Lewis Civil Engineering Limited

QUALITY ASSURANCE, HEALTH, SAFETY AND ENVIRONMENTAL PROCEDURES

CONTROLLED DOCUMENT

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RECORD OF ISSUES/REVISIONS

Date	Issue No	Modification	Authorised by
July 1999	4	Addition of Project Managers	DB
October 1999	4	Partnership contracts added	DB
December 1999	4 4	5.10.14 Document Received Schedule removed and replaced with Controlled Document Reading List.	DB
February 2000	4 4	11.4, 11.5 and 11.7 – Amendments to replace Integrated Systems Manager with Site Manager for maintenance and calibration file responsibility.	DB
May 2000	4 4	11.4 – Amend the Cable Tester.	DB
July 2000	4 4 4 4	Add 26 to 5.9 6.3.2 – remove placing Nonconformity Reports on Subcontractor file. Amendment to 16.3.6 11.4 – Add the Test Pump. 14.5 – amend meeting times to 6 months	DB
March 2001	5	To include requirements of ISO14001	DB
December 2001	6	Amendments following audits 38 – 48.	DB
October 2002	7	Upgrade to incorporate the requirements of ISO 9001: 2000 and Audit findings from audits 49 – 57.	DB
December 2002	8	Amendment to the waste procedures. Management Review Meetings consolidated.	DB
May 2003	9	Updated to incorporate K'Nex Pipelines & Cables. Hyperlinks added for use on the intranet.	DB
August 2003	10	Updates following audits.	DB
February 2005	11	Updated to meet the requirements of ISO14001: 2004	DB
April 2006	12	Updated to incorporate the requirements of BS OHSAS18001: 1999.	DB
February 2007	13	Updated following review by Lyndon Williams	DB
March 2007	14	Updated following review by Lyndon on 16/3/07	DB
April 2007	15	Raised following internal audit	DB
September 2007	16	Updated following site audit at Winston Road, Treorchy.	DB
April 2008	17	General review to include the requirements of BS OHSAS 18001:2007	DB
June 2008	18	General review undertaken following BM Trada visit	DB
March 2009	19	General review to meet requirements of ISO9001:2008	DB
April 2009	20	Update to ensure correct cross referencing	DB
April 2009	21	Revisions following change of company name	DB
April 2010	22	Amendments to 1.4.5, 3.3.4,10.4.1, 20.2, 20.3.2 - 20.3.5, 21.6.1, 21.6.2, 22.4.1, 23.3, 23.4, 24.4, 24.5 and 25.3	DB
June 2010	23	Amendments to 3.5.1, 12.4(g) (Pipe lining equipment calibration)	DB
November 2010	24	Amendments to 4.4.2 and 21.6.2	DB
April 2011	25	Amendments to 4.3.1 Cost Manager and Subcontractor Assessment now Integrated Systems Manager; 4.4.4 Ordering by Site Manager; 24.6.1 Website to check waste carriers.	DB
December 2011	26	Amendments to: 3.3.4 removed revisions; 3.10 add dechlorination records; 4.4.2 add text re COSHH sheets; 10.1 next section Handover File; 11.6.7 new sections in 'Dechlorination'; 14.11.3 NCR Report – Accident/Incident Report; 15.5.4 new Fire Risk Assessment; 18.3.6 Add retrieval procedure.	

Contents

Definitions

1. **Accident** – undesired event giving rise to death, ill health, injury, damage or other loss.

2. **Aspect** – A term to describe the impact the company has on the environment.

3. **BS OHSAS18001** – BS OHSAS 18001: 2007.

4. **Company** – Lewis Civil Engineering Limited (which incorporates K'Nex Pipelines & Cables) - referred to as the "Supplier" in ISO9001.

5. **Concession** – Written authorisation to use or release a quantity of material, components or stores already produced but which do not conform to the specified requirement.

6. **Controlled Documents** – are those that are given a serial number and are issued to a specific person. The recipient shall be served automatically with amendments and re-issues and shall acknowledge each issue.

7. **COSHH –** Control of Substances Hazardous to Health (identified in the Health & Safety documentation).

8. **Client or Customer** – defined as "Client" in ISO9001.

9. **Contract** – states all of the client's requirements and sets down the commercial relationship between the company and the client.

10. **Environment** – surroundings in which an organisation operates, including air, water, land, natural resources, flora, fauna, humans and their interrelation.

11. **Form** – is a document layout that must not be changed without formal authorisation. It should carry a reference number and date created.

12. **Hazard** – a situation with potential for harm, e.g. injury or ill health, damage to the environment or plant or equipment.

13. **Incident** - any event which causes damage or potential damage to the works, the environment or to people.

14. **Health and Safety** – conditions and factors that affect the well-being of employees, contractors' personnel, visitors, etc.

15. **ISO9001** – BS EN ISO 9001: 2008.

16. **ISO14001** – BS EN ISO 14001: 2004.

17. **Nonconformity** – The nonfulfillment of specified requirements.

18. **Pollution** – causing environmental damage by releasing harmful substances to air, water or land.

19. **Procedure** – A document detailing the purpose and scope of an action, who is responsible for it, what needs to be done and how it is executed.

20. **Register** – A statement of the environmental aspects relevant to the organisation's activities and the regulatory requirements that must be observed.

21. **Quality Assurance** – All those planned and systematic actions necessary to provide adequate confidence that a product or service will satisfy given requirements for quality.

22. **Quality, Environmental or Health & Safety Audit** – a systematic and independent examination to determine whether relevant activities and related results comply with planned arrangements and the requirements of the Standards, and whether these arrangements are implemented effectively and are suitable to achieve objectives and maintain legislative compliance.

23. **Quality Control** – The operational techniques and activities that are used to fulfil requirements for quality.

24. **Quality Document** – Any document which is used in executing the Quality System, including procedures, specifications, work instructions, correspondence, orders, invoices, advices and nonconformity reports.

25. **Quality, Health, Safety and Environmental Manuals** – are a statement of policy, of organisation structure, and a summary of procedures.

26. **Quality Plan** – A document setting out the specific quality practices, sources and sequence of activities relevant to a particular product, service, contract or project.

27. **Risk** – a combination of the likelihood and consequences of a specific hazardous event occurring.

28. **Risk Assessment** – the process of estimating the magnitude of risk and deciding whether the risk is tolerable or not.

29. **Safety** – freedom from unacceptable risk or harm.

30. **Sales Order or Contract** – States all of the client's requirements.

31. **SWMP** – Site Waste Management Plans.

32. **Subcontractor or Supplier** – is a supplier of goods or services to the Company, referred to as the "Subcontractor" in ISO9001.

33. **Traceability** – The ability to trace the history, application or location of an item or activity, or similar items or activities, by means of recorded identification.

34. **Work Instruction** – a prescribed set of actions necessary to execute a procedure.

1. Contract Review

1.1 Purpose

This procedure is to ensure that sales orders are adequately defined and documented as required by Clause 7.2 of ISO9001, 4.4.6 of ISO14001 and 4.4.6 of BS OHSAS18001.

1.2 Responsibility

This procedure provides guidance to the General Manager, Project Manager, Site Manager, Integrated Systems Manager, Cost Manager, Office Manager, Estimator, Managing Director of K'Nex and clerical staff.

1.3 Enquiries and Quotations

1.3.1 Enquiries

The person receiving a verbal enquiry shall write down the name and address of the company, the name of the contact, the telephone and fax number. Written enquiries shall be stamped with a date-received stamp and passed to the General Manager.

1.3.2 Enquiry Review

The enquiry shall be reviewed by the General Manager who shall decide whether the work is within the capability of the company and whether the company wishes to tender. If he decides not to tender, the General Manager shall arrange for a letter of decline to be sent to the enquirer promptly and before the tender submission date, and enter in the register "Tender not submitted" to keep a record of returned tenders. If the tender is not returned, it shall be marked "Not submitted".

If necessary, a meeting shall be held with the client.

1.3.3 Conforming Tenders (LCE)

The Estimator shall prepare the draft tender using the knowledge of:

- Material prices for current supply contracts
- Current market prices
- Labour costs
- Historical data from previous tenders

and discussions with the General Manager and Project Manager if appropriate. The Project Manager shall review the draft tender and decide whether any amendments shall be incorporated in the final tender documents.

When required, the Estimator will include:

- Method Statement

- Target Costs
- Omissions
- Programme of Work
- Insurances.

The Estimator shall be responsible to ensure the tender forms are correctly completed, checked and despatched in adequate time to arrive before the tender closing time and date. He shall ensure a copy is filed and that this has attached the proof of posting or receipt of the formal documents.

In the case of K'Nex, the Estimator shall agree figures with the Managing Director of K'Nex. The Managing Director of K'Nex is responsible for preparing quotations that relate to K'Nex.

1.3.4 Quotations

The General Manager shall arrange for an estimate to be prepared, which shall take the form of a Quotation Letter that may be checked and signed by the Estimator, the Managing Director of K'Nex, a Site Manager or the General Manager. The Administrator shall file a copy in the Contract File. A letter shall be sent where the Company decides to decline an enquiry.

1.3.5 Partnering Arrangements

Where the company is working in Partnership with another company enquires may be less formal. However, there should be sufficient evidence on file to show that Lewis Civil Engineering Limited and K'Nex has considered the work to be undertaken.

1.3.6 Regulatory and Contractual Requirements

The General Manager and Estimator shall ensure that any legal or specific contractual requirements are identified, understood and planned for.

1.4 Contracts (LCE)

1.4.1 Verbal Instructions

Any verbal instruction from a Client to go ahead for non-Partnership contracts shall be referred to the General Manager who will decide whether to proceed.

1.4.2 Written Instructions

Receipt of contractual documents, letters of intent or any other acceptance of the work by the Client shall be reviewed by the General Manager or his delegate.

They shall check to ensure:

- The contract has not changed from the scope set out in the tender

- That all requirements are clear and unambiguous
- That the firm has the resources to carry out the work within the agreed time frame.

If anything is not right, the General Manager or his delegate shall negotiate with the Client and note any agreed changes. This may be done at the pre-contract meeting.

When the contract has been satisfactorily reviewed the General Manager shall allocate the Contract to a Project Manager. He or his delegate shall sign and date the contract, letter of intent or any other acceptance of the work and file it in the Contract File.

Where a Partnership job is involved, the requirements for verbal and written instructions may be relaxed as all work is fully accounted for through the cost programme.

1.4.3 Contract Name

When the contract has been reviewed and accepted, all pre-contract estimates, tenders and correspondence shall be filed and a Contract File opened using a unique project name by which the Contract will be known (e.g. Pencoed JP/543/LS). Staff shall use this description to distinguish all further records for this Contract.

1.4.4 Pre-Contract Meetings with Client

The Project Manager shall arrange a pre-contract meeting with the client and his Site Manager, which he may attend. The meeting shall decide such items as:

- Confirmation of contracts and legislation documents (e.g. CDM Regs)
- Date for commencement of the works and possession of the site
- Identification of key personnel
- Site responsibilities
- Notices
- Arrangements for site offices, welfare facilities, stores etc.
- Arrangements for valuations and measurements
- Insurances
- Health, safety, quality and environmental progress meetings.

The outcome of the pre-contract meetings may be recorded in the site diary.

1.4.5 Contract Pre-Commencement Meeting

Following pre-contract meetings with the client, an internal contract Pre-Commencement meeting shall be arranged to review and confirm arrangements for the work. Attendees at this shall include;

- The Safety Advisor
- The Project Manager(s)
- The Commercial Manager
- The Cost Manager

and any other personnel as required.

