



Unit 14 Lyons Industrial Estate  
Hetton-le-Hole  
Tyne & Wear  
DH5 0RH

# **OHSAS18001:2007**

**Health & Safety Management  
Systems Manual**

Version 6



December 2016



## *Health & Safety Management System Manual*

Date	Version Number	Developed by	Issued by
08.08.2011	1	John Walker	John Walker
28.08.2012	2	John Walker	John Walker
16.08.2013	3	John Walker	John Walker
24.09.2014	4	John Walker	John Walker
22.10.2015	5	John Walker	John Walker
02.12.2016	6	John Walker	John Walker

### **INTRODUCTION**

This Manual has been written in accordance with the OHSAS18001:2007 Standard. The aim of the manual is to outline the internal procedures in place to effectively carry out the requirements of the Standard.

The OHSAS18001:2007 Standard will be implemented on all Company undertakings. This manual will be adapted and new revisions will be made once identified or if and when new legislation and/or work procedures demand it, any revision will overwrite any previous versions.

The OHSAS18001:2007 Health & Safety Management Standard is overseen for the Company by the Health, Safety & Environmental Manager. Any questions and/or queries on this manual and/or on any Health & Safety Issue should be directed too:

**Mr John Walker**  
Health, Safety & Environmental Manager

Unit 14  
Hetton Lyons Industrial Estate  
Hetton-le-Hole  
Tyne & Wear  
DH5 0RH

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# *Health & Safety Management System Manual*

**HS.1**

OHSAS18001  
Clause Number...4.1

**GENERAL REQUIREMENTS**



## *Health & Safety Management System Manual*

### **SUNTER LTD GENERAL HEALTH & SAFETY STATEMENT**

Sunter limited subscribes to the Health & Safety Policy in place and is committed to implementing and maintaining a Health & Safety System conforming to OHSAS18001:2007 throughout the whole of the company's undertaking and at all of its premises and work sites.

### **SUNTER LTD HEALTH & SAFETY DIRECTION**

Our aim is to monitor and continuously improve on our health & safety performance, and the company is committed to achieving this by:

- Complying with all relevant health & safety regulations, ACOPS and other legislative documents and/or requirements, codes of practice, corporate policies and protocols, as a minimum.
- Co-operating with Client, Local Authority and Housing Associations with regards to all aspects that could or have an adverse effect on the health & safety and the protection of individuals, groups and property.
- Develop and implement Safe Working Practices in all undertakings, by the provision of Information, Instruction & Supervision to ALL Employees as well as Contractors tasked to carry out undertakings on the company's behalf, this is achieved by the provision of:
  - Generic Risk Assessments
  - Site Specific Risk Assessments
  - Work Method Statements
  - COSHH Assessments
  - Any Other
- Training: Provide suitable and sufficient training to enable employees and contractors to carry out their work activities without hazard and/or risk, including:
  - Initial Company Induction
  - Site Induction
  - Tool Box Talks
  - Safety Presentations
  - Trade Specific Industry Standard training
  - CSCS Cards and Health & Safety Testing
  - Any Other
- Develop and maintain continuous improvement of our health & safety performance, addressing all aspects of works, which include:
  - Site Supervision & Management
  - Plumbing & Heating Operations
  - Joinery Operations
  - Plastering & Wall Tiling Operations
  - General Operative Operations
  - Stores Operations
  - Trainees & Apprentice Supervision & Management
  - Any other
- Fully integrate health & safety considerations into all aspects of the company's undertakings to minimise any adverse effects, as far as is reasonably practicable.

Internal audit and review of the health & safety management system shall ensure that the system remains effective and meets OHSAS18001:2007 standards throughout the Company.

This Health & Safety System Manual will be made known to all our employees and to members of the public and interested parties upon request.

