
- Completed risk assessments
- Required control measures
- Improvements (Objectives and action plans)

All records are retained indefinitely on the network.

**Control elements**
- ISO9001, ISO14001
- and 105001
- Company requirements
- Legislation

**Responsibilities**
- Managing Director
- IMS Manager
- Health & Safety Manager

**Interfaces**
- All processes

**Process metrics**
- Reduction in accidents/incidents
- Reduction in environmental issues

**NOTE: THIS IS AN UNCONTROLLED COPY OF THE POLICY MANUAL**

No part of this document may be reproduced or disclosed to any other party without the prior permission of a Director of Häfele U.K. Ltd.
### Process 9: Identification and maintenance of legislative and requirements register

#### Scope
To ensure that all legislation and requirements related to the company’s operations and products are identified.

**Process owner**: Managing Director

#### Inputs
- In Touch legislation up-date service
- Croner Environment and H & S
- Master list of aspects and hazards
- Completed risk assessments
- Monitoring reports/previous findings
- Other requirements
- Equipment
- Resources

#### Outputs
- Applicable legislation and requirements identified in connection with an aspect or process
- Employees and stakeholders who are aware of appropriate legislation or its impact on the company’s processes
- Up-to-date register and risk assessments retained on the network

**All records are retained indefinitely on the network.**

#### Control elements
- ISO9001, ISO14001, OHSAS18001 requirements
- Legislation

#### Responsibilities
- Managing Director
- IMS Manager
- Health & Safety Manager

#### Interfaces
- All processes

#### Process metrics
- Improved awareness of legislative requirements

---

**NOTE: THIS IS AN UNCONTROLLED COPY OF THE POLICY MANUAL**

No part of this document may be reproduced or disclosed to any other party without the prior permission of a Director of Häfele U.K. Ltd.
### PROCESS 10  
**Control of hazards/Identification of objectives**  
**Process owner** Managing Director

#### SCOPE
To ensure that control measures are in place and to establish objectives, targets and improvement programmes

#### Inputs
- Company strategy and business plan
- Master list of aspects and hazards
- Completed risk assessments
- Monitoring reports/previous findings
- Equipment
- Resources

All records are retained indefinitely either in hard copy or on the network.

#### Outputs
- Agreed control measures
- Agreed objectives and targets
- Improvement programmes

#### Control elements
- ISO9001, ISO14001 and OHSAS18001 requirements
- Legislation

#### Responsibilities
- Managing Director
- IMS Manager
- Health & Safety Manager

#### Interfaces
- All processes

#### Process metrics
- Accident rate
- Number of environmental issues

---

**Notes:**
1. The setting of high level objectives takes place mainly within the Company Strategy meetings to ensure that the corporate objectives are understood and considered when the departmental business plans are being drafted. However lower level objectives or improvement programmes and the identification of controls result from the Risk Assessment or Aspect evaluation process.
2. Where practicable objectives are quantifiable.
3. Responsibilities and timescales for objectives are documented.

---

**ID and review objectives and/or control measures as appropriate**

- Identify required control measures from the Risk Assessments, Inspection results, Audit results, accident records and any other monitoring carried out.

- Seek approval

- Implement the agreed controls

- Take measures to achieve the objective including cascading to the relevant function and level

- Review the implemented controls e.g. by audit, inspection, monitoring

- Review the achievement of the objective usually by the appropriate manager

- Feedback review information

---

**NOTE: THIS IS AN UNCONTROLLED COPY OF THE POLICY MANUAL**

No part of this document may be reproduced or disclosed to any other party without the prior permission of a Director of Häfele U.K. Ltd.