The Safety Advisor shall chair the meeting. The topics listed in the contract Pre-Commencement Meeting form shall be reviewed. Minutes shall be prepared by the Safety Advisor.

1.4.6 Partnership agreements

The General Manager may enter into major long-term contracts with partner companies, in which case both parties shall sign a contract. The signature of the Lewis Civil Engineering or K'Nex representative shall indicate that contract review has been carried out and that the firm has the necessary resources to undertake the work.

1.5 Target Costs

The Estimator shall calculate the target costs. In doing so, he shall give consideration to the best value engineering, environmental techniques, risks to the business and resource requirements.

1.6 Instructions (K'Nex)

1.6.1 Receipt of Instructions

Telephone calls with verbal instructions shall be connected to the Director of K'Nex.

Written orders shall be date stamped and passed to the Director of K'Nex.

The office staff shall check instructions against the Tender or Quotation. If there is any query the Managing Director shall resolve the matter with the Customer, and note any changes on the Work Order.

1.6.2 Job Register

The office staff shall enter brief details of all jobs in the Excel based Job Register. The job register shall be used to monitor the status of all quotations, jobs and invoices.

1.6.3 Work Order Numbers

Where a client provides an order number, the Company shall include this number on future correspondence.

1.6.4 Order Acknowledgement

Orders are not generally acknowledged unless specifically requested by the Customer in exceptional circumstances.

1.6.5 Amendments to Instructions

Any member of staff receiving an amendment to instructions shall refer to the General Manager or Project Manager for confirmation that the amendment can be accepted. If it is accepted, that member of staff is responsible for correcting each copy of the Work Order. A Variation Form shall be raised, a copy of which shall be sent to the client at the time of invoicing. The Job Register shall be updated to reflect the Variation details.

1.7 Maintenance Contracts

Where there is a requirement for the company to provide an after-sales maintenance contract, the General Manager shall arrange for the instruction to be confirmed according to this procedure.

The work shall be scheduled and controlled according to the procedures of the 'Control of Site Work' Procedure and the 'Control of Inspection, Measuring and Test Equipment' Procedure.

The Site Manager shall request the customer's representative to sign the Work Sheet to indicate that the work has been completed and is satisfactory. If the customer declines to sign, the engineer shall record the fact on the network Maintenance Sheet via the intranet.

1.8 Variation Orders

1.8.1 Written Variation Orders

Written Variation Orders received from clients shall be incorporated into the contract filing with originals held on the main file and copies distributed to the Office Manager and Site Manager. They shall be evaluated and incorporated in the first available valuation.

1.8.2 Verbal Variation Orders

After a verbal discussion, normally the client will issue a Variation Order. In the absence of this there may be minutes of the meeting that records the instruction.

Work done to fulfil such orders shall be recorded on a daily basis on the ***Record of Time and Materials*** and signed by the client's representative and incorporated into the contract documentation. Copies shall be distributed as above.

Should work recorded on a daily basis be outside the scope of the contract, a ***Weekly Sheet*** shall be completed by the Site Manager, signed, and will then signed by the client's representative.

1.8.3 Emergency Orders

When a request is received for emergency work, the General Manager or Site Manager shall decide whether to accept the Order. If he accepts, he shall arrange for the work to be carried out, and shall submit in retrospect a report of work done, hours worked and materials used, which shall be agreed with the Client and used as the basis of an order and subsequent invoicing. The job shall be entered into the order system at the earliest opportunity.

1.9 Accounts

1.9.1 Valuations

Project Managers, when necessary, shall prepare monthly valuations of the work carried out on each contract. Whenever possible, Site Managers shall agree quantities with the client's representative on site before preparing the valuation.

The valuations shall be submitted to the Office Manager who shall prepare the invoice.

1.9.2 Costing

All valuations, timesheets and purchase invoices shall be passed to the Office Manager who shall keep an allocation of costs to each contract. Delivery notes shall also be passed to the Office Manager in respect of Cost Recoverable/Cost Plus contracts only.

1.10 Customer Complaints

See the 'Control of Nonconforming Product and Incidents' Procedure.

1.11 Customer Satisfaction

In addition to the analysis of customer complaints, the Office Manager shall use his regular contacts with customers to monitor customer satisfaction. He shall report back to the Management Review Meeting.

Site Managers working in partnership contracts shall ensure that customer feedback is reported back to the head office for consideration at the Management Review Meeting.

2. Design Control

2.1 Purpose

This procedure is compiled to ensure the company controls the processes of design and development in accordance with Clauses 7.3 of ISO9001, 4.4.6 of ISO14001 and clause 4.4.6 of BS OHSAS18001.

2.2 Responsibility

The Estimator and Site Managers have responsibilities associated with this procedure.

2.3 Control of design work

Generally the company works to the client's design. If at the time of tendering it appears appropriate to offer Contractor led design, the company shall use a subcontract design firm (see 'Purchasing' Procedure).

The Estimator shall ensure that the drawing registers indicate which drawings were used in the initial target costs calculations.

Site Managers are responsible to log all drawings received from the client in the Drawing Register.

The Drawing Register may be held at Head Office in Llantrisant or on site provided there is a secure filing facility for contract records.

Any revised drawings issued by the client direct to site must be immediately sent to Head Office for registration, copying if necessary, and issued to site.

The Site Managers are responsible to maintain this system.

2.4 CDM

If the project falls under the requirements of CDM, the Project Manager shall ensure that the F10 has been duly completed and submitted to the HSE.

3. Document and Data Control

3.1 Purpose

This procedure ensures that documents and data are controlled as required by Clauses 4.2.3 of ISO9001, 4.4.4 of ISO14001, and 4.4.4 of BS OHSAS18001.

3.2 Responsibility

This procedure instructs the General Manager, Project Managers and Site Managers and Integrated Systems Manager on the control of documents.

3.3 Controlled Documents

3.3.1 Definition

Documents that are designated as "controlled" are listed. The formal definition of a controlled document is given below.

3.3.2 Authorisation

Issues of controlled documents shall be authorised as follows:

Document	Authorisation
Policies	General Manager
Quality, Safety and Environmental Manual	Integrated Systems Manager
Quality, Safety and Environmental Procedures	Integrated Systems Manager
Risk Assessments	Site Managers
Method Statements	Site Managers
List of Approved Subcontractors	Senior Estimator
Register of Legislation	Integrated Systems Manager
Register of Environmental Aspects	Integrated Systems Manager
Company Health and Safety Policy and Safe Systems of Work	General Manager

The authorisation shall be recorded on the document, or a Record of Issues, or similar schedule. Only authorised documents will be displayed on the company intranet, which will contain the latest version of controlled documents.

3.3.3 Page Layout

All controlled documents shall display a page count, i.e. page x of y.

3.3.4 Issues

The Integrated Systems Manager shall maintain a record of the details of issues/reissues at the front on each document.

The first official issue of a set of documents shall show the footing "Issue 1".

When any change is made to a controlled document, the Integrated Systems Manager shall increment the issue number by one.

3.3.5 Distribution of Controlled Documents

One copy of each controlled document is printed and held in the Integrated Systems Manager's Office. A copy of each controlled document is held on the extranet.

3.3.6 Uncontrolled Copies

If a copy of a controlled document is issued for information only, it shall be stamped "Uncontrolled Copy" and shall not be included in the re-issue procedure.

3.4 Forms

3.4.1 Master File

The Integrated Systems Manager shall maintain a master file, which shall contain the current version of each blank form. The file shall have an index, which shall show the issue status of each form.

3.4.2 Identification

All forms shall be given a reference number or title. The printed date or issue number shall determine the currency of a document.

(***Note***: Forms in use at the time the Integrated Management System was set up may not carry identification data. It will be introduced as forms are revised.)

3.4.3 Authorisation

The Integrated Systems Manager shall authorise the layout of all forms used as part of this Integrated Management System, by initialling and dating the master copy.

3.4.4 Revision

When a change is to be made in a form, the current date and / or issue number shall be inserted, and the new form shall be authorised and shall replace the original in the master file. The index shall be updated.

3.5 Control of Standards, Codes of Practice, Regulations, etc.

3.5.1 Standards, Codes of Practice

The Integrated Systems Manager shall maintain independently issued Standards, Codes of Practice, Technical Data etc., (for example, CDM Regulations, Asbestos at Work Regulations, ISO9001:2008, BS OHSAS18001:2007 and ISO14001:2004 WIS 4-02-01 and IGN 4-02-02), which are in use. The Integrated Systems Manager shall

either subscribe to an appropriate updating service or shall make an annual check with the Issuing Body to determine whether an updated edition has been issued. If so, a new copy shall be obtained to replace the existing copy, or if it is decided not to replace, the existing copy shall be marked "Uncontrolled Copy".

The Integrated Systems Manager shall record that the update check has been made by recording the date of the check on the cover of the document.

Library documents stamped "Uncontrolled Copy" shall be used for information only; if the document is required for definitive use, the user shall check with the issuing body that it is still current, and if not, obtain a current copy.

3.5.2 Health, Safety and Environmental Legislation

The 'Legislation' Procedure describes how the company identifies and communicates changes in relevant legal requirements.

3.6 Drawings, Sketches and Specifications

Drawings, sketches and specifications supplied by clients or prepared within the Company shall be clearly identified to the Job and shall be dated.

Should any drawing etc. be replaced, all copies of the previous drawing etc. shall either be destroyed or clearly marked "S/S".

See also the 'Design Control' Procedure.

3.7 Document Control

The Integrated Systems Manager shall ensure that:

a. Appropriate documents are available at all locations where operations essential to the effective functioning of the quality system are performed.

b. No quality document is designed, issued or revised without his approval.

c. Obsolete documents are promptly removed from all points of issue or use. Where obsolete or invalid documents need to be retained for legal or historical reasons, they shall be clearly marked as withdrawn.

3.8 Data Control

A Project Management programme is maintained on the server. Other computers are for accounts, payroll and secretarial purposes.

The procedure for backing-up data held on computer is given in the 'Control of Records' Procedure.

3.9 Incoming Mail

All incoming mail shall be opened by the General Manager (or his delegate) who shall date stamp and distribute.