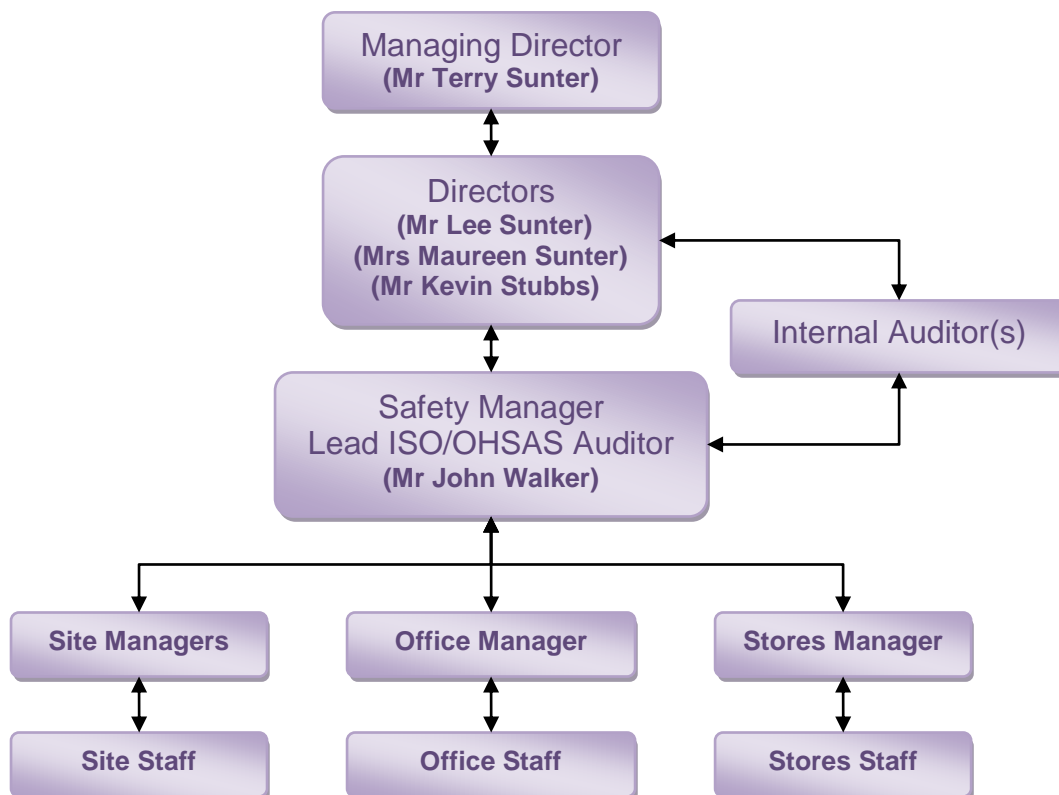


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## INDEX OF BUSINESS PROCEDURES

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## ORGANISATION CHART & HEALTH & SAFETY MANAGEMENT RESPONSIBILITIES





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### **RESPONSIBILITIES**

**Managing Director** – Acting as Safety Director - To provide funding and “Top Management” responsibilities to ensure that the Health & Safety System is implemented.

**Directors** – To assist the Managing Director in his “Top Management” responsibilities and to ensure all Managers and other Staff are aware that they must co-operate in Internal and External Audits and implement and manage any other aspects of the Standard.

**Safety Manager** – To devise, manage, maintain and implement the Health & Safety System and to inform the Directors/Managing Director of their responsibilities in ensuring the system is fully complied with. To act as the Lead Auditor and schedule Internal Audits and liaise with the External Auditor in his/her Audit requirements.

**Internal Auditors** – To carry out Internal Audits to ensure that the Standard is implemented and up-to date. Report any non-conformities or non-co-operation to the Lead Auditor or Company Director.

**Site Managers** – To ensure that any site under their control implements all requirements of the standard and any non-conformity are acted upon and reported to the Safety Manager.

**Site Staff** – To implement all aspects of the standard during their daily work duties, reporting to the Site Manager and item(s) that they feel may need attention or alteration.

**Stores Manager** – To ensure that all materials are stores in a safe manner and that all health & safety requirements are implemented within the stores and all stores procedures.

**Stores Staff** – To comply with the requirements and instructions given on Health & Safety issues by the Stores Manager or any Senior Member of Staff.

**Office Manager** – To ensure that all requirements of the Standard are implemented within the office environment.

**Office Staff** – To comply with the requirements and instructions given on health & safety issues by the Office Manager or any Senior Member of Staff.

**Others (Visitors etc)** – To comply with any information given with regards to health & safety matters whilst on company premises.



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**HS.2**

OHSAS18001  
Clause Number...4.2

**HEALTH & SAFETY POLICY  
STATEMENT**



## Health & Safety Management System Manual

Date	Health & Safety Procedure Number	ISO Clause Number	Version Number	Developed by	Issued by
08.08.2011	HS1	4.2	1	JW	JW
16.08.2013	HS1	4.2	3	JW	JW

### GENERAL POLICY STATEMENT

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all employees. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

Therefore the company accepts the responsibility:-

- i) To provide and maintain safe and healthy working conditions on their premises and sites of clients, taking account of relevant statutory requirements.
- ii) To provide such training and instruction as may be relevant to their particular operations to assist employees to perform their work safely and efficiently.
- iii) To make available such safety devices and protective equipment as may be appropriate and to secure the supervision of their use.
- iv) To maintain a continuing interest in health and safety matters applicable to the activities in which they are involved and for management to set an example in safe behaviour.
- v) The company will actively carry out risk assessments of all aspects of the business.
- vi) To ensure that all employees are aware of their responsibilities with regards to environmental matters.

Employees of the company have a duty to co-operate in this objective:-

- i) By working safely and efficiently.
- ii) By properly using safety devices and protective equipment provided and by meeting statutory obligations.
- iii) By reporting incidents which have led or may lead to injury or damage.
- iv) By adhering to company procedures and observing instructions designed to contribute to the protection of health and safety.
- v) By co-operating in the investigation of accidents with the object of introducing measures to minimise the possibility of recurrence.
- vi) By ensuring that all environmental issues are addressed...i.e....recycling etc

T. Sunter  
Managing Director

December 2106

Documents Produced within this Procedure

Description	Date & Revision No	Document Author	Where Retained





## *Health & Safety Management System Manual*

# HS.3

OHSAS 18001

Clause Number...4.3

4.3.1 Health & Safety Aspects

4.3.2 Legal & Other Requirements

4.3.3 Objectives, Targets & Programme(s)

# PLANNING



## Health & Safety Management System Manual

Date	Health & Safety Procedure Number	ISO Clause Number	Version Number	Developed by	Issued by
08.08.2011	HS3	4.3	1	JW	JW
16.08.2013	HS3	4.3	2	JW	JW
22.10.2015	HS3	4.3	3	JW	JW

### 1. PURPOSE

The aim of this procedure is to identify the health & safety aspects, legal and other requirements of its activities, products and services within the defined scope of the health & safety system, taking into account planned and new developments, or new or modified activities, products and services. Also to determine those aspects that has significant impact(s) on the health & safety of any person(s) or organisations that come into contact with the company.

### 2. SCOPE

The scope of the procedure is to identify and plan the activities that the company have, and produce a detailed action plan that can be implemented and maintained to ensure that the company attains and maintains the OHSAS18001;2007 Accreditation. An Action Plan will be produced to determine the way forward in the implementation of the Standard. Objectives, targets and programme(s) will be implemented where required

### 3. PROCESS

Planning of the Health & Safety Management System will be overseen by the Managing Director in conjunction with the Company Directors. The daily running and managing of the system will be overseen by the Health & Safety Manager.

