



Safety, Health, Environment and Quality (SHEQ) Manual

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1 Scope

The scope of the SHEQ Management System covers all activities carried out by Barlows (UK) Ltd.

“Provision of electrical and other services, including management of Design, installation and maintenance. Building maintenance including plumbing, heating and gas works, fire alarms and emergency lighting. General electrical and domestic appliance repairs and the installation and maintenance of aerials and telephone systems”.

2 Normative references

ISO 9001:2015, Quality management systems – fundamentals and vocabulary
ISO 14001:2015, Environmental management systems – requirements with guidance for use
ISO 45001:2018, Occupational health and safety management systems - requirements with guidance for use

3 Terms and definitions:

For the purposes of this document, the terms and definitions given in ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 apply.

- Organisation

Person or group of people that has its own functions with responsibilities, authorities and relationships.

- Interested Party

Person or organization that can affect, be affected by or perceive itself to be affected by a decision or activity.

- Worker

Is a person performing work or work – related activities that are under control of the organisation.

- Participation

Involvement in decision making.

- Consultation

Seeking views before making a decision.

- Work Place

The place under the control of the organisation, where the person needs to be or go to for work purposes.

- Contractor

External organisation providing services to the organisation in accordance with agreed specifications, terms and conditions.

- Requirement

The need or expectation that is stated, generally implied or obligatory.

- Risk and opportunities

Potential adverse effects (threats) and potential beneficial effects (opportunities)

- Life cycle

Consecutive and interlinked stages of a product (or service) system, from raw material acquisition or generation from natural resources to final disposal.

- Management system

Set of inter related or interacting elements of an organisation to establish policies and objectives and processes to achieve those objectives.

- Environmental aspects

Element of an organisations activities or product or services that interacts or can interact with the environment.

- Top management

Person or group of people who directs and controls an organisation at the highest level.

- Legal requirements and other requirements.

Legal requirements that an organization has to comply with and other requirements that an organization has to or chooses to comply with.

- Effectiveness

Extent to which planned activities are realized and planned results achieved.

- Policy

Intentions and directions of an organization as formally expressed by its top management.

- Objective

Result to be achieved.

- Injury and ill health

An adverse effect on the physical, mental or cognitive condition of a person.

- Hazard

Source with a potential to cause injury and ill health.

- Risk

Effect of uncertainty

- Competence

Ability to apply knowledge and skills to achieve the intended results.

- Documented information

Information required to be controlled and maintained by an organization and the medium on which it is contained.

- Performance

Measurable result

- Audit

Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent the audit criteria is fulfilled.

- Conformity

Fulfilment of a requirement.

- Non conformity

Non-fulfilment of a requirement.

- Incident

Occurrence arising out of, or in the course of, work that could or does result in injury or ill health.

- Corrective action

Action to eliminate the cause (s) of a nonconformity or an incident and to prevent reoccurrence.

- Continual improvement

Reoccurring activity to enhance performance.

