

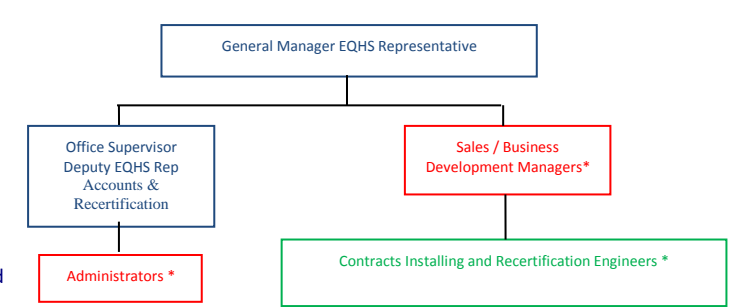
STEADFAST ANGLIA LTD

(EQHSMS) INTEGRATED ENVIRONMENTAL, QUALITY & HEALTH & SAFETY MANUAL to ISO 14001, 9001 & 45001

The aims of Steadfast (Anglia) Ltd are to deliver total customer satisfaction and protect the environment & provide a safe & healthy working conditions for the prevention of work related injuries in line with ISO 9001, 14001 & 45001, current legislation & other applicable requirements in all our work activities. The Company business is to provide fall protection solutions including surveying, evaluating, installing, training and repair / recertifying work at height equipment to a range of customers across the UK. This is achieved by commitment to customer focus, superior process management, continual improvement of and employee involvement in the EQHSMS. This EQHSMS provides a safe & healthy working condition for the prevention of work related injuries & ill health & is appropriate to the purpose & context of the Company and supports its strategic direction & provides a framework for setting business objectives and is monitored, reviewed and updated to ensure it continues to satisfy applicable requirements & continual improvement of the EQHSMS, including H & S risk assessments for all work using the Hierarchy of Controls. It is the collective and mandatory responsibility of all personnel to assist in achieving our goals by their commitment and team effort and adherence to the EQHSMS requirements, especially preventing pollution, work related accidents, minimising waste & fostering a sense of responsibility for safe working & our environment. All personnel will be trained in their role & any relevant parts of the EQHSMS which are made available to enable them to take the actions needed to operate it successfully.

Gary West – General Manager

*EQHS Inspector



Clause No	Environmental, Quality & H & S Management System Requirements ISO 14001, 9001 & 45001	Reference Document			
4.1	Understanding the Organisation & its Context: The Company business is to provide fall protection solutions including surveying, evaluating, installing, training and recertifying work at height equipment to a range of customers across the UK, Our products are not subject to any specific legal requirements however the Company has to comply with environmental, Company & Health & Safety legislation. Technological & market changes are industry and customer driven & the Company is committed to competitive pricing, providing excellent service, on time delivery & minimising reject or substandard products. The Company also addresses issues such as environmental conditions being affected by or capable of affecting the company. All activities are planned & executed following FPC 1	TD 1 Turtle Diagram			
4.2	The Interested Parties are primarily the Company staff, customers supplied by the Company and its suppliers or subcontractors, banks, regulatory authorities etc. Outsourcing is controlled via the purchase order / goods inward process.	FPC 1 PDCA Chart			
4.3	The Scope: The supply & installation of products & equipment for fall protection, safe access & ground based solutions including site based training & recertification of a site, within an environmentally friendly & safe working framework.	PD 36 Interested Parties			
4.4	EQHSMS & its Processes: The Company have provided & continually improve the EQHSMS, its processes, the interactions & application throughout the business including, environmental aspects, safe working, monitoring, resources required, risks & opportunities, ensuring the required outputs meet those specified & maintaining records that support the operations & confirms the achievement of product quality, safe working methods and environmental compliance & improvement.				