3.10 Diagram of Document Responsibilities

* = Controlled Document
\+ = held on file of sample documents by Integrated Systems Manager

Doc No:	Document	Raised by	Issued to	Where filed	Retention Time (yrs)
1*	Quality, Health, Safety and Environmental Manual	Integrated Systems Manager	Integrated Systems Manager	Extranet	3
2*	Quality, Health, Safety and Environmental Procedures	Integrated Systems Manager	All staff	Extranet	3
3*	List of Approved Subcontractors	Senior Estimator	Site Managers	Extranet	3
4*	Work Instructions	General Manager	Place of work	Integrated Systems Manager	3
5+	Nonconformity Report	Directors, Site Managers and all staff	Integrated Systems Manager	Integrated Systems Manager Client / Sub-Contractor File	3
6+	Audit Schedule	Integrated Systems Manager	Auditors	Integrated Systems Manager	3
7+	Audit Findings Report	Auditors	Integrated Systems Manager	Integrated Systems Manager	2
8	Minutes of Management Review Meetings	Consultant	Attendees	Integrated Systems Manager	5
9+	-	-	-	-	-
10+	Record of Issues	Integrated Systems Manager	Integrated Systems Manager	Integrated Systems Manager	5
11+	-	-	-	-	-
12+	Training Records	Training Officer	Site Managers	Extranet	Duration of employment plus 1 year
13	Quotations	Estimator	Clients	Quotation file	5
14+	-	-	-	-	-
15	Project Quality Plan and Programme	General Manager	Site Manager	Contract file	5
16+	Purchase Order	Office Manager and Staff	Subcontractor	Office	7

Doc No:	Document	Raised by	Issued to	Where filed	Retention Time (yrs)
17+	Calibration Schedule	Integrated Systems Manager	-	Integrated Systems Manager	3
18+	Calibration Record	Integrated Systems Manager	-	Integrated Systems Manager	3
19	Variation Order	Site Manager	Office Manager	Office	5
20	Time and Materials Record	Site Manager	Office Manager	Office	5
21	Weekly Sheet	Site Manager	Office Manager	Office	5
22	F91 Weekly Report	Site Manager	Site Manager	Site	5
23	Diaries	Site Manager	Site Manager	Site Manager	5
24+	Weekly Labour and Plant Return	Office Manager	Site Manager	Office	5
25	Register of Drawings	Site Manager	Colleagues	Site Office or Head Office	5
26+	Subcontractor Questionnaire	Integrated Systems Manager	Subcontractor	Subcontractor file	5
27*	Register of Legislation	Integrated Systems Manager	All staff	Extranet	3
28*	Register of Environmental Aspects	Integrated Systems Manager	All staff	Extranet	3
29*	-	-	-	-	-
30*	Controlled Waste Transfer Notes	Integrated Systems Manager	Site Operators	Contract File	2
31*	Hazardous Waste Consignment Notes	Site Manager	Environment Agency / Drivers	Hazardous Waste File	3
32	Contract Files	Contracts Manager	Site Manager	Secretary	6
33+	Improvement Action Plan	Management Review	Integrated Systems Manager	Integrated Systems Manager	3
34+	Waste Transfer Receipt	Drivers	Office Manager	Invoice File	3
35	Risk Assessments	Site Managers	Site Managers	Site files	3
36	Method Statements	Site Managers	Site Managers	Site files	3
37	Health & Safety Manual, Safe Systems of Work, Generic Risk Assessments and Toolbox Talk Manual	Health and Safety Officer	Extranet and Site Managers	Site offices	3
38	LOLER Register	Site Managers	Site Managers	Site Files	3

Doc No:	Document	Raised by	Issued to	Where filed	Retention Time (yrs)
39	PUWER Register	Site Managers	Site Managers	Site Files	3
40	Site Specific Constraints Form	Site Managers	Site Managers	Site Files	3
41	Site Induction Form	Site Managers	Site Managers	Site Files	3
42	F2508	Health and Safety Officer	HSE	Health and Safety Officer	3
43	Dechlorination Records	Site Managers	Dechlorination Operative	Site Files	3

4. Purchasing

4.1 Purpose

This procedure is compiled to ensure that purchases of materials and services comply with the requirements of Clause 7.4 of ISO9001, and 4.4.6 of ISO14001, and 4.4.6 of BS OHSAS18001.

4.2 Responsibility

This procedure shall be implemented by the Cost and Procurement Manager, General Manager, Senior Estimator, Office Manager, Project Managers and Site Managers, and the Integrated Systems Manager.

4.3 Subcontractors

4.3.1 Evaluation of Subcontractors

The Integrated Systems Manager shall be responsible for ensuring Subcontractors are capable of complying with the requirements of the purchase order.

In evaluating the suitability of subcontractors the Integrated Systems Manager shall take account of a combination of the following:

- Their approval to ISO9001 if certified
- Their approval to ISO14001 if certified
- Their approval to BS OHSAS18001 if certified / health and safety performance (including a review of any accidents, incidents and details relating to any prohibition notices etc)
- Their past and recent history of performance
- By sending a questionnaire and vetting the reply
- By visiting to approve their system if appropriate
- By taking up references
- By making a Company search on Construction line website
- Competitiveness
- By verifying that relevant insurance documents are in place.

The Integrated Systems Manager shall approve subcontractors on the basis of their quality, safety and environmental performance, and shall maintain a ***List of Approved Subcontractors*** that shall be continually updated and shall be available to all staff via the Extranet.

New subcontractors may be added to the list on a trial basis, in which case their performance shall be carefully monitored until the Company is satisfied and accords them fully approved status.

Names on the list shall be marked as follows:

Green – Approved

Amber – Pending

Red – Rejected

For approval of waste carriers and landfill sites see 'Disposal of controlled wastes' procedure.

The List of Approved Subcontractors shall be reviewed regularly at the Management Review Meeting.

4.3.2 Monitoring of Subcontractors

The Integrated Systems Manager shall keep all Nonconformity Reports relating to Subcontractors on the Nonconformity Report file. The Subcontractors performance shall be monitored and reviewed at the Management Review Meetings.

4.4 Purchasing Procedures

4.4.1 Long Term Contracts / Framework Agreements

The General Manager may negotiate job specific contracts with major suppliers. Where necessary, these shall include:

- A description of service or item
- The relevant British Standard when applicable
- Request for Certificate of Conformity if applicable
- The price

4.4.2 Environmental and Health & Safety Reminders

When ordering certain products, the person raising the order shall specify / request certain information. Reminders are given below:

Product	Reminder
Chemicals	Ask for the latest COSHH or MSDS sheet and give relevant special instructions about deliveries. Pass the data sheet to the Health & Safety Officer.
Electrical Equipment (General)	Ensure that 'take back' arrangements are agreed with the suppliers for end of life equipment.
Paper	Ensure paper is made from recycled materials or is from sustainably managed forests.
Printers	Ensure that printers have a duplex capability.

Product	Reminder
Subcontractors	Request copies of relevant risk assessments and / or method statements, insurance certifications and training records. Request copies of statutory inspections/ Examinations and acceptable evidence of operator competencies.
Waste carriers	Request a copy of the company's current Waste Carrier Licence (unless we already hold one).
	COSHH/MSDS Sheets shall be passed to the Health and Safety Manager.

4.4.3 Communicating Requirements to Subcontractors

Before subcontractors are permitted to carry out any work, the person placing the order must ensure that the subcontractors are aware of the specific quality, safety and environmental requirements of the job.

4.4.4 Call-offs & Purchase Orders

Site Managers are authorised to order directly from suppliers. A Purchase Order shall be completed by the Cost and Procurement Manager.

The Site Manager shall use a PO number constructed as follows:

XXYYYZZ

XX – Initials of Project Manager
YYY – Job number
ZZ – Site Management initials

The Site Manager shall ensure the items ordered conform to the specified requirements.

4.4.5 Approval

No un-approved subcontractors are to be used, under any circumstances.

4.4.6 Emergency Orders

Site Managers have the authority to buy anything needed urgently (but should endeavour to obtain three quotes to ascertain the best price) but must submit receipts or suppliers' advice notes and invoices to the Head Office within 14 days.

4.4.7 Amending Purchase Orders

If a purchase order needs to be changed, the originator will issue a new order number, giving details of the amendment.

4.4.8 Enquiries in New Areas

When a contract arises in a new area, the Cost Manager may send enquiries requesting quotations for materials and services to new suppliers in that area. The enquiry should ask whether the firm is registered to ISO9001, ISO14001 and/or BS OHSAS18001. If the quotation is satisfactory, the 'Purchasing' Procedure shall be applied before purchases are made.

4.5 Verification of Suppliers

4.5.1 Verification by Client

If the Client wishes either to verify or nominate Subcontractors or their products, he shall negotiate this at the pre-contract commencement stage and state his requirements on the contract.

4.5.2 Verification by the Company

If the company wishes to verify materials prior to delivery, or operations at the Subcontractor's premises, this shall be negotiated as part of the Purchase Contract/Order.

4.6 Professional Services

4.6.1 Evaluation of Professional Services

In evaluating the suitability of existing and new professional services the Integrated Systems Manager shall follow the 'Purchasing' Procedure.

The Evidence of Competency CDM 2007 designers' role(s) form shall be completed by the organisation seeking assessment. The completed form shall be assessed by the Integrated Systems Manager.

4.6.2 Assessing Requirements for Subcontract Professional Services

Subcontract professional services shall be obtained when requested by the Client, or when the General Manager decides there is a need.

4.6.3 Engagement of Professional Services

The General Manager shall either write and sign a letter of engagement which shall set out the specification of the work to be carried out, and the Terms and Conditions of Contract or may invite the Subcontractor to a team meeting in the office at which notes will be taken and form the basis of the contract.

5. Hazard Identification, Risk Assessment and Control

5.1 Purpose

This procedure ensures that hazards are identified, risks are assessed and control measures are implemented as required by Clause 4.3.1 of BS OHSAS18001.

5.2 Responsibility

This procedure applies to the Safety Officer, Site Managers and all staff.

5.3 Control of Risks for Routine Work

Risks that are likely to arise during routine work have been documented in the ***Company Health & Safety Manual, Safe Systems of Work, Generic Risk Assessments & Toolbox Talk Manual***, which provides guidance to staff with regards to appropriate control measures when carrying out site specific tasks.

The Safety Officer shall review the suitability of the controls that exist for risks associated with routine work:

- In the event of the processes changing.
- In the event of changes in legislation affecting activities undertaken by the company.
- When required to provide risk assessments for customers.
- At least annually.

5.4 Control of Risks for Site Work

5.4.1 General

Hazard Identification and the generation of risk assessments shall be carried out by competent persons.

5.4.2 Major Works

When conducting a site survey the Safety Officer or Site Manager shall note any relevant health, safety or environmental requirements. The results shall be recorded on a written risk assessment as specified in 'preparing a risk assessment' below.

The Safe System of Work/ General Arrangement index shall be referred to in order to ensure that foreseeable risks have been taken into consideration.

5.4.3 Minor Works/ Projects of Short Duration

For minor works (e.g. some K'Nex projects) it may be appropriate to use the Site Specific Constraints Form to capture details of the associated site.

5.5 Preparing a Risk Assessment

Any member of staff completing a Risk Assessment shall consider:

- The nature of the location, infrastructure, equipment etc. where the activity will be undertaken.
- The activities of all persons having access to the workplace, human behaviour etc.
- The nature of the activity. (E.g. work at height, confined spaces etc)
- Who might be harmed (e.g. is it just employees that could be affected, or could visitors, subcontractors and/ or members of the public etc be exposed to harm?) and how? (E.g. people may have to lift heavy or awkward loads, or the environment may be harmed as a result of contamination arising from a spillage).
- What is the level of risk (high, medium or low) taking into account the likelihood and severity of a situation arising? See 'Calculating the Level of Risk', below.
- What control measures need to be adopted?

Results shall be recorded on a Risk Assessment form.

The effectiveness of the risk assessments shall be reviewed in the event of an accident or near miss arising.

In deciding what further control measures are required, choice should take into account the following hierarchy, from the most to least effective:

- Elimination
- Substitute alternative working arrangements
- Engineer further controls
- Control measures e.g. signage
- PPE

5.6 Calculating the Level of Risk

Risks shall be calculated using the formula *Risk = Frequency of occurrence x Severity*. The scale is defined on the current Risk Assessment Form.

Note: 'Severity' shall take into account the following:

- Duration of activity (e.g. the impact from exposure to noise over 8 hours will be greater than exposure to the same volume of noise sustained over a few minutes).