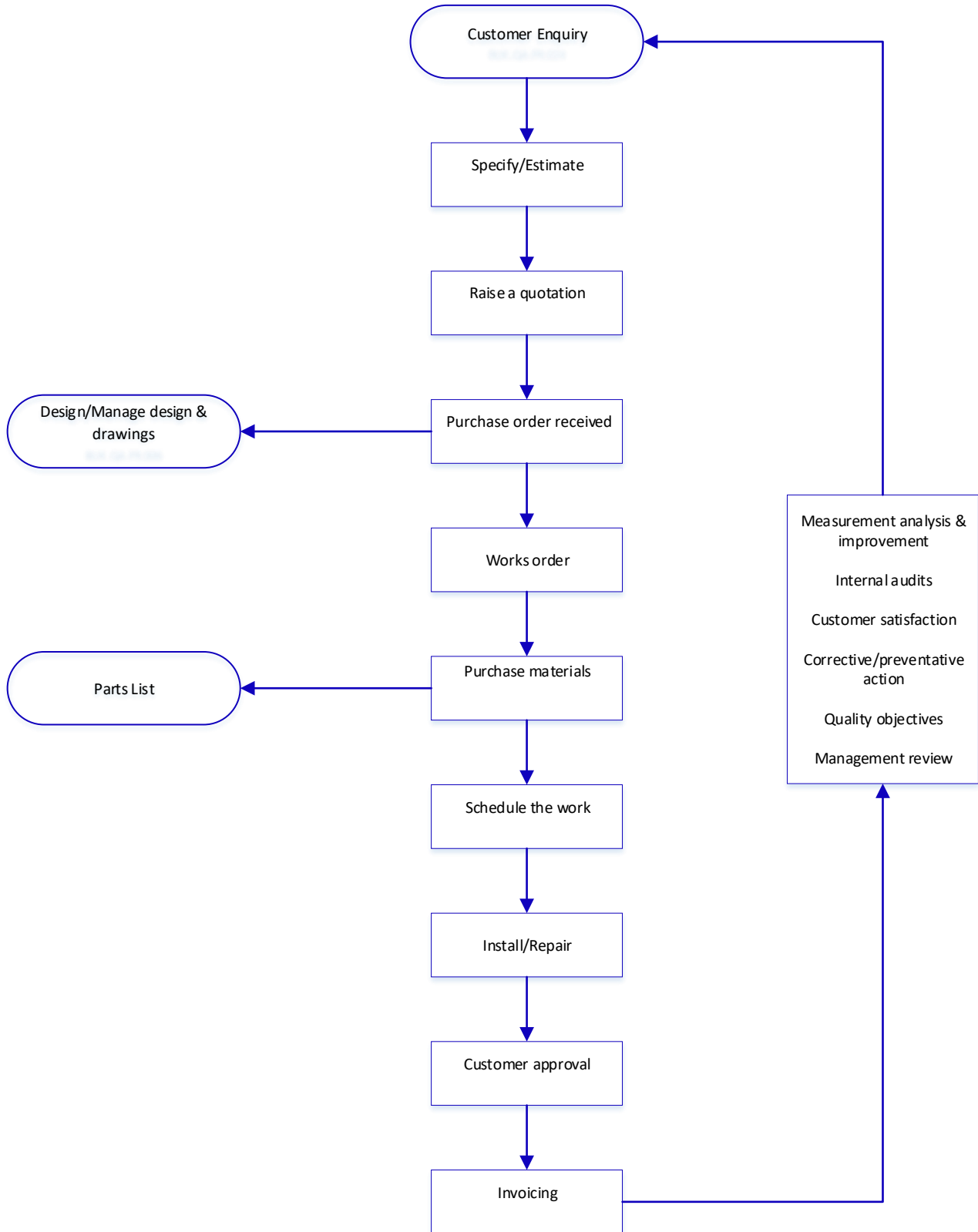
- **Environmental condition**
State or characteristic of the environment as determined at a certain point in time.
- **Environmental impact**
Change to the environment, whether adverse or beneficial, wholly or partially resulting from an organisations, environment aspects.
- **Prevention or pollution**
Use of processes, practices, techniques, materials, products, services or energy to avoid, reduce or control (separately or in combination) the creation, emission or discharge of any type of pollutant or waste, in order to reduce adverse environmental impacts.
- **Process**
Set of interrelated or interacting activities which transforms inputs and outputs
- **Procedure**
Specified way to carry out an activity or process.
- **Outsource**
Make and arrangement where an external organization performs part of an organisation's function, or process.

4 Context of the Organisation

4.1 Understanding the organisation and its context.

The SHEQ management system applies to all activities carried out by Barlows (UK) Ltd. This manual has been developed in accordance with the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018.

To enable Barlows (UK) Ltd to determine external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of its SHEQ management system a flow chart of core processes has been plotted, see below – Barlows (UK) Ltd – Process Diagram.



4.2 Understanding the needs and expectations of workers and other interested parties

Barlows (UK) Ltd have determined the needs and expectations of workers and other interested parties that are relevant to the SHEQ management system, the requirements are detailed in the 4.1 business processes which is monitored and reviewed periodically with the workers and other interested parties to ensure all relevant requirements and compliance obligations are being achieved.

4.3 Determine the scope of the SHEQ management system

The scope of the SHEQ Management System covers all activities carried out by Barlows(UK) Ltd.