5.1	Leadership & Commitment: The Management demonstrate leadership and commitment for the effectiveness of the EQHSMS, compatibility with the context, direction of the Company & ensures adequate resources are available. It has developed and communicates the importance of complying with its policy throughout the organisation and is committed to promoting the process approach & risk-based thinking & continual improvement within a safe & environmentally friendly working environment. Customer Focus Management ensure that customer requirements are determined and met with the aim of enhancing customer satisfaction. Risk & opportunity that can affect product quality or customer satisfaction are determined & addressed. This is done with 6 customers each year, by phone, using the Customer Questionnaire, the results recorded and analysed for each management review meetings	PD 32 Customer Questionnaire			
5.2	EQHS Policy & Communication: The policy shown above provides a framework for setting objectives, includes a commitment satisfying legal requirements, is committed to the control of risk & hierarchy of controls & promotes continual improvement of the EQHS & is appropriate to the purpose & context of the organisation & supports its strategic direction. It is communicated, understood & applied & involves staff throughout the company & is available to interested parties if appropriate & requested. It is displayed in the office to ensure it is available to all.	A3 Manual			
5.3	Responsibility & Authority The Company Organisation structure is shown at the top of this chart and the colour coding identified the structure & areas of responsibilities of staff relevant to their role within the Company. Authorities are defined and communicated throughout the company. The Managing Director is responsible for ensuring the EQHSMS conforms to ISO 9001,14001, 45001, ensuring the processes are delivering their intended outputs, The Management Representative reports to him at management review meetings & other times as appropriate on the performance of the EQHSMS, on opportunities for improvements, promotion of customer focus & safe working, throughout the Company and ensuring that the integrity of the EQHSMS is maintained when changes to the EQHSMS are planned and implemented.	A3 Manual			
5.4	Participation & Consultation: The Company is small & trains all staff in its system requirements at induction & encourages participation in the EQHS, i.e. Method Statements & Risk Assessments including control measure, first aid, fire procedure, safe site working procedures.				
6.1	Planning – Actions to Address Risks & Opportunities: The company considers the risks and opportunities & interested parties to give assurance that the EQHSMS can achieve intended results, related to its business, environmental & health & safety activities. Enhances desirable effects, prevent or reduce undesired effects and achieve improvement. This is controlled by using the combination of the Risk Assessments, Control Plans identify opportunities using the process of Continual Improvement, involving staff, assigning tasks to implement and integrate actions required in the EQHSMS and the effectiveness is evaluated at MR meetings. Environmental Program & Health & Safety System: The company have developed an Environmental Program & Health & Safety Manual which identifies the EHS aspects relevant to its activities, identifies the significant ones, risk assesses each aspect both direct & indirect or emergency, implements suitable control measures to control risks, establishes importance and develops priorities for monitoring & improvement. The Company monitor & maintain records of its performance to improve its systems & consider its legal obligations when establishing opportunities for improvement.	PD 35 Risk Mitigation Plan PD 37 Management Review FPC 7 Environmental Flowchart Health & Safety Manual			
6.2	EQ Objectives and Planning to meet them: The Company set and monitor Objectives EQHS systems at MR meetings. The objectives are SMART & consistent with the policy, are measurable & take into account applicable requirements, relevant to conformity of product, services, environment aspects, customer satisfaction & are monitored, communicated, and updated as required. For each objective the Who, What, Where, How & Why will be analysed to determine the viability of the proposed change prior to implementing it.	PD 29 Objectives & Targets Summary Manual, Flowchart & Docs Index Amendment Record			
6.3	Planning of Changes: Change to the EQHSMS are done in a controlled manner, its purpose and the consequences are considered to ensure the integrity of the EQHSMS, the correct allocation of resources. Changes are recorded in the DEQHSMSS & on the Amendment Record.				