- If prosecution because of failing to observe the law will have an adverse effect on the organisation's finances or reputation, a higher severity rating may be justified than that which would be related to the safety or environmental impact on its own.

The Appendix attached to this procedure gives the "official" list of serious accidents and dangerous occurrences. (Also see ARR34.)

5.7 Vibration

Vibration levels for all relevant tools shall be documented. Operator usage of such tools shall be monitored and controlled.

5.8 Changes to Working Practices

If there are changes to working practices, organisation etc. The relevant risk assessment (s) shall be reviewed.

5.9 Re-scoring Risks

If a risk that cannot be eliminated and has had suitable control measures introduced that reduce the risk to a tolerable level, the Safety Officer or Site Manager shall re-score the risk accordingly.

5.10 Serious Accidents and Dangerous Occurrences

The Register of Legislation and other Requirements includes lists which have been extracted from *The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995*.

6. Environmental Aspects & Evaluation

6.1 Scope

This procedure describes:

- How the Register of Environmental Aspects shall be kept up-to-date.
- How the significance of environmental aspects shall be determined.

as required by Clause 4.3.1 of ISO14001.

6.2 Responsibility

This procedure applies to the Integrated Systems Manager, the management review meeting which sets improvement plans, and the people designated to manage improvement plans to completion.

6.3 The Register of Environmental Aspects

The Integrated Systems Manager shall compile the ***Register of Environmental Aspects***, and arranges for it to be updated annually to take account of changes in operations and the company's circumstances.

When doing this, he shall take note of any incidents, complaints and the findings of internal environmental audits.

The identification of aspects should not be limited to Lewis Civil Engineering or K'Nex activities but should endeavour to identify activities it can influence (for example through framework agreements or through its supply chain).

6.4 Determining the Significance of an Environmental Aspect

6.4.1 Definitions

Normal	This includes all normal operations occurring on site.
Abnormal	This includes reasonably foreseeable situations that do not involve the emergency services.
Emergency	This includes any incident that does or could involve the emergency services.

Each aspect defined in the Register of Environmental Aspects shall be rated against each definition. Note that all the definitions may not always apply, e.g. some aspects may never create abnormal or emergency conditions; other aspects may only come into play if there is an emergency.

6.4.2 Relative Significance of Environmental Aspects

The relative impact shall be calculated using the following equation:

Impact = Frequency of occurrence x Severity using the following scale:

Frequency of Occurrence	
Description	**Factor**
Unlikely (less than once a year)	1
Common (monthly/several times a year)	2
Frequent (daily/weekly)	3

Significance		
Description	**Beneficial Factors**	**Detrimental Factors**
Minimal environmental impact	+1	-1
Low environmental impact	+2	-2
Moderate environmental impact	+3	-3
High environmental impact	+6	-6
Severe environmental impact	+10	-10

Severity' shall take into account the following:

- The scale of the operation, (e.g. although car emissions on a national scale have a severe environmental impact, severity will be low if there are only two company cars).

- If prosecution because of failing to observe the law will have an adverse effect on the organisation's finances or reputation, a higher severity rating may be justified than that which would be related to the environmental impact on its own.

6.4.3 Ranking Significance

The Integrated Systems Manager shall prepare a significance table to rank the aspects and their significance, which shall be provided as an appendix to the Aspects Register.

7. Legislation

7.1 Purpose

This procedure ensures the company identifies the relevant legislation, maintains a register of legislation and ensures compliance with that legislation as required by clauses 4.3.2 and 4.5.2 of ISO14001 and clause 4.3.2 of BS OHSAS18001.

7.2 Responsibility

This procedure provides instructions to the Integrated Systems Manager on identifying legislation, updating the register when changes are identified and communicating relevant information to the workforce.

7.3 Relevant Legislation

The Integrated Systems Manager shall identify the legislation which applies to the company's activities and products, e.g. health & safety, environmental management, and products e.g. product safety, product disposal.

The legislation shall be set out in a 'Register of Legislation'.

7.4 Changes in Legislation

Changes in legislation will be researched by the Integrated Systems Manager from various sources such as:

Organisations	Website Address
Environment Agency	www.environment-agency.gov.uk
Health & Safety Executive	www.hse.gov.uk
Office of Public Service Information	www.opsi.gov.uk
Penarth Management	www.penarth.co.uk
Croners' Directories	
Trade press	

Where changes are identified, the Integrated Systems Manager ensures that the relevant controlled documents are updated accordingly.

7.5 Communicating Changes in Legislation

The information will be communicated to the relevant staff as appropriate. The Integrated Systems Manager is responsible for ensuring that those who need to know are made aware and take the necessary action when a change arises.

The same means of communication shall apply to updates in best environmental practice, guidelines and less formal matters as well as to mandatory information.

7.6 Control measures

In order to ensure ongoing compliance with the relevant legislation, relevant control measures have been documented within the procedures.

7.7 Evaluating Legal Compliance

The company undertakes periodic audits of the system, in accordance with the 'Internal Audits' procedure. Any breaches of legislation will be identified and rectified as part of that process.

7.8 Reviewing the Register

The Register of Legislation shall be reviewed at the Management Review Meeting.

8. Control of Client Supplied Product

8.1 Purpose

This procedure is compiled to ensure that client's materials, parts and services are controlled and comply with the requirements of Clause 7.5.4 of ISO9001.

8.2 Responsibility

This procedure shall be implemented by the Project Managers, Site Managers and Foremen, to ensure that due care is taken of client's materials whilst in the responsibility of the Company.

8.3 Procedure

The Site Manager shall ensure that free-issue goods supplied by the Client are inspected, stored and controlled in the same manner as all other incoming goods. They shall be retained at the site yard until they are needed.

The Foremen shall return to the yard all nonconforming goods (i.e. not suitable for purpose, damaged, lost identity) and the Client shall be informed by the Site Manager.

9. Identification and Traceability

9.1 Purpose

This procedure insures that materials and documents are identified and traceable as required by Clause 7.5.3 of ISO9001.

9.2 Responsibility

This procedure shall be implemented by the Office Manager, Project Managers, Site Managers, and Foreman.

9.3 Identification of Material

Material delivered to site shall be checked as described in 'Control of Site Work' and if accepted it is deemed to be for the current project.

When the project has ended, excess material returned to the yard shall be labelled or marked or sorted to type of product. The 'Nonconformities and Incidents' procedure refers.

9.4 Identification of Records

All drawings, specifications, file notes, correspondence, shall bear the project name (e.g. LG Court Farm Phase 2).

The Job Register shall be used to track all jobs. K'Nex orders shall be filed on the relevant job file.

9.5 Quarantine Area

The Site Manager shall either return non-conforming materials to the supplier by agreement or keep them in a clearly marked quarantine area until he or the Integrated Systems Manager decides on corrective action.

9.6 Certificates of Conformity etc.

Where the client requires that a Certificate of Conformity shall accompany the material used, a certificate shall be requested from the subcontractor at the time of purchase. Such material in store shall be marked so that it can be identified with its certificate. A copy of the certificate shall be sent to the client with the invoice.

When the company is required to issue its own Certificate of Conformity, the General Manager shall prepare the necessary letter.

10. Control of Site Work

10.1 Purpose

This procedure ensures that the processes of production are controlled in accordance with Clauses 7.5.1 and 7.5.2 of ISO9001, 4.4.6 of ISO14001 and 4.4.6 of BS OHSAS18001.

10.2 Responsibility

This procedure provides detailed instructions to the General Manager, Health and Safety Officer, Project Managers and Site Managers, and Foremen, on the control of processes.

10.3 Before work can Begin

10.3.1 Risk Assessment

A Risk Assessment shall be carried out for all contracts (as described in the 'Hazard Identification, Risk Assessment and Control' Procedure). Environmental and Health & Safety issues (including potential emergency scenarios) shall be considered. A copy of the risk assessment shall be available in the site contract file.

10.3.2 Issue of Instructions

The General Manager shall ensure the Site Manager shall have the drawings, Specification of the works, and any other relevant information.

10.3.3 Allocation of Resources

The Site Manager shall allocate contracts to the Site Managers who shall allocate gangs to the contract and shall satisfy themselves that work is carried out by staff who are competent to do the job.

10.3.4 Contracts Programme

When a contract has been allocated, the Project Manager shall prepare a ***programme of works*** (5.10.15). The programme will determine the manpower and equipment resources required, and the timetable for supply of materials, parts etc. The programme will be used:

a. at the Pre-Contract Meeting
b. to give a verbal indication to call-off subcontractors when materials will be required
c. for the preparation of purchase orders
d. the requirement for mobile plant.

10.3.5 Mobile Plant

The requirements for mobile plant shall be forwarded to the Works Manager, who shall arrange the allocation of plant or arrange or give permission for the plant and equipment to be hired in or purchased.

10.3.6 Availability of Data

The Project Manager shall ensure that all relevant specifications, drawings and methods of measurement as specified in the contract are available.

10.3.7 Method Statements

The Site Manager shall produce Method Statements. In preparing Method Statements, due regard should be given to considering the risks associated with work. Method Statements shall be communicated to any relevant persons, who shall sign to confirm their understanding of the requirements.

10.3.8 Environment Agency Consents

Copies of Environment Agency consents relevant to the project shall be obtained and kept in the site project files. The Site Manager shall ensure that this is completed.

10.3.9 Site Set Up

Before any operational work can proceed, a site compound should be established which should include accurate welfare facilities.

10.3.10 Site Induction

Before any personnel (staff, contractors or visitors) are allowed on site, they shall receive a site induction. Records of the induction shall be captured on the 'Site Induction Record'.

10.4 Site Waste

10.4.1 Site Waste Management Plans

Site Waste Management Plans (SWMP's) shall be created for all projects unless the project is of such short duration or volume that a SWMP is impractical.

If a SWMP is to be prepared, the Project Manager shall refer to the 'Guidance for Completing the LCE SWMP. The SWMP shall include reference to the following as required:

- Planning Requirement
- Consideration of Environmental/ Ecological Issues
- Structural stability

- Other Engineering (e.g. Material choices)

The Project Manager shall ensure that SMART (Specific, Measureable, Achievable, Realistic and Timely) objectives are set.

10.4.2 Waste Segregation

Where special bins have been provided for the segregation of waste materials, they shall be used only for specified wastes. E.g. COSHH bins are solely for the disposal of sealant tubes, etc. Any person aware of a breach in the system shall raise a Non-Conformity Report and pass it to the Integrated Systems Manager for action as required by 'Control of Nonconforming Products and Incidents Procedure'.

10.4.3 Disposal of Site Waste

Site waste shall be disposed of in accordance with the 'Disposal of Controlled Waste' and 'Hazardous Waste' procedures.

10.5 Progress of Contracts

10.5.1 Monitoring Progress

The Site Manager or Foreman directly responsible for the contract shall routinely record the progress of the contract.

He shall regularly monitor progress of the contract against the programme. If any deviation occurs which shall significantly affect the completion date, he shall advise the Project Manager. If necessary, he shall revise the programme of works.

10.5.2 Contract Review Meetings

When required by the terms of the contract, there shall be regular meetings with the client to review progress. Minutes shall be prepared after each meeting, either by Lewis Civil Engineering or the client.

10.5.3 Safety audits

Safety, Health, Environmental and Quality audits/reviews are carried out regularly by the Integrated Systems Manager. The audit results are also supported by the Safety consultants' visit reports.