“Provision of electrical and other services, including management of DESIGN, installation and maintenance. Building maintenance including plumbing, heating and gas works, fire alarms and emergency lighting. General electrical and domestic appliance repairs and the installation and maintenance of aerials and telephone systems”.

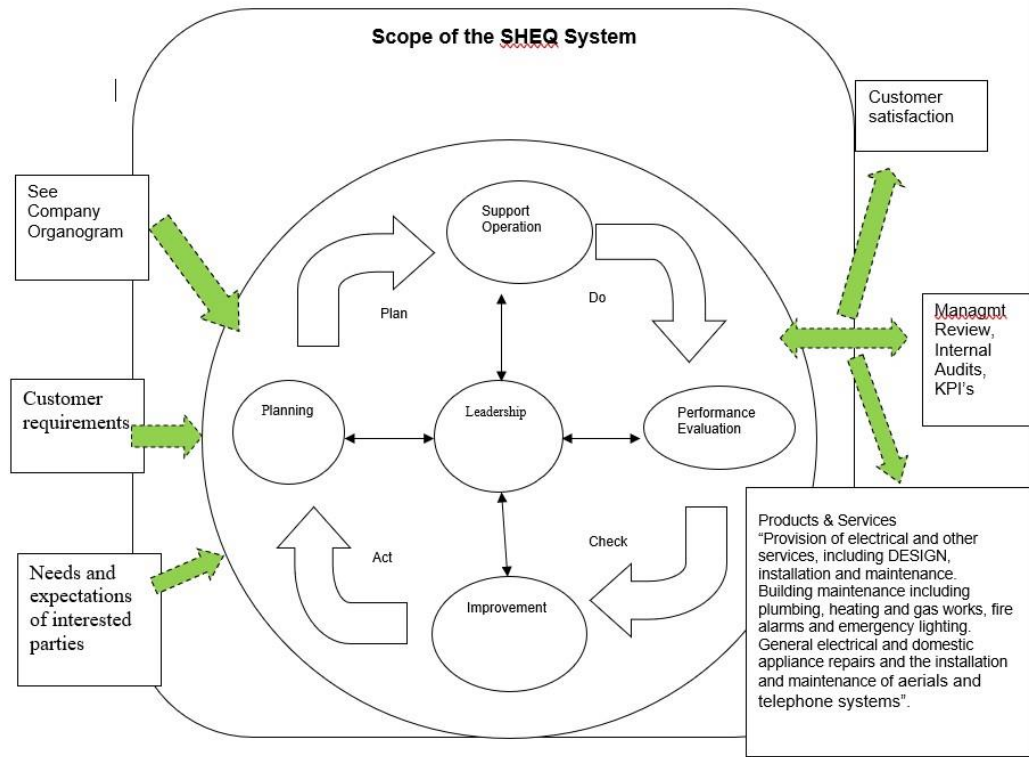
4.4 SHEQ management system and its processes

The effective implementation of the SHEQ management system will be verified by regular inspections, audits and reviews which will compare management practice against the requirements of the documented procedures on SHEQ management system standards. Corrective action will be taken where necessary and will be subsequently reviewed for effectiveness.

Barlows (UK) Ltd has adopted the process based quality management system approach which demonstrates the “Plan, Do, Check, Act” principals and forms the basis for the continuous improvement cycle.

A process approach diagram for Barlows operations is shown below:

SHEQ Management System



5 Leadership

5.1 Leadership and commitment

It is the responsibility of the Managing Director through his management team to ensure that the SHEQ management system and procedures are upheld.

The management structure for SHEQ and specific responsibilities is contained within the company's SHEQ policy and manual.

However, it remains the duty of each and every employee to ensure that the SHEQ management system and procedures are followed.

The Managing Director of the company has been appointed to manage on a day to day basis the SHEQ management system

The Managing Director demonstrates leadership and commitment with respect to the SHEQ management system by:

- Taking accountability for the effectiveness of the SHEQ management system.
- Ensuring the SHEQ policy and SHEQ objectives are established and are compatible with the strategic direction and the context of the organisation.
- Ensuring the integration of the SHEQ management system requirements into the organization's business processes.