#### 4.3. HEALTH & SAFETY ASPECTS

The company has various areas that will need to be managed in accordance with the Standard. The main areas are:

- Risk Assessment & Control (Risk Assessments and Work Method Statements)
- Information, Instruction, Training & Supervision
- Auditing and Inspection (Internal & External)
- Implementation & Operation

#### RISK ASSESSMENT & CONTROL

The company takes assessment of risk and hazards that may be evident during its undertakings as a priority.

To accommodate and facilitate risks and hazards that may be evident either on site or at the head office facility, risk assessments and work method statements are carried out on work activities. These risk assessments and work method statements form a part of the system that as a whole encompasses all health & safety control measures.

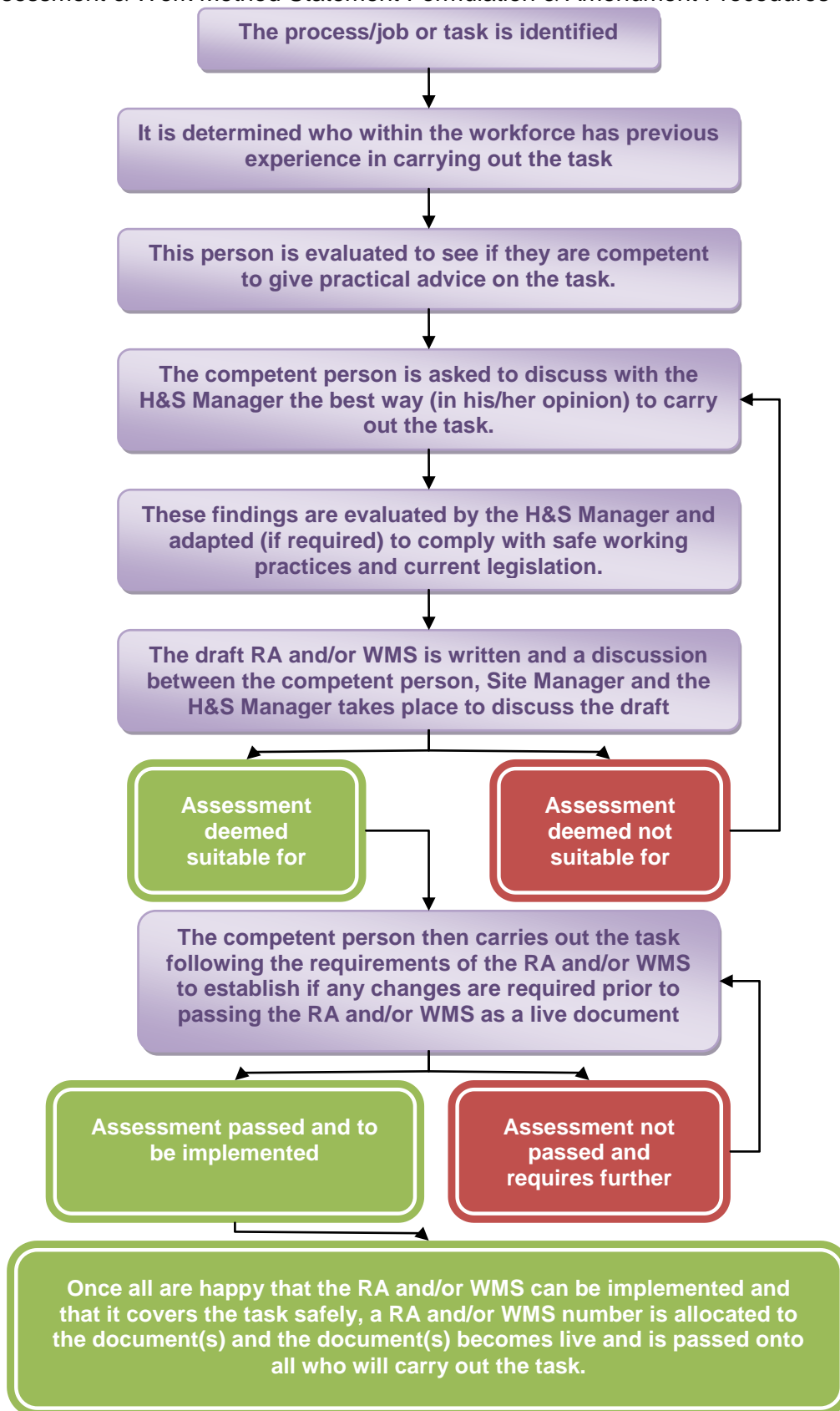
These risk assessments, work method statements and other documents are formulated in a methodical way by the Health & Safety Manager to ensure that a safe working environment is in place at all times.

The assessment and control of risk is a major factor in ensuring that a safe working environment is achieved. The procedure for the formulation of risk assessments and work method statements is as shown in the flowcharts as follows.