7.1	Resources: The company has determined the internal & external resources needed to implement and maintain the EQHSMS, prevent pollution and enhance customer satisfaction. People: The Company provide the human resources for EQHSMS & the operation & control of its processes either trained or for training using the recruitment / training process & maintain the necessary records Infrastructure & Environment: The company has also determined, provided and maintains the necessary infrastructure and safe working environment to maintain conformity to product & environmental requirements. There are no special requirements for the work being done. Measurement Traceability: Calibration is undertaken internally & by a subcontractor. The equipment is identified, listed and calibrated at a specified frequency against standards of known accuracy either internally or externally, certificates are obtained as applicable or records are maintained of calibration results. Any calibration nonconformity is recorded in the records or in the Nonconformity system through to completion. No calibrated equipment is required for environmental measurements. Organisational Knowledge: The Company have the necessary knowledge & skills to achieve product, environmental conformity & to work safely. When needs change additional knowledge may be obtained either internally or externally.	HR, Recruitment & Group Training Records PD 8 Calibration Register/Record & Certificates			
7.2	Competence: It is understood by management that all staff must be fully competent in the task they undertake. Recruitment and training is based on requirement, training is provided internally or externally as appropriate and records of training are maintained & on the Skills Matrix.	PD 30 Group Skills Matrix & Records A3 Quality Manual			
7.3	Awareness: The Company ensure staff are aware of their contribution to & the consequence complying with the Company's requirements. Management ensure staff are aware of the policy, relevant objectives, environmental requirements, safe working methods and kept up to date with developments to this end the A3 Manual is posted the office for reference by all, and update training is undertaken as required.				
7.4	Communication: The Company have in place the communications necessary for the EQHSMS, verbal, telephone, Email, intranet, notice boards or other means, while external communication will be relevant to the context of the business & is controlled by the EQHS Representative	FPC 5 Document Control PD 2 Record of Revisions EQ Manual Index			
7.5	Documented Information: The Company has determined the necessary documented information combining it into this EQHS manual, flow process charts & documents. The master documents are those held on computer by the Management Representative. These documents once completed form the records to demonstrate compliance & assist in the monitoring of the EQHSMS. When creating and updating documented information each item will have a unique reference. Company documents can be in 'hard' format, particularly those going to customers or suppliers. Information is retained for the period specified on the Master Manual Index for the minimum legal requirements (i.e. accounting information). Computer copies are maintained and backed up to ensure retrieval etc. Documented information is available where needed. Access to computer information is provided using password protected log ins, this applies to accessing the network and applicable drives and also software used in realising the processes.				
8.1	Operational Planning & Control: The Company plan, implement & control the processes required to meet EQHS requirements. Management determine the criteria for processes & implementing suitable controls, set criteria for product acceptance & the resources required. Requirements are detailed on documents & within the computer system. The appropriate documents are prepared to ensure safe working & accompany the work through production to completion ensuring the activities have minimal impact on the environment. It also considers the life cycle of the product, health & safety issues & its environmental impact and this is passed on to any subcontractors, who may be required to provide proof of competence & suitable Method Statements & Risk Assessments. This maps the EQHS requirements, the required control measures, verifications, validation, monitoring, inspection or test activities and the records needed to provide evidence the processes and resulting output meet specified customer, legal or Company, requirements. Outsourcing is controlled by the purchase order / goods inward process. Health & Safety & environmental processes follow the Hierarchy of Controls i.e. Eliminate the hazard or waste, substitution with less hazardous item or waste, recycle or use administrative or engineering controls, Recovery or disposal or the issuing of appropriate PPE	Contract Control System FPC 2 Project Sales			
8.2	Requirements for Products & Services / Emergency Preparedness, Change: Customer communications include, information relating to products, the environment, health & safety or contingency actions. Customer requirements are determined and reviewed and accepted or where necessary clarified prior to a commitment to supply the product or service. The Company also plan for emergency preparedness & response for the environment & health & safety such as fire, spills, accidents or incidents these are documented & checked annually during the environmental or health & safety audit & updated as required. The Company manage change via the Management Review & document control processes.	E Mails & Computer Records Method Statement/Risk Assessments PD 37 Management Review			
8.3	Product Design & Development: The company are not involved in design but develop schemes or solutions for safe & legal access to individual clients sites to meet their requirements.				