The SHEQ audits monitor compliance with relevant health and safety and environmental legislation.

10.6 Emergency Work

If the client requests urgent emergency works, the Site Manager shall record the request and shall also inform the office so that a note is made in the Contract file. From this he may instruct the gang verbally in the interest of speed, but shall monitor progress to ensure quality and shall ensure the work is billed.

10.7 Special Processes

Should the inspection of any works that will subsequently be concealed not be specified in the contract, they shall be inspected by the Site Manager before further work is undertaken and tested in accordance with the specification.

10.8 Records

10.8.1 Site Diary

A ***Site Diary*** shall be used for general recording of events.

10.8.2 Photographs

Photographic evidence of progress on each contract may be maintained.

10.8.3 Weekly Labour and Plant Return

The ***Weekly Labour Sheet*** shall be issued to the office by the Foremen or Site Managers. Copies shall be held at the Head Office.

10.8.4 Site Files

On completion of the contract, site files shall be returned to head office. Prior to this the Site Manager is responsible for completing all as laid drawings and ensuring all invoices are completed prior to archiving the information.

10.9 Maintenance of Equipment

The Plant Manager shall contract with suppliers of plant and machinery to provide on-site maintenance.

Site Managers or the Foreman shall note all deficiencies in plant and equipment in the site diary on Weekly PUWER Records and call in the approved repairers.

When contracts end and plant is returned to the yard, the Plant Manager shall list defects that need attention.

Plant operators and drivers are responsible for routine checks on oil, water and fuel. The ***F91 Weekly Report*** must be used to confirm plant is satisfactory.

LOLER and PUWER records must be maintained by the Site Manager.

10.10 Information Systems

The IT Manager shall be responsible for the provision, development and maintenance of IT equipment.

10.11 Handover File

For each job that falls under CDM 07 Regulations, the Integrated Systems Manager shall prepare a 'Handover File' (as required by the regulators.

This file contains all relevant health and safety information pertaining to the work carried out.

The file shall be passed on to the client's representative.

11. Inspection and Testing

11.1 Purpose

This procedure is to ensure that Inspection and Testing is implemented so as to conform to the requirements of Clause 8.2.4 of ISO9001:2008 and 4.5.1 of ISO14001:2004.

11.2 Responsibility

This chapter provides instructions to the Project Managers and Site Managers, and Foremen.

11.3 Receiving Inspection and Testing

11.3.1 Deliveries to Site

The Site Manager, Foreman, or any direct employee, shall inspect materials delivered to site as follows:

a. All material shall be inspected at the time of delivery, unless this is not feasible, e.g. packed components, when they shall be inspected immediately prior to use.

b. Discrete components shall be counted to ensure the correct quantities have been delivered.

c. Bulk supplies, e.g. bulk mixed concrete, tarmacadam, shall be inspected visually to ensure they meet the specification. If unsatisfactory, the load shall be rejected and returned to subcontractor, or quarantined.

d. Cube tests shall be carried out, and samples shall be taken and delivered to the client's representative, as specified in the contract.

The person receiving the goods shall sign the delivery note, endorsing it if necessary if goods are faulty, to acknowledge inspection and receipt. The delivery note shall be coded with the site reference number, to maintain good identification and traceability.

11.3.2 Faulty Materials

Any faulty materials shall be clearly marked or quarantined in a designated area, which may be sectioned off with marker tape. The Site Manager or Foreman shall call in the subcontractor's representative to progress the complaint.

If a small number in a batch is faulty, the Foreman may instruct that they be broken or otherwise made unserviceable, and shall continue work with the remainder of the batch.

Note: Faulty materials that have been received in the past include sewage pipes that had not been cured for long enough.

11.3.3 Client's Responsibility

When the client supplies faulty materials or works, the matter shall be reported to the client's representative, who shall decide what action shall be taken. The event and the outcome shall be recorded on a Nonconformity Report and in the Site Diary (if applicable).

11.3.4 Nominated Subcontractors

Where faulty materials or works are supplied by a nominated subcontractor, or have been ordered by the client to the company's account, the Site Manager / Foreman shall inform the client's representative of the fact, and record the event on a Nonconformity Report and in the Site Diary (if applicable).

11.3.5 Cost Monitoring

The Site Manager may check actual cost against target / budget cost and report this to the Senior Estimator at progress meetings.

11.3.6 Records

Records of tests carried out, samples delivered or faulty goods, shall be entered on the Site Diary (if applicable).

11.4 Release of Materials to the Works

The Site Manager or Foreman shall inspect materials taken from stock before being released to the works. Faulty materials shall be clearly marked e.g. with spray-paint and/or quarantined, and the Site Manager or Foreman shall decide what action to take. The Site Manager shall be informed, who shall complete a Nonconformity Report. Should he decide to release the materials for use, if necessary after discussion with the client's representative, he shall ensure that the decision and the works concerned are noted on the Nonconformity Report, and in the Site Diary (if applicable).

11.5 In-Process Inspection

11.5.1 Hold Points

Points at which work shall be inspected and / or tested will be specified in the contract, or follow the Lewis Civil Engineering procedure for inspection. The presence of the client's representative on site shall be recorded on the Site Report.

11.5.2 Random Inspection

The Site Managers shall inspect all work on a regular basis.

The Site Manager shall decide the frequency of in-process inspection based on the complexity of the work.

The presence of any visitors to site shall be recorded on the Site Register.

11.5.3 Client's Inspection

Arrangements shall be made for the client's representative to inspect the progress of work as required. The presence of the client's representative on site shall be noted on the Site Report, and in the Site Diary (if applicable).

At the end of each month, the Site Manager and the client's representative shall agree the progress of the contract, as the basis of the monthly valuation.

11.5.4 Rework

Should any work be redone as the result of an inspection, the new work shall be subject to the same inspection requirements as the original work.

11.6 Chlorinating – New and Refurbished Water Mains

A Work Instruction detailing this process has been written and is available to site staff.

11.7 Water Discharge/Dechlorination Procedures

A separate document detailing these procedures has been prepared and made available to site staff.

11.8 Final Inspection

The client's representative and the Site Manager shall inspect the site at Completion and shall agree the terms of the Completion Certificate (see 'Protection and Preservation of Works).

11.9 Nonconformities

Whenever a significant Nonconformity occurs, e.g. delivery of faulty materials, rejection of work on inspection, the Foreman shall inform the Site Manager who shall compile a ***Nonconformity Report*** (5.10.5) which shall be sent to the Integrated Systems Manager.

Guidance Note

The rejection of a significant part of a consignment of goods received or which has deteriorated in store, or the need to carry out re-work, shall be the subject of a Nonconformity Report. The rejection of a few items within a large consignment would be regarded as insignificant.

12. Control of Inspection, Measuring and Test Equipment

12.1 Purpose

This procedure ensures measuring and test equipment is controlled and satisfies Clause 7.6 of ISO9001 and Clause 4.5.1 of ISO14001.

12.2 Responsibility

This procedure provides guidance to the Integrated Systems Manager, Contracts Director/Manager, Project Managers and Site Managers, and all staff who use measuring devices.

12.3 Identification of Requirement

The Site Managers shall decide upon the type of measuring equipment to be provided to satisfy the client's contractual requirements or, in the absence of client's specification, to satisfy the standards of measurement set out in legal requirements, professional guidelines or the general practices in the industry.

These may include, but not be limited to, theodolites, dumpy levels, staff, measuring wheels and tapes, thermometers, gas detection devices and cable detectors.

12.4 Maintenance and Calibration

Site Managers shall ensure that maintenance is arranged to keep equipment within calibration, by using subcontract services.

The Site Manager shall maintain a file of all measuring equipment on site that identifies each item, states the calibration tolerance and interval before next calibration (document 13). Each item shall be marked with a reference and a calibration expiry date.

Equipment shall be calibrated as follows:

a. Measuring tapes and measuring wheels by checking against a master tape every six months.

b. Gas Detection, by sending out for maintenance checking annually.

c. Thermometers by comparing with an alternative device every six months.

d. Cable detectors by conducting a self-test every time it is used and annual calibration

e. Test Pump, by sending it for calibration annually.

f. Lifting equipment to be inspected every 6 months.

g. In situ resin lining equipment shall be inspected and calibrated in accordance with the latest edition of WIS 4-02-01 and IGN 4-02-02. This must include as a minimum the scales for weight checks and lining flow meters, metering pump pressure transducers, temperature probe, temperature sensors and encoder.

The master measuring tape shall be calibrated once every two years.

Should any equipment be found to be out of calibration, the Site Manager shall withdraw it from use until it is repaired or replaced.

The Site Manager shall review measurements that have taken place prior to the failure and decide whether any corrective action is necessary.

12.5 Theodolites and Dumpy Levels

Instruments are calibrated annually by an approved calibration service and certificates are filed in the Site Office where the equipment is being used. If the equipment is hired, the copy of the calibration certificate shall be kept in the relevant file.

The Engineers check weekly as follows:

a. Theodolites by carrying out a triangulation calculation to prove the instrument is accurate.

b. Dumpy levels by reversing the level across two pegs.

The Operator shall report any damage or suspected damage to the Integrated Systems Manager, who shall withdraw the device from use, until proved satisfactory.

12.6 Care of Equipment

All staff, principally Site Managers, are responsible for the safe keeping and care of the equipment allocated to them.

12.7 Records

The Site Manager shall ensure that copies of calibration records for all calibrated equipment are kept on site until the termination of the project.

Originals shall be kept at Head Office.

13. Inspection and Test Status

13.1 Purpose

This procedure is compiled to ensure that inspection and test status is properly recorded in accordance with Clause 7.6 of ISO9001.

13.2 Responsibility

This procedure provides instructions to the General Manager, Project Managers and Site Managers, Foremen and the Integrated Systems Manager on how to identify materials and maintain records of inspection and test status.

13.3 Materials

Faulty materials shall be identified and/or quarantined.

13.4 Execution of Contracts

The status of contracts is determined by reference to the programme, the progress meetings and the Site Diary, the monthly valuations) and Completion Certificates.

13.5 Inspection and Measuring Equipment

All measuring devices and test equipment shall be labelled with a register number, and the date on which the calibration expires.

13.6 Insurance Inspection

The General Manager shall arrange inspections of lifting equipment etc. as required by insurers. If any item fails its inspection, it shall be withdrawn from service until it is repaired and retested or replaced. Equipment that passes the tests shall be colour coded to provide a quick visual indication to operatives that the equipment is safe to use. The colour coding shall change on a six monthly basis.

Test certificates shall be kept at Head Office. Copies of certificates used on projects may be kept for reference purposes are site offices.

14. Control of Nonconforming Product and Incidents

14.1 Purpose

This procedure is complied to ensure that non-compliances are recorded and the remedies are carried out in a manner that satisfies Clause 8.3 of ISO9001 and Clause 4.5.2 of ISO14001:2004 and BS OHSAS18001:2007.

14.2 Responsibility

This procedure provides guidance to the Managers, Project Managers, Site Managers, and Foremen, who find or remedy non-compliances.

14.3 Materials Received

The procedures for handling faulty materials or work received are set out in the 'Inspection and Test Status' Procedure include the requirement for faulty materials to be clearly marked and set apart, (e.g. by use of marker tape).

14.4 Defective Work

Details of defective work, whether revealed by an inspection by the client's representative, or by the management of the company, and the subsequent remedial action shall be entered into the Site Diary (where applicable).