- Ensuring the resources needed for the SHEQ management system are available.
- Communicating the importance of effective SHEQ management and of conforming to the SHEQ management system requirements.
- Ensuring that the SHEQ management system achieves its intended outcomes.
- Directing and supporting persons to contribute to the effectiveness of the SHEQ management system.
- Promoting continual improvement.
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Protecting workers from reprisals when reporting incidents, hazards, risks and opportunities.
- Ensuring the organisation establishes and implements a process (es) for consultation and participation of workers.
- Supporting the establishment and functioning of health and safety committees.

Related documents:

- *SHEQ Policy*

5.1.1 General

5.1.2 Customer focus

Meetings and discussions take place with the customer(s) to determine applicable statutory and regulatory requirements, which are understood and consistently met.

The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.

The focus on enhancing customer satisfaction is maintained.

Related documents:

- *customer complaints procedure*

5.2 SHEQ Policy

Barlows (UK) Ltd SHEQ policy is mandatory. It is implemented through a documented management system designed to comply with the requirements of the specification of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018

Barlows (UK) Ltd SHEQ policy is set by the Managing Director of the company and was signed and published April 2023.

The policy is endorsed by the Management Team.

The policy is communicated through a combination of channels to all employees and is also available to others on request.

The SHEQ Policy is defined on the next page.



Safety, Health, Environment and Quality (SHEQ) Policy

Barlows UK Ltd recognises that Safety, Health, the Environment and Quality (SHEQ) is an integral part of its business performance. It is committed to achieving a high level of performance with compliance to legal and other requirements as a minimum goal. It is committed to continual improvements that meet changing business and statutory requirements.

The objective of the company is to consistently and completely achieve customer satisfaction in its products, services and information, and from this ensure a profitable business.

To achieve this Barlows UK Ltd have implemented and documented a SHEQ Management system that conforms to the requirements of BS EN ISO 9001, BS EN ISO 14001 & BS ISO 45001.

The company is committed to a philosophy of continual improvement, to 'being the best in everything we do', focusing on prevention rather than detection and the principle of 'Right First Time'.

All employees are responsible for the operation and maintenance of the SHEQ Management System and for the achievement of the objectives.

It is the objective of Barlows UK Ltd to constantly improve its SHEQ performance and efficiency, to minimise risks to employee health and safety and the environment and to provide products/services of the highest quality to our customers.

Our internal and external performance will be monitored and appraised through audits and management reviews.

This policy statement shall also be reviewed annually.

A handwritten signature in black ink, appearing to be "J E Barlow".