# Health & Safety Management System Manual

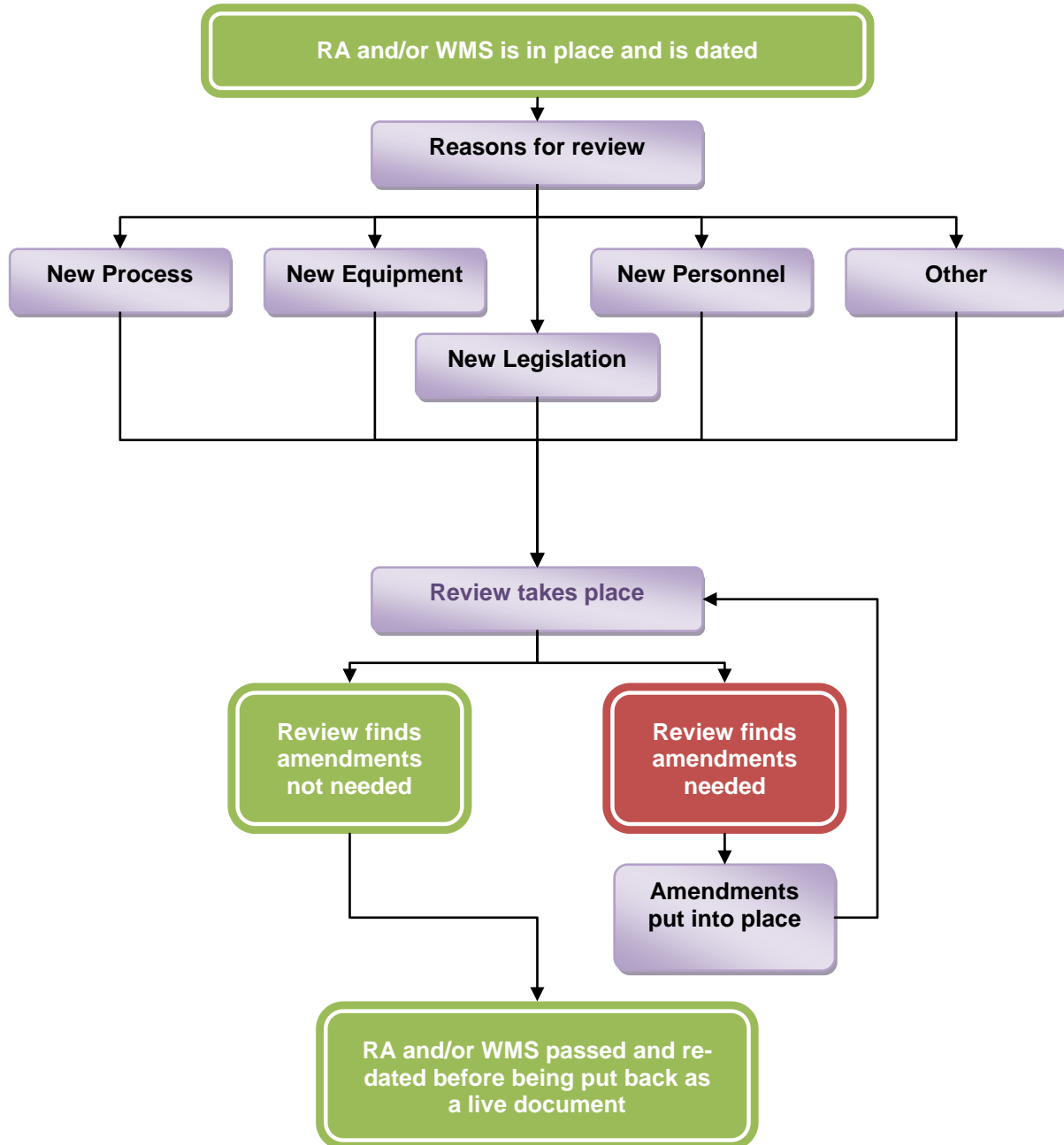
## Risk Assessment & Work Method Statement Formulation & Amendment Procedures





## Health & Safety Management System Manual

Once the procedure shown has been carried out and the risk assessment becomes a live document, the following procedure is carried out to ensure that the risk assessment is current and up to date



The flow charts within this procedure details the process that Sunter Ltd carry out when assessing the requirements for Risk Assessments and Work Method Statements. This procedure takes into consideration all tasks, jobs and processes carried out by Sunter Ltd employees and/or contractors.



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### **4.3.2 LEGAL & OTHER REQUIRMENTS.**

Legal and other requirements that need to be in place to adhere to the Standard are listed below and will be updated if and when required. The implementation of the statute will be the responsibility of all who work for the company.

Statutory legal compliance with the Standard includes complying with the following Regulations, Approved Codes of Practice, Policies and/or Legislative Requirements

- OHSAS 18001:2007 Standard
- The Health & Safety At Work 1974
- The Management of Health & Safety at Work Regulations 1999
- The Construction, Design & Management Regulations 2015
- Manual Handling Operations 1992
- Provision and Use of Work Equipment 1998
- Control of Substances Hazardous to Health Regulations 2001
- Reporting of Injuries, Diseases and Dangerous Occurrences 1995
- Lifting Operations and Lifting Equipment Regulations 1998
- The Construction, Design and Management Regulations 2007
- Electricity at Work Regulations 1989
- The Control of Noise at Work Regulations 2005
- Any other relevant Act, Regulation ACOP and or other Statutory Notice.

The list above is not exhaustive, all current legal requirements and regulations will be strictly adhered too by the company.

Information on applicable legal requirements can be gathered from the following sources:

- In-house
  - Via the Safety Manager or Senior Management
  - By reference to Company Policies and/or Procedures
- Accredited Trade Bodies including
  - The Health & Safety Executive
  - National Federation of Builders (NFB)
  - Construction Confederation
  - FENSA
  - Gas Safe Register
  - Others
- Clients, including:
  - Local Authorities
  - Housing Associations
  - Others

All health & safety requirements regarding the Company's undertakings will be included in any statutory documentation for individual sites etc via the Construction Phase Health & Safety Plan. This details all the site requirements and is passed by the Client as acceptable prior to the commencement of work on site.



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### **4.3.3 OBJECTIVES, TARGETS AND PROGRAMME(S)**

The objectives that Sunter Ltd is aiming for is to ensure that the Standard is implemented, maintained and retained into the future, with a goal of continuous improvement and successful implementation of the Standard and any new legislation into its undertakings with the minimum of effort.