14.5 Non Conformity Reports

Whenever a significant Nonconformity occurs, any Manager or Site Manager responsible shall compile a Nonconformity Report (5.10.5), completing the description of the occurrence, the immediate short term action taken, and suggestions for long-term preventive action if possible. A copy of the report shall be sent to the Integrated Systems Manager.

The Integrated Systems Manager shall ensure that copies of Nonconformity Reports are sent to the member of staff responsible for the activity and periodically check that the actions have been taken and are effective.

14.6 Environmental Incidents

Any environmental incidents e.g. causing pollution to land or watercourse shall be reported to the Environment Agency. The Project Manager or Site Manager shall notify the Integrated Systems Manager who shall contact the authorities.

14.7 Environmental Emergencies

14.7.1 Emergency Situations

The only defined emergency situations relate to fire and pollution of watercourses and drains.

14.7.2 Fire

Fires shall be controlled as set out in the emergency procedures.

14.7.3 Pollution

If there should be any pollution of watercourses or drains, staff shall:

- Attempt to contain the spread of the pollution e.g. by constructing a bund or placing a boom around the pollution.
- Alert the appropriate authority.
    - ***Water courses*** – Environment Agency hotline 0800 807060
    - ***Sewers*** – Welsh Water 0800 052 0130.

14.8 Performance of Subcontractors

Where a nonconformity is the fault of a Subcontractor, details shall be noted on the Nonconformity Report and a copy of the report may be sent to the subcontractor concerned.

14.9 Client Complaints (including environmental complaints)

Client complaints received at head office shall be passed to the General Manager who shall request the relevant Site Manager to investigate, complete a Nonconformity Report and report back. The General Manager shall decide how the response shall be made to the client.

The correspondence and reports shall be filed in the client complaints file.

14.10 Investigation of Environmental Incidents, Accidents and Near Misses

The Safety Officer shall review and investigate all reports of environmental incidents, accidents and near misses to determine:

- the factors which caused or contributed to the incident
- whether corrective action is required
- whether there is an opportunity for preventive action or continual improvement.

and ensure that corrective and preventive action is carried out, and procedures rewritten as necessary.

14.11 Third Party Complaints (including environmental complaints)

14.11.1 Purpose

The purpose of this procedure is to ensure the accurate recording and prompt resolution of complaints and insurance claims received from persons other than clients.

14.11.2 Scope

The scope of this procedure encompasses complaints from the general public or any other third party including incidents dealt with by the company's insurers.

14.11.3 Reporting

All complaints received from the general public or any other third party shall be passed to the Integrated Systems Manager who shall allocate a reference number and create a record in the accidents/incidents register.

The Integrated Systems Manager shall also pass a copy of the complaint to the relevant Manager who shall write acknowledging receipt of the complaint, investigate, complete a Nonconformity Report. The General Manager and the Integrated Systems Manager shall decide how the response to the complainant shall be made.

Nonconformity Reports shall be filed in the integrated file sequentially by the allotted reference number.

15. Emergencies

15.1 Purpose

This procedure sets out the framework for the action to be taken in case of an emergency. Clause 4.4.7 of ISO14001 and BS OHSAS18001 applies.

15.2 Responsibility

This procedure applies to all staff, but particularly the SHEQ Adviser.

15.3 Fire

Action in case of fire is set out in the Fire Notices posted around the site.

15.4 Maintenance of Fire Safety Equipment

15.4.1 Fire Extinguishers

Fire extinguishers shall be tested annually by a qualified contractor. The date of test and next retest shall be recorded on the appliance.

15.4.2 Fire Alarms

The fire system shall be inspected and maintained at least annually by a suitably qualified contractor. Records shall be kept.

15.4.3 Emergency Lighting

Emergency lighting systems shall be inspected and maintained annually by a contractor. Records shall be kept.

15.4.4 Fire Risk Assessment (FRA)

A FRA shall be carried out and reviewed annually. Any resulting actions shall be addressed in a timely manner.

15.5 Accidents

15.5.1 Accident at Head Office

In the event of an accident arising, a first aider should be called to treat the casualty.

A first aid box and eye wash kit is kept in the kitchen. The First Aiders are responsible for maintaining the contents of the box.

The names of qualified first aiders are displayed in the kitchen. All accidents shall be recorded in the Accident Book. The report shall be forwarded to the Integrated Systems Manager for follow up action.

15.5.2 Calling an Ambulance

If a serious accident occurs, any member of staff should call an ambulance by dialling 999.

The location of the office be given as:

Lewis Civil Engineering Limited
Mwyndy Cross Industries
Cardiff Road
Pontyclun
CF72 8PN

15.5.3 Accident on a Construction Site

In the event of a member of staff sustaining an injury at a site, the site emergency procedures shall be followed. A report shall be recorded in the Accident Book held on site. The copy is forwarded to Head Office.

15.5.4 Road Traffic Accident

In the event of a member of staff being involved in a Road Traffic Accident when on company business, the member of staff concerned shall (if possible) complete an Accident Report and submit details to the Safety Officer.

15.5.5 Serious Accidents or Incidents

Any major accident, explosion or incident that causes death or major injury must be reported immediately (by the Safety Officer).

If there is a major accident, or any other accident which results in anybody being in hospital for more than 24 hours, or off work for three calendar days, the Safety Officer shall report it using RIDDOR form F2508.

Reportable accidents and incidents shall be reported directly to the HSE's RIDDOR Incident Contact Centre based at Caerphilly.

By telephone:	0845 300 9923
By fax:	0845 300 9924
By e-mail:	riddor@natbrit.com

15.6 Near Misses

A 'near miss' is an incident which potentially could have caused a serious accident or damage to plant or equipment.

Incidents which could have lead to a serious injury must be reported to the Health and Safety Executive.

Such incidents should be recorded on a Safety Concern/Near Miss Report form.

15.7 Testing Emergency Procedures

Emergency procedures shall, wherever possible, be tested.

Fire and evacuation drills shall be carried out every six months.

A log shall be kept recording when tests were carried out, and any comments about any improvements which shall be incorporated into the procedures.

15.8 Feedback from Real Incidents

When an emergency occurs, subsequently the Safety Officer shall review the sequence of events and the outcome, and:

- Shall revise the procedures if necessary
- Decide whether preventive action is required or possible to prevent a re-occurrence.

15.9 Environmental Incidents

In the event of an environmental incident (e.g. breaking consent limits), the Site Manager and Safety Office shall be contacted immediately.

15.10 Contingency Plans

Health, safety and environmental emergency contingency plans shall be held on file.

The procedure above provides guidance on action to be taken in case of:

- Fire
- Pollution

16. Improvements, Objectives & Targets

16.1 Purpose

This procedure ensures the company has a measurable plan for improving performance gradually and that corrective and preventive action shall be taken to overcome and prevent non-conformities as required by Clauses 5.4.1, 8.4 and 8.5 of ISO9001:2008, 4.3.3 of ISO14001:2004 and 4.3.3 and 4.5.1 of BS OHSAS18001:2007.

16.2 Responsibility

This procedure provides guidance to the General Manager, Integrated Systems Manager, Project Managers and Site Managers, and other staff who remedy non-compliances.

16.3 Corrective Action

Short term corrective action shall be noted in the Site Diary, and on the Nonconformity Report.

Whenever possible, the person compiling a Nonconformity Report shall propose long-term corrective action. Otherwise, the Integrated Systems Manager shall consider it. Any unresolved matters shall be raised at the Management Review Meeting.

When long-term corrective action has been agreed, the Integrated Systems Manager shall follow it up to ensure that it is implemented.

16.4 Analysis of Data

Prior to each Management Review Meeting, the Integrated Systems Manager shall review:

- Internal audit findings reports
- Nonconformity Reports relating to processes, customer complaints and feedback, subcontractor and supplier performance, incidents, questionnaires

to determine trends and to decide what corrective and preventive actions are required, either to prevent recurrence of nonconformities or to avoid potential nonconformities. He shall report his findings to the meeting.

16.5 Preventive Action

Preventive action to avoid potential nonconformities shall be discussed at the Management Review Meeting (see 'Management Review Meeting' Procedure).

16.6 Setting Improvement Objectives and Targets

16.6.1 Environmental Objectives

The management review meeting shall use the significance table to select which aspects shall be included in the environmental improvement programme and which shall be subject to formal Procedures.

As a guide, aspects showing a significance of -6 or worse shall always be reviewed. Aspects with a significance score of between 0 and -6 shall be actioned as the opportunity arises.

The objective and target setting activity shall also take into account:

- The Environmental Policy.
- Legislation.
- The views of any interested parties.
- The need to prevent pollution in general.

16.6.2 Proposals for Quality and Safety Improvement Objectives

Proposals for improvement objectives can arise from:

- The analysis of data and consideration of preventive action
- As proposals from any member of staff submitted to the Integrated Systems Manager.
- The Health and Safety Policy
- Legislation
- The need to prevent accidents and incidents

Improvement objectives can relate to:

- Processes
- Products (or service)
- Customer satisfaction
- Operation of the integrated Management System

The Integrated Systems Manager shall arrange for proposals to be included in the Agenda for the Management Review Meetings.

16.6.3 Improvement Plans

Each objective or target shall be set out on an Improvement Plan that shall state:

- The objective or target.
- The stages of the project.
- The timetable.
- Who is responsible for managing the project.

Improvement Plans shall be circulated to the people concerned.

16.7 Progressing and Review of Improvement Plans

The progress of improvement shall be monitored by the Integrated Systems Manager and recorded on the Improvement Plan.

Progress to date shall be reported at each management review meeting. Plans shall be updated or revised as decided by the meeting.

17. Handling, Storage, Packaging, Preservation and Delivery

17.1 Purpose

This procedure is compiled to ensure handling, storage and delivery is carried out to comply with Clause 7.5.5 of ISO9001 and Clause 4.4.6 of ISO14001.

17.2 Responsibility

This procedure provides instructions to the General Manager, Integrated Systems Manager, Project Managers and Site Managers, and Foremen on the provision and use of equipment and storage.

17.3 Handling

17.3.1 Provision of equipment

The General Manager shall provide such equipment as is necessary for the safe execution of the works, e.g. excavators, shovels, dumpers, lorries etc., and hand tools.

17.3.2 Use of equipment

The Site Managers and Foremen shall ensure their gangs are adequately trained to use mechanical equipment safely to avoid damage to the equipment and injury to themselves.

17.4 Storage and Preservation of Equipment and Materials

17.4.1 Provision of Storage

The Site Managers shall provide secure and suitable storage for equipment and materials to avoid damage, deterioration and accidental spillage.

17.4.2 Yard Storage

All materials are delivered direct to site. All equipment shall be stored in a secure yard compound overnight and at weekends.

A record shall be made of anything taken from the yard and pass to the Office Manager who will decide whether this has to be charged into the contract.

17.4.3 Preservation of Materials

Where materials have a designated storage life, Site Managers/Foremen shall ensure that any materials that have been in stock too long are scrapped.

17.5 Protection and Preservation of Works

The Site Managers/Foremen shall ensure that the Works are protected, as set down in the contract or as is deemed necessary.

17.6 Job Completion

When a contract is complete, the client shall issue a Completion Certificate. This shall detail any outstanding items to be completed during the retention period, or to be carried out during any specified maintenance period.

Where the client does not issue a Completion Certificate, the Site Manager shall prepare a note of the completion, to be held in the Contract file.