Mr J E Barlow
Managing
Director
01/04/2023

5.2.1 Establishing SHEQ Policy

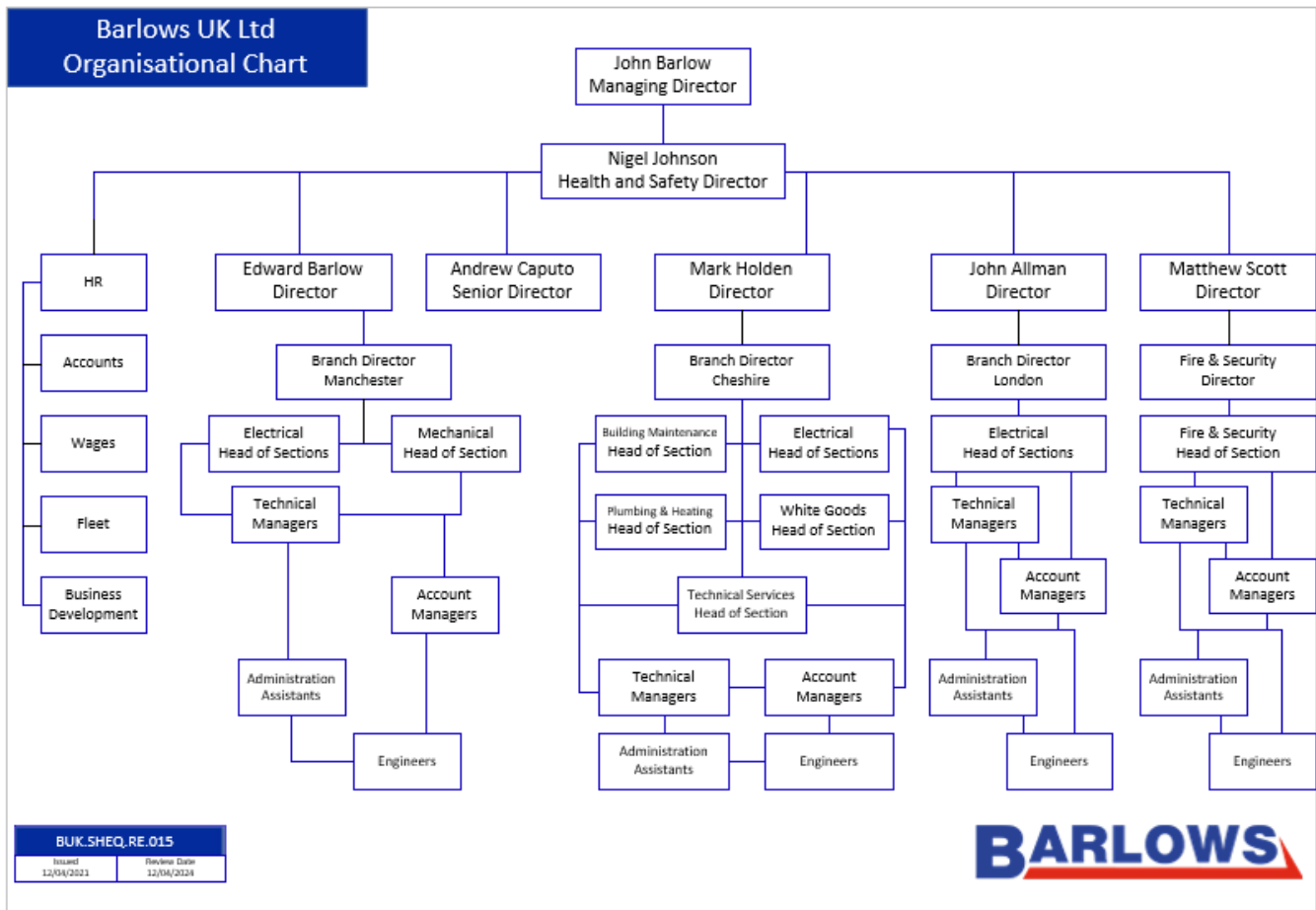
See 5.2 above.

5.2.2 Communicating the SHEQ Policy

The policy is communicated through a combination of channels to all employees and is also available to others on request.

5.3 Organisational roles, responsibilities and authorities

As defined in the Company's SHEQ Policy and organisation chart.



5.4 Consultation and participation of workers.

Procedures are in place to ensure that pertinent SHEQ information is communicated to and from employees and other interested parties.

Related documents:

- *Consultation and communication procedure.*

6 Planning

6.1 Actions to address SHEQ risks and opportunities

The company has established and maintains records for the ongoing identification of SHEQ risks and opportunities and the implementation of necessary control measures.

These include routine and non-routine activities; activities of all personnel having access to the workplace; and facilities at the workplace.

The company considers the results of these assessments and the effects of these controls when setting its SHEQ objectives.

6.1.1 General

The company has established, implemented and maintains processes needed to meet the requirements.

6.1.2 SHEQ hazards and aspects identification of risks and opportunities

Related documents:

- *SHEQ Risk Assessment*
- *Health and Safety risk assessments*
- *Environmental Aspects and Significance records*
- *Quality Risk Assessment*

6.1.3 Determination of SHEQ legal requirements/compliance and other requirements

Related documents:

- *SHEQ legal register*

6.1.4 Planning action

The company prepares plans to take actions to address significant SHEQ impacts, compliance obligations and identifies risks and opportunities.

6.2 SHEQ objectives and planning to achieve them

The company has established and maintains documented SHEQ objectives and programme(s)

In setting its objectives the following are considered:

- Legal and other requirements;
- Hazards and risks present;
- Technological options;
- Financial, operational and business requirements;
- The views of interested parties.
- Audit findings (internal and external)

The objectives are consistent with the SHEQ policy, including the commitment to continual improvement.

The company has established and maintains a SHEQ programme for achieving its objectives. The programme includes the designation of responsibility for achieving objectives and the time frame by which they are to be achieved. The programme is reviewed and amended to address changes to the activities, products, services, or operating conditions at The company.