Targets need to be set and achieved and a programmed approach will need to be formulated to achieve this.

The responsibility for setting time scales for targets and objectives to be met will initially be by the HSEM. He will liaise with the Directors and Managing Director to ascertain if the timescales are achievable both financially and in line with work schedules of individuals.

The following Table outlines the objective that Sunter Ltd aim to achieve within the given timeframe. These objectives are achievable and can be formally measured to assure validity.

Objective	Target Description	Target Date
To format and deliver tool-box talks to all employees on a monthly basis	To ensure that all employees are given suitable and sufficient information on various topics by delivering tool-box talks	The target date for this objective is December 2013... Update, Although the target has been met in principal, the date has been extended to October 2016.
Implement a new Initial H&S Company Induction Booklet for new employees and contractors	To compile a booklet that has all risk assessments, work method statements and other relevant information so that new persons are aware of all requirements.	The target date for this objective is December 2016
Set up an electronic Health & Safety System	To Set-up an Electronic Health & Safety System that can be accessed electronically or via email by Employees	The target date for this objective is December 2016
Integration of ISO & OHSAS Management Systems	Integration of BS EN ISO9001, BS EN ISO14001 & OHSAS 18001 Management Systems into one Combined Business System	The target date for this objective is December 2016

Documents Produced within this Procedure

Description	Date & Revision No	Document Author	Where Retained
Risk Assessments		John Walker	Head Office Site Office Employees Copy
Work Method Statements		John Walker	Head Office Site Office Employees Copy
Construction Phase Health & Safety Plan		John Walker	Head Office Site Office



## *Health & Safety Management System Manual*

# HS.4

OHSAS18001

Clause Number...4.4

- 4.4.1 Resources, roles, responsibilities and authority
- 4.4.2 Competence, training and awareness
- 4.4.3 Communication
- 4.4.4 Documentation
- 4.4.5 Control of Documents
- 4.4.6 Operational Control
- 4.4.7 Emergency Preparedness & Response

# IMPLEMENTATION & OPERATION



## *Health & Safety Management System Manual*

Date	Health & Safety Procedure Number	ISO Clause Number	Version Number	Developed by	Issued by
10.08.2011	HS4	4.4	1	JW	JW
16.08.2013	HS4	4.4	3	JW	JW

### 1. PURPOSE

This procedure aims to show that the company will make available adequate resources essential to establish, implement, maintain and improve the health & safety management system. It also aims to identify specific roles and responsibilities for individuals and groups as well as defining documentation to implement the health & safety system.

### 2. SCOPE

The scope of this procedure is to determine the competence level within the company and to ensure that that competence is passed onto others via training and awareness of the requirements of the Standard. To ensure that all communication and documentation is suitable and sufficient and that all emergency arrangements for unforeseen events are in place.

### 3. PROCESS

#### 4.4.1 RESOURCES, ROLES, RESPONSIBILITY AND AUTHORITY

**Resources** - are made available for the implementation of the system by the Directors. Periodic Management Meetings are held to discuss various topics of the business. Within these meetings, a section will be defined to discuss financial and other topics with regards to OHSAS 18001.

**Roles, Responsibilities & Authority** – these are defined along with a Management Structure flow chart in HS1 (Clause 4.1 General Requirements).

The Company has nominated that the overall control of the Health & Safety Management System will be the responsibility of the Health & Safety Manager. (HSM)

The Roles of the HSM will include:

- Ensuring that the Senior Management are kept abreast of health & safety legislation, statutory requirements and all aspects of the system, including:
  - Reporting to Senior Management on the performance of the system
  - Recommending improvement measures and associated costs etc.
- Overseeing the daily running, maintenance and implementation of the system, including:
  - Advising on all aspects of the system
  - Updating the system
  - Controlling documents
  - Updating documents
  - Formulating and updating the Health & Safety Management System Manual
- Acting as Lead Auditor, including:
  - Setting up audit times and dates
  - Scrutinising Audits
  - All other Audit requirements





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### **4.4.2 COMPETENCE, TRAINING & AWARENESS**

#### **Competence**

Competence within the Company is required at all levels to maintain an effective management of health & safety issues. Competence starts at Top Management level and is cascaded throughout the Company to all employees, contractors and others who come into contact with the Company's undertakings.

The company's undertakings primarily include the social regeneration of domestic properties. This includes all trades and associated works. All employees that undertake these operations are trained in their respective trades. A part of the training received to achieve the qualification will include promoting a positive impact on the environment with regards to their personal involvement.

Sunter Ltd carries out periodic Tool Box Talks (which include handouts and certification) to all employees as a refresher to ensure that health & safety issues remain at the forefront of employee's minds during their daily work. A record of attendance to tool box talks is kept and added to the employees personnel file. Continuous appraisal of employees will determine any needs for training and/or refresher training of individuals. If required, suitable and sufficient training will be sought and implemented as required.

#### **Office Based Personnel Competence**

The Managing Director has had overall control of the Company since its foundation in 1973, needless to say, competence has been shown on how to successfully manage and take forward a company in an ever changing industry.

The Company Directors, working as Project Managers have also been employed for over 20 years by the Company and have, alongside the Managing Director shown competence in taking the Company forward. Both Directors have HND's in Construction related topics.

The HSM is qualified to a level 6 Diploma in Occupational Safety & Health, this qualification involved training in all aspects of health & safety management and control. The HSM has also received Audit Training in both BS EN ISO9001 Quality Management & BS EN ISO14001 Environmental Management and acts as Lead Auditor. Employed by the Company since 1987, he has assisted the Board in the running of the Company. He has the competence and qualifications in Safety, Health and Environmental issues to give the competent management of the ISO & OHSAS Standards.