17.7 Retentions

The General Manager shall periodically produce a schedule of current work, which he shall keep updated by hand. By examining the schedule, he shall determine which retention periods are coming to an end. He shall check with the Site Manager whether all work has been carried out. On receiving confirmation, he shall issue the final invoice.

18. Control of Records

18.1 Purpose

This procedure is compiled to ensure that Quality Records are prepared, completed and filed in a manner that complies with Clause 4.2.4 of ISO9001:2008, 4.5.4 of ISO14001:2004 and 4.5.5 of BS OHSAS18001:2007.

18.2 Responsibility

The procedure provides guidance to the Integrated Systems Manager, Estimator, Project Managers and Site Managers, and clerical staff who deal with records and in particular Quality, Health, Safety and Environmental Records.

18.3 Records

18.3.1 Subcontractor Records

The Senior Estimator shall maintain and continually update the schedule of approved subcontractors.

18.3.2 Contract documents

The Office Manager and Site Managers shall systematically cross refer contracts, clients' orders, work instructions, amendments and nonconformity reports in such a way that transactions can be traced.

18.3.3 Management Review

The Integrated Systems Manager shall keep copies of Nonconformity Reports and monitor progress. Any unresolved matters shall be brought up at the Management Review Meeting.

18.3.4 Retention of Contract Records

At the end of a contract, the Site Manager shall collate all the contract records including any relevant Subcontractors' records. The General Manager shall decide whether the records shall remain live or be archived. The Site Manager shall archive and preserve the documents for 6 years from the date of archiving.

18.3.5 Quality, Health, Safety and Environmental Records

The retention times for quality, health, safety and environmental documents are shown in the 'Document and Data Control' Procedure.

18.3.6 Computer Records

Computers are backed up daily. The backup is held offsite by the Accountant. Retrieval exercises are carried out regularly.

19. Internal Audits

19.1 Purpose

This procedure is written to ensure that effective internal audits and reviews are implemented to maintain the effectiveness of the Company's Quality, Health, Safety and Environmental Systems as required by Clause 8.2.2 of ISO9001:2008, Clause 4.5.5 of ISO14001:2004 and 4.5.5 of BS OHSAS18001:2007.

19.2 Responsibility

This procedure shall apply to the General Manager, Integrated Systems Manager and those appointed to undertake audits of the quality, health, safety and environmental system against relevant standards and identify deviations from documented requirements.

19.3 Auditors

The General Manager shall decide who shall carry out internal quality, health, safety and environmental audits and the qualifications required by the Auditors. He shall then arrange for their training to reach the required standard.

The Integrated Systems Manager shall ensure that Auditors are managerially independent of the activity being audited.

19.4 Audit Procedure

19.4.1 Audit Schedule

The Integrated Systems Manager shall prepare an Audit Schedule that shall show the frequency of the audits, so that every activity is checked at least once every twelve months. The Integrated Systems Manager shall periodically review the frequency of audits based on the importance of the topic and the outcome of previous audits.

19.4.2 Audit Plan

Auditors shall plan the audits using information from the Quality, Health, Safety and Environmental Procedures that shall form the basis for pursuing the audit. The auditor may also refer to the relevant Standards (i.e. ISO9001:2008, ISO14001:2004, BS OHSAS18001:2007).

19.4.3 Audit Findings Report and Action

Auditors shall record in the Audit Findings Reports the reference to each Procedure which has been audited, the evidence examined and the outcome, i.e. whether satisfactory or whether there are any findings which indicate a nonconformity with the requirements of the procedures. The status shall be recorded using the following key:

OK	=	Satisfactory
Impr	=	Improvement
Obs	=	Observation
NC	=	Non-conformance

Auditors shall present the Audit Findings Report to the Integrated Systems Manager who shall send a copy to the manager of the department concerned. The Integrated Systems Manager shall ensure that corrective action is agreed with the person responsible and implemented promptly.

The Integrated Systems Manager shall sign off the Audit Report when all actions have been carried out and are effective.

19.4.4 Discussions of Findings

The Integrated Systems Manager shall prepare a brief audit report summarising the findings and corrective actions that result from the audits and submit them to the Management Review Meetings.

20. Training, Awareness & Competency

20.1 Purpose

This procedure is written to ensure that the Company implements an organised training programme for its employees and others who work on behalf of the company as required by Clause 6.2.2 of ISO9001 and Clause 4.4.2 of ISO14001:2004 and BS OHSAS18001:2007.

20.2 Responsibility

This procedure provides instructions to the General Manager, Office Manager, Training Coordinator, Project Managers and Site Managers, and Integrated Systems Manager on the implementation of a training policy so that all employees and others who work on behalf of the company are aware of the implications to the quality, safety and environmental performance of departing from the correct ways of working.

20.3 Training Programme

20.3.1 Quality, Safety and Environmental Awareness

The Integrated Systems Manager shall ensure that all staff have ISO9001:2008 Quality Awareness, ISO14001:2004 Environmental and BS OHSAS18001:2007 Health and Safety training, and that training is included in the induction of all new recruits.

20.3.2 Induction

The Lewis Civil Engineering Induction booklet has been prepared. This is issued to all new starters. It includes reference to the Quality, Health and Safety and Environmental policies and a Fitness for Work declaration to be completed by the new starter.

20.3.3 Office Staff

''Office Induction Notes'' have been prepared for new office workers. This includes instruction and information on relevant Health and Safety issues.

20.3.4 Site Staff

''Induction notes for New Starters'' have been prepared for new site workers. This includes Health and Safety and Environmental Information and a questionnaire and declaration to be signed by the new starter.

20.3.5 Health Checks

New starters must provide evidence of general health screening prior to commencing employment.

New starters shall undergo additional health screening after three months employment. The screening process shall check amongst other things:

- Blood pressure
- Weight
- Evidence of dermatitis
- General fitness

Records shall be held within personnel files.

20.3.6 Specific Training Requirements

Site-specific Toolbox talks are given on each project. The talks are specific to the Risk Assessments and Method Statements identified for that project. Attendance at the toolbox talks is documented via a signature sheet.

Each gang supervisor is responsible to train people in their duties, and in the duties of the next level above. If they prove satisfactory, they may be advanced to additional duties.

The records of training shall be kept in the Head Office and comply with Health & Safety insurance and other requirements such as continuing professional development. Copies of attendance records from toolbox talks may be kept on site.

Senior staff shall validate the training as necessary.

The General Manager shall review and implement the training needs and training plans for all staff at a Management Quality Review Meeting.

20.4 Subcontractors

Where subcontractors are to be used, Site Managers shall ensure that they receive a full site induction (including Risk Assessments and Method Statements) prior to starting any work at that site. A record of subcontractor attendance at the training session shall be maintained on the site file.

20.5 Training Records

The Integrated Systems Manager shall arrange for a training record for each employee to be kept in a Training File, which shall detail qualifications, experience, and training planned and given. The file shall be accessible to all staff via the intranet.

21. Communication

21.1 Purpose

This procedure ensures that all communications received by the organisation from external parties relating to its quality, environmental or health & safety performance are properly handled. It also addresses the requirements for communication within the organisation relating to the environmental matters.

Clauses 5.5.3 and 7.2.3 of ISO9001, 4.4.3 of ISO14001 and 4.4.3 of BS OHSAS18001 apply.

21.2 Responsibility

This procedure applies to any member of staff receiving complaints or communications from external parties and to the Integrated Systems Manager who has the main responsibility for responding to requests, but shall seek advice if necessary.

21.3 External Complaints

The process for dealing with external complaints is described in the 'Nonconformities and Incidents' Procedure

21.4 Requests for Information

Requests for information, either from customers or the general public, shall be directed to the General Manager who shall respond to the enquirer.

If appropriate, the Integrated Systems Manager is authorised to release an 'uncontrolled' copy of Lewis Civil Engineering Policies and the Integrated Systems Manual.

Note that the Environmental Policy shall be freely available to the public and other interested parties on request.

21.5 Communication with the Regulators

The Integrated Systems Manager shall be the organisation's representative in all dealings with regulatory bodies e.g. Environment Agency, local authority.

21.6 Internal Communications

21.6.1 Integrated Management System

The requirements of the integrated management system are communicated to all staff through:

- Notice boards
- Intranet
- Staff meetings
- Tool Box talks
- Briefing Sessions
- 'Hazard Update' Meetings
- Employee Forum Meetings

21.6.2 Early Warning and Best Practice

The organisation has implemented an "Early Warning and Best Practice" system as a means of communicating potential concerns, new ideas, or safety alerts between sites. Input into this system can come from a number of sources:

- Lewis sites
- Clients' initiatives or from non-Lewis sites
- Environmental Agency
- HSE

The Integrated Systems Manager shall collate and communicate information and ideas around Lewis sites and personnel.

21.7 Environmental Aspects

Lewis Civil Engineering has decided that it will not publish details of its significant environmental aspects to the public generally, but will make information available on request.

21.8 Correspondence and notes of phone calls

21.8.1 Correspondence

All correspondence, acceptance of quotations, signed contracts and changes to instructions received from customers shall be reviewed, answered and filed. The General Manager have the authority to make exceptions if minor matters need not be recorded in the file.

21.8.2 Telephone messages

All staff who answer the telephone shall write down whatever is discussed. Where this is essential information, a note of the telephone call shall be retained.

21.8.3 Memos

Any memos and notes exchanged between staff, shall be kept until the matter is completed. If the content of memo needs to be retained, it shall be placed in the appropriate file.

21.8.4 Changes in Legislation

These will be researched as described in the 'Legislation' procedure.

The information will be communicated to the relevant staff as appropriate at the weekly meetings or by memo if complex. The Integrated Systems Manager is responsible to ensure that those who need to know are made aware and take the necessary action when a change arises.

The same means of communication shall apply to updates in best environmental practice, guidelines and less formal matters as well as to mandatory information.

22. Management Review Meetings

22.1 Purpose

This procedure ensures the continuing suitability, adequacy and effectiveness of the Quality Management System and the Environmental Management System by holding regular review meetings and updating the systems as necessary. Clauses 5.6 of ISO9001:2008, 4.6 of ISO14001:2004 and BS OHSAS18001:2007 apply.

22.2 Responsibility

This procedure applies in particular to the Managing Director and the Integrated Systems Manager.

22.3 Frequency and Attendance

Management Review Meetings are held every six months to ensure that the Quality, Health, Safety and Environmental Policies, Manual and Procedures are still relevant to the Company's objectives and the needs of Clients.

The meetings shall be attended by:

General Manager (in the chair)
Managing Director of K'Nex
Senior Estimator
Project Managers / Site Managers (as available)
Integrated Systems Manager
Others as co-opted

22.4 Quality, Safety and Environmental Review Meetings

22.4.1 Agenda

The agenda shall be prepared by the Integrated Systems Manager, and shall include:

Review the minutes from the previous meeting and ensure action points have been cleared.

Report on Preventive Actions including:

- Nonconformity reports,
- Client and third party complaints,
- Internal audit findings and recommendations,
- The performance of supplies and subcontractors,
- Customer Feedback
- Accident reports
- Potential Problems

A status of the company's compliance with legal requirements.

Review of the continuing effectiveness of the Quality, Health, Safety and Environmental Systems to ensure that the:

- Quality Policy
- Environmental Policy
- Health & Safety Policy
- Register of Environmental Aspects
- Register of Health, Safety and Environmental Legislation
- Quality, Health, Safety & Environmental Manual
- Quality Assurance, Health, Safety and Environmental Procedures

are still relevant to the company's objectives and the needs of its clients. Where necessary revisions to the controlled documents will be agreed.