Related documents:

- *SHEQ Objectives Record*
- *SHEQ Management Programme Record*
- *Management Review meeting minutes*
- *Internal Audit Checklists*

6.3 Planning of changes

The company has determined the need for changes to the SHEQ management system, the changes are carried out in a planned manner, considering the following:

- the purpose of the changes and their potential consequences
- The integrity of the SHEQ management system
- the availability of resources
- the allocation or reallocation of responsibilities and authorities

7 Support

7.1 Resources

The company has determined and provides the resources which are required to implement, operate, maintain and continually improve the effectiveness of the SHEQ management system.

7.1.1 General

The company has determined and provides the resources needed for the establishment, maintenance and continual improvement of the SHEQ management system.

It considers capabilities of, and constraints on, existing internal resources and what needs to be obtained from external providers.

7.1.2 People

The company has determined and provides persons necessary for the effective implementation of its SHEQ management system and for the operation and control of its operations.

See 5.3 organisation chart.

7.1.3 Infrastructure

The Company has determined, provides and maintains the infrastructure necessary for the operation of its processes including, buildings and utilities, equipment, including hardware and software, transportation and information & communication technology.

7.1.4 Environment for the operation of processes

The Company maintains the environment necessary for its operations which considers factors such as social, psychological and physical.

7.1.5 Monitoring and measuring resources

All calibrated equipment is maintained by specialist approved contractors. All equipment is maintained and serviced on a regular basis. Employees carry out regular checks and report any defects to the relevant line manager.

Related Documents:

- *Calibration Procedure*

7.1.6 Organisational knowledge

The organisation has determined the knowledge necessary for the operation and service provision, the knowledge will be maintained and reviews and appraisals take place on a regular basis. The knowledge is generally gained by training and experience and is based on internal or external sources.

7.2 Competence

The company has established and maintains systems to identify training needs, conducts training and maintains records.

All personnel are competent to perform tasks that may impact on SHEQ in the workplace. This competence is defined in terms of appropriate education, training and/or experience.

Related documents:

- *Training Matrix*

7.3 Awareness

All employees are made aware of the SHEQ policy and relevant objectives, their contribution to the effectiveness of the SHEQ management system, including the benefits of improved performance and the implications of not conforming with the SHEQ management system.

7.4 Communication

7.4.1 General

The company has established, implemented and maintains the processes needed for internal and external communications relevant for the SHEQ management system.

7.4.2. Internal communication including participation and consultation

The company communicates information relevant to the SHEQ management system amongst the various levels of the organisation. It ensures persons doing work under the company's control can contribute to continuous improvement.

7.4.3 External communication

Daily formal & informal communications take place with clients, customers and interested parties to advise & agree priorities and ensure customer related processes are acceptable

7.5 Documented information

The company has developed a SHEQ manual which covers the requirements of ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018.

The whole manual is raised by issue number, each time an amendment is made the whole manual is given a new issue number and is immediately made available on the shared SHEQ management shared file. The previous manual issue is archived in the archive file and also stored on the shared SHEQ management shared file.

Related document:

- *SHEQ Management Systems & Document Control Procedure*

7.5.1 General

SHEQ documentation is produced in accordance with the company's document control system as defined within the SHEQ control of documents procedure.

7.5.2 Creating and updating

All procedures include references to the identification, maintenance and disposal of necessary records.

Related document

- *SHEQ Management Systems & Document Control Procedure*

7.5.3 Control of documented information and records

SHEQ documentation is kept in accordance with the company's document control system as defined within the quality control of documents and control of records procedure.

Related document

- *Control of Records procedure*

8 Operation

8.1 Operational planning and control

The company has identified those operations and activities that are associated with identified SHEQ risks where control measures need to be applied and standard working practices are adopted and followed.

Related documents:

- *Work Scheduling Procedure- Job Logic System*

8.1.1 General

The company shall plan, implement, control and maintain the processes needed to meet requirements of the OHS management system.