Internal Auditors have also been trained in the requirements to carry out ISO audits and how to implement any actions and act on none-conformities found in the audits.

#### **On Site Personnel Competence**

On site, Site Managers have the daily responsibility to enforce the Company procedures and to ensure all practices are followed. Site Managers have Site Management training to SMSTS Standard, this ensures competence on the running of sites, including any environmental aspects.

#### **Training**

Health & Safety training is in place and is documented. This will be developed in accordance with the growth of the OHSAS 18001:2007 Standard.

Training will be sought and implemented, this will be monitored and evaluated periodically to ensure all aspects are covered and the training is adequate throughout the Company. Once training is developed it will be included in this section and amended as required.



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### **Awareness**

Employees will be kept abreast and aware of all requirements to adhere to the Standard by the following means:

- An initial letter of intent to all employees explaining the principals of the Standard, and outlining their roles and responsibilities under the Standard, as well as the consequences for the Company and themselves if the procedures are not adhered too.
- Periodic updates and information regarding the running of the Standard
- A booklet version of this manual and any revision thereof to ensure current information is on the Standard and health & safety related topics is communicated.
- The Health & Safety Management Systems Manual will be Uploaded to the Company Website [www.sunters.com](http://www.sunters.com)

### **4.4.3 COMMUNICATION**

Communication in all aspects of the business is vital if processes and policies are to be correctly implemented and followed.

Communication regarding the Health & Safety Standard will be communicated by the following:

#### **Internal Communication**

Internal communication will come in various forms:

##### Electronic Communication

This will be a method of communication in the office environment that will inform Senior Management and Management of any additions, amendments and/or omissions form the Health & Safety Policy. It will take the form of emails and electronically communicated word and excel documents.

##### Hard Copy (Paper) Communication

This communication method will be widespread and used to communicate all aspects regarding the Health & Safety Management System to Employees on-site.

#### **External Communication**

##### Outgoing Communication

Once allocated, the OHSAS Standard will be uploaded to the company website along with the BS ISO9001:2008 Quality Management System and the BS EN ISO 14001 Environmental Management System.

Company Stationary will also hold proof of the combined accreditations and certificates will be posted in Head Office Reception and any other Site Offices.

##### Incoming Communication

All communication coming into the Company will be directed at the HSM who will be the champion of the Health & Safety System. He will communicate any documentation to the relevant parties.

The HSM will also manage any outgoing responses to internal communication and liaise with external interested parties, auditors, assessors and inspectors.



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### **4.4.4 DOCUMENTATION**

The Company has written and developed a Health & Safety Policy (HSP), this Policy Statement is included in this document in section HS2 Health & Safety Policy Statement.

The full version of the Health & Safety Policy is a separate document which encompasses all health & safety aspects covered by the company. This is available from the Health & Safety Manager.

The HSP gives information on:

- General Safety Organisation
  - General Policy Statement
  - Chain of Responsibility
  - Safety Organisation – Flow Chart
- Individual Health & Safety Responsibilities
  - Managing Director
  - Directors
  - Health & Safety Manager
  - Managers
  - Site Manager
  - Operatives/Employees
  - Office Based Employees
  - Appointed Safety Advisor
- Arrangements
  - This section covers all aspects and undertaking that are carried out by the company.

Any documents required to uphold the Standard or to ensure the effective planning, operation and control of processes are also referenced within the Policy and are updated periodically.

### **4.4.5 CONTROL OF DOCUMENTS**

Documentation formulated with regards to the Standard shall be approved by the HSM and a Director/s prior to use.

Once documents are approved they are issued, any previous documents are re-called and destroyed to avoid confusion on which document to use. If for any reason old documents are retained, all blank hard copies will be destroyed and an electronic copy will be kept by the HSM.

All required documents will be made available at the point of use by the following means:

- Prior to a site starting, all health & safety information will be supplied in the Construction Phase Health & Safety Plan (CPHSP) (where applicable)
- On sites where a CHSP is not required, information will be supplied on a site to site basis.

To ensure that all documents are easy to read and understand, they will be assessed prior to use as previously mentioned.

Documents that are required from external bodies to maintain the Standard come under the control of the HSM and are controlled coming into the Company flowing through the Company and going out from the Company

### **4.4.6 OPERATIONAL CONTROL**

Operational control effectively takes place on a daily basis on site. Immediate operational control on site is carried out by the Site Managers as part of their managerial role. The HSM along with the Directors monitor this control and also have a direct input onto site to ensure an all round management review of operational control is achieved on a continual basis.



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### **4.4.7 EMERGENCY PREPAREDNESS AND RESPONSE**

As part of Sunter Ltd's undertakings, the company comes into contact with members of the public in the public domain, this involves certain aspects that if not correctly monitored and managed could result in potential harm to persons, property and/or the environment.

To identify any potential areas that could cause any of the potential hazards, risks and/or dangers, prior to the commencement of work on site, the Client provides Pre-Construction Information, this gives information on Health, Safety & Environmental risks.

Prior to work starting on site, the Pre-Construction Information has to be developed into a working Construction Phase Health & Safety Plan (CPHSP), within this plan will be site specific information on any emergency arrangements and procedures that will be implemented in case of an emergency.

Reviewing the emergency preparedness and response procedures is continual from site to site as each CPHSP needs to be assessed and passed by the Client.

If any emergency situation arises on site or at Head Office, an investigation would be carried out by the HSM and any finding would be assessed and action would be taken to correct any situation from happening again in the future, this may include training or amendments to the procedure.