Results from participation and consultation

Review progress towards existing objectives and set new ones if appropriate.

Review Training.

Review Resource Requirements

22.4.2 Action and Follow-Up

The Integrated Systems Manager shall ensure that minutes of the meeting (including action points and target completion dates) are produced and circulated to all concerned. He shall subsequently check that actions have been initiated.

23. Waste Handling and Segregation

23.1 Purpose

This procedure sets out how wastes that arise across the organisation shall be minimised, segregated, collected and stored so that recovery and recycling can be maximised and the correct disposals made. Clause 4.4.6 of ISO14001 applies.

23.2 Responsibility

The Integrated Systems Manager is responsible for examining waste arising and planning how the total arising can be minimised, and how it should be segregated, stored and handled.

23.3 Waste

Office waste arising should be minimised whenever possible e.g. adopt a 'think before you print' policy to reduce paper consumption and waste.

Waste	Segregation	Route	Outcome	Controlled or hazardous	Carrier
Paper and card	Office bins	RCT	Recycle	Controlled	RCT
Waste solvent / paint residue	COSHH cage yard	HIREONE	Landfill	Hazardous	HIREONE
Plastic	Kitchen bin	Plastics Skip on yard	Recycle	Controlled	RCT
Waste Oil	Waste oil tank - yard	HIREONE	Recycle	Hazardous	HIREONE – OSS
Contaminated cloths (oil)	Bins in workshop	Within general waste (HIREONE)	Landfill	Hazardous	OSS
General Rubbish	Bins throughout offices	General skip on yard	landfill	Controlled	RCT
Toner/printer cartridges	Box in computer room	Collected by charity	Recycle	Hazardous	HIREONE/Charity
Waste Electronic and Electrical Equipment (WEEE)	Server Room	Server Room	Recycle via RCT facility	Hazardous	Lewis
Fluorescent Tubes	Tube box in reception	Returned to supplier – LH Evans	Recycle	Hazardous	Lewis
Asbestos	Double bagged and segregated on yard	Collected by or delivered to approved	Landfill	Hazardous	Caswell Engineering

		carrier/handler			
Tarmac	At site or on Yard	Transferred to Approved Facility direct from site or via yard or reused for back fill	Landfill / reused	Hazardous	Lewis
Effluents (site toilets)	WC	Collected by Hire Company	Landfill	Controlled	Certified carrier

23.3.1 Yard Waste

Any waste; wood, metal etc., generated on the yard shall be disposed of into skips provided by HIREONE.

23.4 Disposal of wastes on site

The 'Control of Site Work' Procedure describes how site wastes should be segregated.

24. Disposal of Controlled Wastes

24.1 Purpose

This procedure ensures that wastes are properly disposed of in accordance with the Regulations. The procedure relates to:

- Licensing Lewis Civil Engineering Ltd as a waste carrier.
- The selection of other waste carriers.
- The disposal of controlled wastes.

The disposal of hazardous wastes is addressed in the 'Hazardous Wastes' procedure.

24.2 Responsibility

This procedure applies to the General Manager, the Integrated Systems Manager, Site Managers, Supervisors and lorry drivers.

24.3 Waste Carrier's Licences

The General Manager shall apply to the Environment Agency for a waste carrier's licence when the current licence expires. The General Manager shall file the licence.

24.4 Checking Waste Carrier Licences

24.4.1 Checking

Before placing an order or a contract with a waste carrier, the carrier shall be asked to provide a copy of his Waste Carrier Licence.

Check with the issuing office of the Environment Agency that the licence is still valid. This can be done by telephone. Use the Agency's general enquiry line 08708 506506 to ask for the relevant office (or consult www2.environment-agency.gov.uk/epr/search.asp?id=EP8&&type=register).

Record the fact of the check on the copy licence.

24.4.2 Exceptions

Note that the local Council is not required to hold a waste carrier's licence for its own waste carrying activities.

Note that charities can be exempted from the requirement to hold a licence. Check that they have officially obtained an exemption.

24.4.3 Filing

Licences shall be filed by the Cost Manager.

24.4.4 Annual Check

There shall be an annual check with the Environment Agency that licences are still valid. The outcome of the check shall be recorded on the copy licence.

24.4.5 Expiry of Licences

New copy licences shall be obtained when a licence expires.

24.5 Disposal of Controlled Waste

24.5.1 Definition

Controlled waste includes all wastes produced by Lewis Civil Engineering Limited except hazardous waste (as defined in the European Waste Catalogue). Controlled Waste Transfer Notes

All transfers of waste shall be documented on a Controlled Waste Transfer Note. Any member of staff responsible for handing over waste to a Waste Carrier must sign a Transfer Note, unless an annual Transfer Note (see below) is in effect.

The Note is normally provided by the Waste Carrier. If no Transfer Note is available a blank form may be downloaded at
www.wastedirectory.org.uk/pdfs/DutyofCareWasteTransferNote.pdf

(Note: it is the organisation's responsibility to provide the Transfer Note, but usually the waste carrier provides his own documentation. It is advisable to have spare Notes available in case the driver is empty handed. There is a recommended form in the Waste Management Duty of Care Code of Practice book or for download as above.)

24.5.2 Annual (or Period) Transfer Notes

The Cost Manager shall decide whether to document all regular transfers for up to a 12-month period on an annual Transfer Note.

All transfers using an annual Transfer Note must:

- Be the same category of waste
- To the same Waste Carrier
- Transferred at the same location

24.5.3 Transfer Note Information

Transfer Notes shall contain the following information:

- Description of the waste

- How it is contained
- Quantity – which can be in units such as skips, sacks, drums
- Name and address of Lewis Civil Engineering Limited
- Name and address of the waste carrier
- The waste carrier's registration number
- The address where the transfer took place
- Date of the transfer (or start and finish date for multiple transfers)
- Signed by the organisation's representative
- Signed by the representative of the waste carrier, e.g. the driver.

24.5.4 Records

Completed Transfer Notes shall be filed, and retained for two years from the date of expiry.

24.6 Use of Other Waste Carriers

24.6.1 Checking

Project Managers shall identify waste carriers that might be used for a contract. They shall obtain a copy of a waste carrier's licence before passing it to the Integrated Systems Manager who shall file the licence in the central Waste file before placing the carrier on the List of Approved Subcontractors.

He shall check with the issuing office of the Environment Agency that the licence is still valid. This can be done via the website: www2.environment-agency.gov.uk/epr/search.asp?id=EP8&&type=register.

The fact of the check shall be noted on the copy licence.

Note that a local Council is not required to hold a waste carrier's licence for its own waste carrying activities.

The Integrated Systems Manager shall file licences.

24.6.2 Annual Check

There shall be an annual check with the Environment Agency that licences are still valid. The outcome of the check shall be recorded on the copy licence.

New copy licences shall be obtained when a licence expires.

24.7 Licensed Landfill Sites

The Integrated Systems Manager shall obtain a copy of the waste management licence for any site to which the company's vehicles will deliver waste before placing the site operator on the List of Approved Subcontractors.

He shall check that the licence is still valid and file the copy.

Copies of relevant licences may be held on site.

24.8 Delivery of Controlled Waste to a Landfill Site

The driver shall ensure that he and the Landfill Site Operator sign a Controlled Waste Transfer Note whenever a load is delivered to a Landfill Site, and that a copy is brought back to the contract site office.

If the operator of the Landfill Site does not issue a Note, he shall use the company's own Controlled Waste Transfer Note. The Integrated Systems Manager shall issue books of these Waste Transfer Receipts.

Note: A single period (season ticket) Transfer Note may be used to document regular transfers of the same type of waste from a site to the same destination for a period up to 12 months.

24.9 Delivery of Controlled Waste to another Waste Carrier

All transfers of waste to another waste carrier shall be documented on a Controlled Waste Transfer Note. Any member of staff responsible for handing over waste to a Waste Carrier must sign a Transfer Note, unless an annual or period Transfer Note is in effect.

The Waste Carrier normally provides the Note. If no Transfer Note is available, the company's own Transfer Note shall be used.

24.10 Filing of Controlled Waste Transfer Notes

A copy of all Controlled Waste Transfer Notes shall be filed in the contract site file.

Original waste transfer notes shall be returned to the Office Manager.

They shall be retained for two years from the date of expiry.

When the company's own book of Controlled Waste Transfer Notes has been used up, the book, with its third copies of each Note, shall be returned to the Integrated Systems Manager.

25. Hazardous Wastes

25.1 Purpose and Scope

This ensures that disposals of hazardous wastes are managed in conformity with *The Hazardous Waste (England and Wales) Regulations 2005.* Clause 4.4.6 of ISO14001 applies.

25.2 Responsibility

This procedure applies to the Integrated Systems Manager, Site Managers and Project Managers.

25.3 Definition of Hazardous Waste

"Hazardous wastes" are identified (marked with *) in *The List of Wastes (England) Regulations 2005.*

Note that where a waste is identified as hazardous by a specific or general reference to "dangerous substances" there are rules that allow the waste to contain up to various concentrations of the dangerous substances whilst still being categorised as "controlled waste".

The following wastes produced by Lewis Civil Engineering have been classified as hazardous waste:

- Waste oil
- Oily rags
- Waste solvents and paint residues
- Tarmac
- Fluorescent tubes
- Waste electronic equipment
- Asbestos
- Batteries
- Toner/ Printer cartridges

Other hazardous wastes may exist. The Project Manager shall identify any hazardous wastes associated as part of the site risk assessment.

25.4 Registering Premises as a Hazardous Waste Producer

25.4.1 Notifying the Environment Agency

Each individual site consigning hazardous waste must be registered with the Environment Agency within one month of the first movement of hazardous waste and the appropriate fee paid.

The Environment Agency has established various means of registering a site as a producer of hazardous waste, each of which carries a different cost:

- Paper (fee £28 per premises)
- Telephone (£23)
- Electronically (£18)

Note that the method for paying the fee is different for each route. The registration processes are set out in the Environment Agency's "A Guide to Hazardous Waste Regulations – Site Premises Registration (Notification) Guide" which can be downloaded from www.environment-agency.gov.uk > New rules on waste > Site Premises Notification Guide. The Application Form can also be downloaded.

25.4.2 Premises Code

The Environment Agency will issue a "premises code" on receipt of the application. The Premises Code must be written onto all Consignment Notes.

The registration is valid for 12 months and must then be renewed.

25.5 Disposal of Hazardous Waste

25.5.1 Waste Carriers

Waste carriers shall be selected as described in the 'Disposal of Controlled Waste' Procedure.

25.5.2 Consignment Notes

The organisation, as the producer of the waste, is responsible for preparing the Consignment Note.

Sufficient copies of the Consignment Note must be prepared so that copies will be available to:

- The producer or holder of the waste (the consignor)
- The carrier
- The consignee.

The organisation shall complete Parts A, B and D. The carrier shall complete Part C.

The organisation shall retain one copy and give the others to the carrier.

(Note that if the producer of the waste is not the consignor, an extra copy of the Consignment Note must be given to the producer.)

25.6 Filing

The completed Consignment Note shall be filed in a register kept on site and shall be retained for three years. If a site is closed before the end of the three years, the register shall be transferred to Head Office.