8.1.2 Eliminating hazards and reducing risks

The company shall establish, implement and maintain the processes for elimination of hazards and reduction of OHS risk using the following hierarchy of controls :

- Eliminate the hazard
- Substitute with less hazardous processes, operations, materials or equipment
- Use engineering controls and re-organisation of work
- Use administrative controls including training
- Use adequate personal protective equipment

8.1.3 Management of change

The company has established processes for the implementation and control of planned, temporary and permanent changes that impact OHS performance including: -

New products, services and processes or changes to existing products, services and processes including

- Workplace locations and surroundings
- Work organisation
- Working conditions
- Equipment
- Workforce
- Changes to legal requirements and other requirements: -

- Changes in knowledge or information about hazards and OHS risks
- Developments in knowledge and technology

8.1.4 Procurement

8.1.4.1 General

The company has established, implemented and maintains processes to control the procurement of products and services in order to ensure their conformity to its OHS management system.

8.1.4.2 Contractors

The company shall co ordinate its procurement processes with its contractors in order to identify hazards and to assess and control the OHS risks arising from: -

- The contractor's activities and operations that impact the company
- The company's activities and operations that impact the contractors workers
- The contractor's activities and operations that impact other interested parties in the workplace

8.1.4.3 Out sourcing

The company shall ensure that outsourced functions and processes are controlled, are consistent with legal requirements and other requirements and with achieving the outstanding outcomes of the OHS management system.

8.2 Requirements for products and services

8.2.1 Customer communication

Daily formal & informal communications take place with clients to review the service agreement and to advise & agree priorities and ensure customer related processes are acceptable

Related document

- *Customer Complaints Procedure*

8.2.2 Determining the requirements for products and services

The company has determined the requirements relating to the service to be provided. An agreed plan/order is produced in order to meet the requirements of the service.

Related document

- *Work Scheduling Procedure- Job Logic System*

8.2.3 Review of the requirements for products and services

Meetings are held with clients as requested and actions are determined and satisfaction against each action is monitored.

This is an individual client basis and is managed by the Contracts Manager.

8.2.4 Changes to requirements for products and services

Any changes to the client or customer requirements will be documented and relevant persons made aware of the changes.

8.2.5 Emergency preparedness and response

The company has established, implemented and maintains the processes needed to prepare for and respond to potential emergency situations.

Related document

- *SHEQ Management Systems & Document Control Procedure*

8.3 Design and development of products and services

8.3.1 General

The company has established, implemented and maintains a design and development process that is appropriate to ensure the provision of product and service.

Related document

- *Design Control Procedure*

8.3.2 Design and development planning

Related document

- *Design Control Procedure*

8.3.3 Design and development inputs

Related document

- *Design Control Procedure*

8.3.4 Design and development controls

Related document

- *Design Control Procedure*

8.3.5 Design and development outputs

Related document

- *Design Control Procedure*

8.3.6 Design and development changes

Related document

- *Design Control Procedure*

8.4 Control of externally provided processes, products and services

8.4.1 General

The company ensures that purchased materials, consumables and services conform to specified requirements by using procedures covering the following areas:

The purchase of materials, consumables and services is based on a list of approved suppliers. The selection of new suppliers is made by consideration of the following:

- Cost comparison
- Availability
- Capable of delivering service
- Suitability of product

The performance of suppliers is reviewed and appropriate corrective action taken if required.

In the event of materials, consumables or services being purchased from an unapproved supplier, the respective purchase order or receipt received is reviewed by the relevant manager.

Related Documents:

- *Supplier Approval List*

8.4.2 Type and extent of control

Inspection of product and services for faults or damage is undertaken regularly

8.4.3 Information for external providers

Selection of suitable suppliers and products is carried out in accordance with our approved supplier list.

Related Documents:

- *Supplier Approval List*

8.5 Production and service provision

8.5.1 Control of production and service provision

The company ensures that proper care is taken of its products and services through effective handling, storage, packaging, collection and delivery.

The service provision is undertaken in line with written standard working practices and is monitored for effectiveness.

- *Work Scheduling Procedure- Job Logic System*

8.5.2 Identification and traceability

All products and services are identified and controlled by the Job Logic software management system and standard working practice documentation to ensure that all products and services are fully traceable

- *Work Scheduling Procedure- Job Logic System*

8.5.3 Property belonging to customers or external providers

The company takes care of any customer property while it is under the company's control or being used by the company.