8.4	Outsourcing or the Control of External Processes, Products & Services: The Purchasing staff ensures that purchased items conform to specified purchased requirements. Suppliers & subcontractors are evaluated and selected based upon their ability to supply products or services to meet our requirements. Criteria for selection, evaluation and re-evaluation are managements responsibility & is reviewed at Management Review / Nonconformity. The process is shown in FPC 3 and purchased product or services are safe for use & environmentally friendly.	FPC 3 Purchasing			
8.5	Production & Service Provision: Customer requirements are determined and reviewed and where necessary clarified prior to a commitment to supply the service. Effective communications are maintained with the customer to verify information, enquiries / quotations, orders and the management of customer concerns & satisfaction, legal compliance and in line with environmental & health & safety requirements & policy. Product Provision: The company plans and carries out work under safe & environmentally friendly conditions, including the control & availability of information that describes the work to be done; the risk assessments & control measure covering the work, the use of suitable equipment; the completion process & any environmental considerations. The processes are depicted in the applicable flowchart depending on the requirement. Product Identification: It is possible to identify the product at all stages of project sales process by the accompanying documentation or identification label. Where required by the customer traceability can be maintained throughout the process & certified. Customer Supplied Property: Customers do not supply free issue material but provide site for work or intellectual property. Its identity is maintained throughout the process, until returned to the customer or filed for future reference in good condition.	FPC 2 Project Sales FPC 2,3,4,7 FPC 6 Nonconformity			
8.6	Release of Products: All work is checked at each stage and approval is recorded on the appropriate documentation. A signed Delivery Note/Daily Work Sheet is final acceptance of the work/ goods. Certificates produced when installations or recertification has taken place.				
8.7	Nonconformity: Nonconformity can occur in a variety of ways, internally, supplier / subcontractor or customer complaint, environmental / health & safety accident or incident & may be a quality, environmental or a health & safety issue. If anything does not conform to requirements it is processed following the Nonconformity Process, root cause is established and appropriate action to prevent recurrence is taken and records are maintained, as described in the flow process chart	FPC 6 Nonconformity			
9.1	Monitoring & Measuring: The Company monitor and measure a variety of areas to assist in legal compliance & continuing improvement of the Company and EQHSMS. These monitors are evaluated and reviewed at management review meetings to set performance criteria & ensure continual improvement of the EQHSMS & assess any actions that may be required. Customer satisfaction is monitored each year & asking the question on the Customer Questionnaire which is monitored & discussed at M R Meetings. As part of the audit program for both environment & health & safety an evaluation of legal or other compliance is carried out annually.	PD 29 Objectives & Targets PD 32 Customer Questionnaire			
9.2	Internal Audits of the full EQHSMS are done annually to determine whether it conforms to the planned arrangements, the requirements of the ISO standards, legal compliance or other requirements. The audits are done by trained independent staff and are used to identify conformity with and improvements to the existing EQHSMS. The audits are scheduled & a checklist is completed any problems are recorded on the report & in the NC system and followed through to corrective action & completion by the Auditor.	PD 12 Audit Schedule PD13 Audit Report PD 37 Management Review Agenda/ Minutes			
9.3	Management Review: The Company management annually review the performance of the EQHSMS to ensure its continued effectiveness and identify opportunities for improvement, following the MR Agenda and minutes of the meeting are retained in records.				
10.1	Improvements: The Company determine/select opportunities for improvement and implement the actions necessary to meet requirements. Planned improvements are detailed in the Objectives and Targets Register to identify responsibilities and expected results.	PD29 Objectives & Targets			
10.2	Nonconformity and Corrective Action is controlled & recorded using the Nonconformance Register / Report. The company determines the root cause and takes action to investigate and eliminate cause of nonconformance and implement the actions necessary to correct it and prevent recurrence. Details are recorded through to the problem being closed out and later reviewed at Management Review Meetings. Accidents are recorded on the Accident or Incident form part of the H & S system	FPC 6 Nonconformity			
10.3	Continual Improvement: The Company work to continually improve the effectiveness of the EQHSMS & management use the results of analysis to assess if there are needs or opportunities that require actions to provide for the continual improvement.				