Testing of the emergency procedures will be taken where practicable and would be done in a site specific nature, any testing would be formally documented and records would be kept by the HSM.

#### Documents Produced within this Procedure

Description	Date & Revision No	Document Author	Where Retained
Employee Training Records		John Walker	Head Office
CSCS Card Details		John Walker	Head Office



## *Health & Safety Management System Manual*

# HS.5

OHSAS18001

Clause Number...4.5

4.5.1 Performance Measurement & Monitoring

4.5.2 Accidents, Incidents, Non-Conformance and Corrective &  
Preventive Action

4.5.3 Records & Records Management

4.5.4 Audit

# CHECKING & CORRECTIVE ACTION



## *Health & Safety Management System Manual*

Date	Health & Safety Procedure Number	ISO Clause Number	Version Number	Developed by	Issued by
10.08.2011	HS5	4.5	1	JW	JW
16.08.2013	HS5	4.5	3	JW	JW

### **1. PURPOSE**

This procedure aims to show that the company continually check and audit the processes of the Health & Safety Management System and all associated documentation and procedures.

### **2. SCOPE**

The scope of this procedure is to ensure that all items of the system, including information coming into the company, information flowing through the company and information going out from the company is in-line with regulatory requirements and also in-line with internal company procedures.

### **3. PROCESS**

#### **4.5.1 PERFORMANCE, MEASURING & MONITORING**

A procedure will be devised that will allow for all of the documentation that is used in the implementation of the Standard to be checked, monitored and measured.

Monitoring and Measurement methods will primarily be in the form of internal audits and external audits carried out by the Accrediting Body.

Any items of equipment and or materials that are used in the monitoring and measurement aspects of the system will be maintained and calibrated as per section QP10 of the Quality Management Systems Manual. Records of any calibration or maintenance records will be kept by the HSM.

To comply with legal and statutory requirements a system of evaluation of compliance will be formulated, this will include:

External Audits – these will be carried out annually by Worldwide Quality Assurance and will be scheduled to suit the needs of the business.

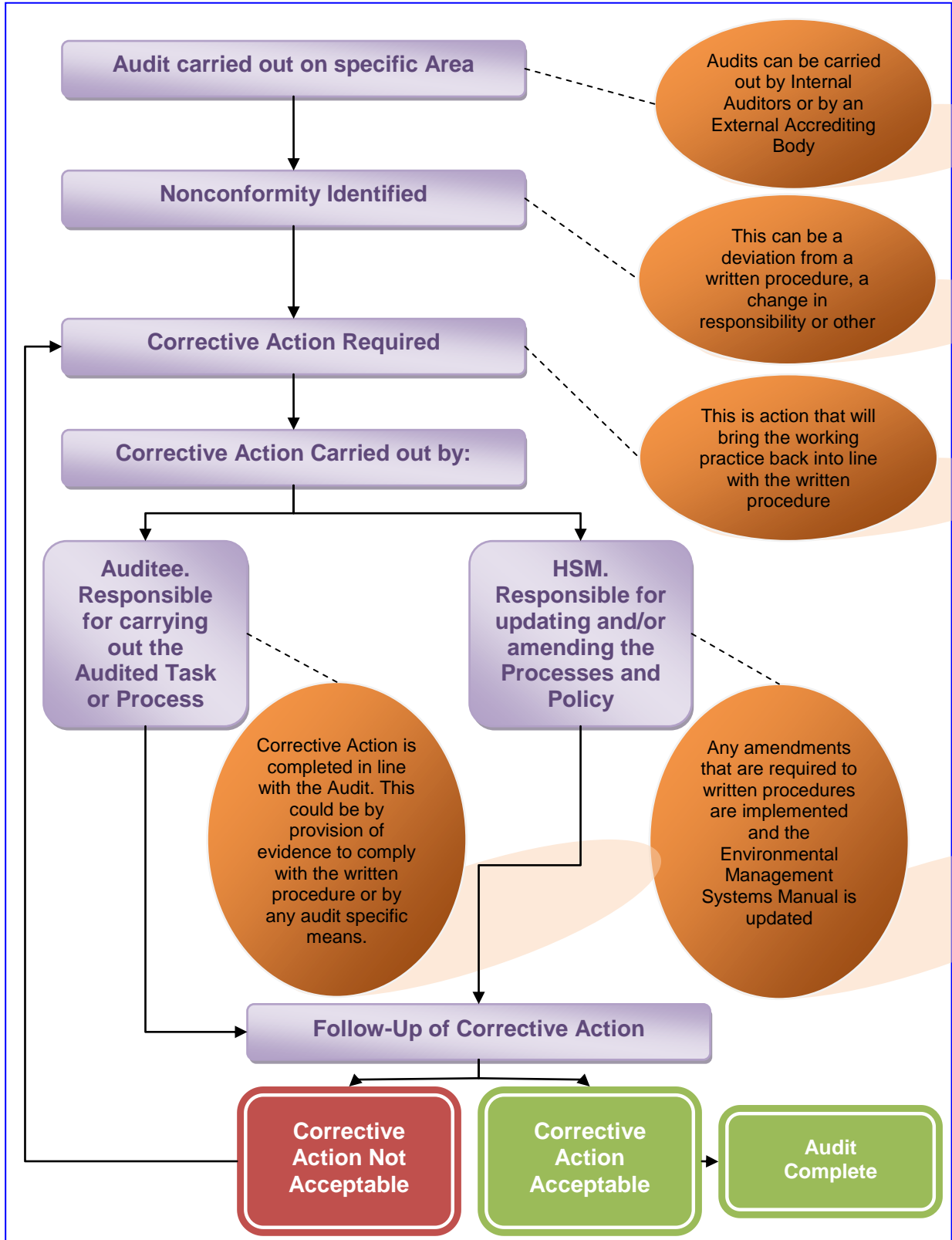
Copies of the assessments and any associated paperwork will be recorded and kept by the HSM.