8.5.4 Preservation

Products are appropriately segregated, stored and protected.

8.5.5 Post-delivery activities

The company has determined post-delivery activities and considered statutory and regulatory requirements, the potential for undesired consequences, the nature, use and intended lifetime of its products and services customer requirements and feedback.

8.5.6 Control of changes

Any changes to the client/customer service or agreement or the SHEQ management system will be documented and relevant persons made aware of the changes

8.6 Release of products and services

The Company has planned arrangements, at appropriate stages to verify that the product and service requirements have been met. The release of products or services to the customer will not proceed until the planned arrangements have been satisfactorily completed and authorised by a member of the management team.

8.7 Control of nonconforming outputs

The company has established and maintains procedures for defining responsibility for:

- The handling and investigation of accident, incidents and non-conformances;
- Taking action to mitigate any consequences arising from accidents, incidents or non-conformances;
- The initiation and completion of corrective and preventative measures;
- Confirmation of the effectiveness of corrective and preventative actions taken.

Related document

- *Control of Nonconforming & Corrective Action Procedure*

9 Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

The company has established and maintains procedures to monitor and measure SHEQ performance on a regular basis through management review meetings.

The company uses appropriate methods for monitoring and measuring (as applicable) the processes of the SHEQ management system

- *Calibration Procedure*

9.1.2 Customer satisfaction

Daily feedback is received from clients/customers, any customer complaints are logged and corrective action is taken regarding any complaint in accordance with our complaints procedure.

- *Customer Complaints Procedure*

9.1.2.a Evaluation of compliance

The company has established and maintains procedures for periodically evaluating compliance with applicable legal requirements. The evaluation of compliance is defined in the legal and other requirements procedure.

Related document

- *Legal Register Record*

9.1.3 Analysis and evaluation

Systems are established, where requested by contract or by internal requirements for the use of statistical techniques as a tool in verifying the acceptability of quality capability. Comments received from clients/customers are updated into the customer feedback diary and periodic review is undertaken.

9.2 Internal audit

The company has established and maintains an audit programme and procedures for conducting SHEQ management system audits, in order to:

- Determine whether or not the SHEQ management system conforms to planned arrangements, has been properly implemented and maintained, and is effective in meeting the organisation's policy and objectives;
- Review the results of previous audits;
- Provide information on the results of audits to management.

Related documents:

- *Internal Audit Procedure*

9.2.1 Internal audit programme

Related documents:

- *Internal Audit Plan*

9.3 Management review

9.3.1 General

In order to maintain continual improvement, suitability, adequacy and effectiveness of the SHEQ management system, the Company's Directors review and evaluate it annually.

The scope of the review includes:

- Possible needs for changes to policy; objectives and other elements of the SHEQ management system;
- The findings of SHEQ management system audits (internal and external);
- Changing circumstances;
- Commitment to continual improvement.

Related documents:

- *Management Review Minutes*

9.3.2 Management review inputs

The following review inputs are considered:-

- Actions from the last meeting
- SHEQ policies and objectives have been met
- Legal requirements and other requirements
- Changes in external & internal issues
- Information on the SHEQ performance
- Adequacy of resources
- Effectiveness of actions taken to address risks and opportunities
- Opportunity for improvement
- Trends of incidents, non-conformities, corrective actions and continual improvements
- SHEQ communication

9.3.3 Management review outputs

The following review outputs are considered

- Opportunities for improvement
- Any need for changes to the SHEQ management system
- Resources needed

- Actions if required
- Communication

10 Improvement

10.1 General

10.2 Incident, nonconformity, preventative and corrective action

The company has established and maintains procedures for defining responsibility for:

- The handling and investigation of accidents, incidents and non-conformances;
- Taking action to mitigate any consequences arising from accidents, incidents or non-conformances;
- The initiation and completion of corrective and preventative measures;
- Confirmation of the effectiveness of corrective and preventative actions taken.

Related document

- *Preventative Action Procedure*
- *Control of nonconforming & Corrective Action Procedure*

10.3 Continual improvement

The company is committed to a philosophy of continual improvement, to 'being the best in everything we do', focusing on prevention rather than detection and the principle of 'Right First Time'