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## 4.5.2 ACCIDENTS, INCIDENTS, NON-CONFORMANCE AND CORRECTIVE & PREVENTIVE ACTION

The following flowchart shows the method of identifying and correcting and nonconformities.





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### **Investigation and determining the causes of nonconformities.**

If a nonconformity is a one off occurrence and can be rectified immediately with the minimum of effort, this will suffice. A note will be made and a thorough check will be carried out on the nonconformance in the next audit.

If a nonconformity is an ongoing item or of a more serious matter, the following procedure will be brought into action.

- The Auditor will report the matter to the Lead Auditor (LA)
- The LA will carry out an investigation into the nonconformance to identify and shortfall in the procedure or in the method of work.
- If identified, this will be rectified to the specific needs of the nonconformance.
- Thorough checks will be carried out in the next audit to ensure and implemented amendments etc have been carried out and to see if they are workable.

The causes of nonconformities will be assessed if and when they arise to determine if a trend is evident. Appropriate action will be taken to address the specific nonconformity. This will be carried out by the Internal Audit Team and the Auditee(s).

The Health & Safety Management Systems Manual, Health & Safety Policy and Associated Documents will be written and amended (where necessary) in line with the Standard to prevent nonconformities and to ensure successful implementation of actions to correct and avoid nonconformities in the first place.

Nonconformities are usually found in the process of auditing the system, to ensure that all are recorded, all audit records, both internal and external are kept by the HSEM for reference and future use.

Recorded Audits include information on

- Nonconformities
- Corrective Actions, and
- Any Preventive Actions identified.

All nonconformities, corrective actions and preventive actions will be carried out in line with the magnitude and the immediate effect on health & safety of individuals and local communities in which Sunter Ltd carry out its undertakings.





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### 4.5.3 RECORDS MANAGEMENT

The aim of this part of the Standard is to ensure that all records are stored in a manner so that they can be found, reviewed and used at all times by who ever requires them. This will cover all documents and records used in the implementation of the Standard.

The following table gives information on each record used.

This table will be amended as documents and records are produced and formulated.

Document Description	Storage (Hard/Soft)	Location	Minimum Retention Period	Method of Disposal	Notes
OHSAS 18001:2007 Internal Audit Form	Hard/Soft	Hard-OHSAS 18001:2007 File in H&S Mangers Filing Cabinet Soft-Network Document Control	Held as a current document until amended if required.	Disposed of Securely	Only Internal Auditors & Directors have permission to access these files.
OHSAS 18001:2007 Audit Scope	Hard/Soft	Hard-OHSAS 18001:2007 File in H&S Mangers Filing Cabinet Soft-Network Document Control	Held as a current document until amended if required.	Disposed of Securely	Only Internal Auditors & Directors have permission to access these files.
Health & Safety Policy	Hard/Soft	Hard-Policy Held in Folder by H&S Manager Soft-Network Document Control	Held as a current document until amended if required	Disposed of Securely	Only HSM has permission to amend this Document
Risk Assessments	Soft	Health, Safety & Environmental Managers PC	Held as a current document until amended if required	Disposed of Securely	Only HSM has permission to amend this Document
Work Method Statements	Soft	Health, Safety & Environmental Managers PC	Held as a current document until amended if required	Disposed of Securely	Only HSM has permission to amend this Document
COSHH Assessments	Soft	Health, Safety & Environmental Managers PC	Held as a current document until amended if required	Disposed of Securely	Only HSM has permission to amend this Document



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Accident Report Forms	Hard/Soft	Hard-File in H&S Managers Cabinet Soft-Health, Safety & Environmental Managers PC – Scanned Copies	Held for Future Reference	Disposed of Securely	Only the H&S Manager and Directors have permission to access these files
Various Assessments <ul style="list-style-type: none"> <li>• Manual Handling</li> <li>• Hand Arm Vibration</li> <li>• Noise</li> <li>• Etc</li> </ul>	Hard/Soft	Hard-File in H&S Managers Cabinet Soft-Health, Safety & Environmental Managers PC	Held for Future Reference	Disposed of Securely	Only the H&S Manager and Directors have permission to access these files

#### **4.5.4 AUDIT**

The aim of the procedure is to define the manner in which all internal health & safety audits are scheduled, executed, followed up and recorded. Effective implementation of this procedure should deliver the following benefits:

- ✓ Establish whether effective operational controls are in place in order to meet customer requirements
- ✓ Identify opportunities for improvement and training requirements
- ✓ Establish the effectiveness of communication channels
- ✓ Maintain conformance to OHSAS 18001:2007 requirements

#### **Roles & Responsibilities**

The responsible for scheduling audits falls on the HSM, duties include carrying out some of the audits on the schedule, controlling the schedule and making sure the audits get done to an acceptable standard, and reporting of audit findings to management. The HSM is the first point of arbitration in the event of an auditor/auditee disagreement.

Auditor: Responsible for carrying out audits to schedule and to an acceptable quality, for ensuring that audit reports are sufficiently detailed to enable analysis by others and for verifying effective closure of identified non-conformances.

#### **Corrective Action**

Corrective action is required on all audit non-conformances raised. The auditee is responsible for deciding on the course of corrective action, the internal auditor is responsible for verifying its effective implementation. Corrective action should wherever economically viable reduce or eliminate the chance of recurrence. The audit program manager is responsible for reviewing corrective action status on a periodic basis to ensure that there are no undue delays in carrying out the corrective action.

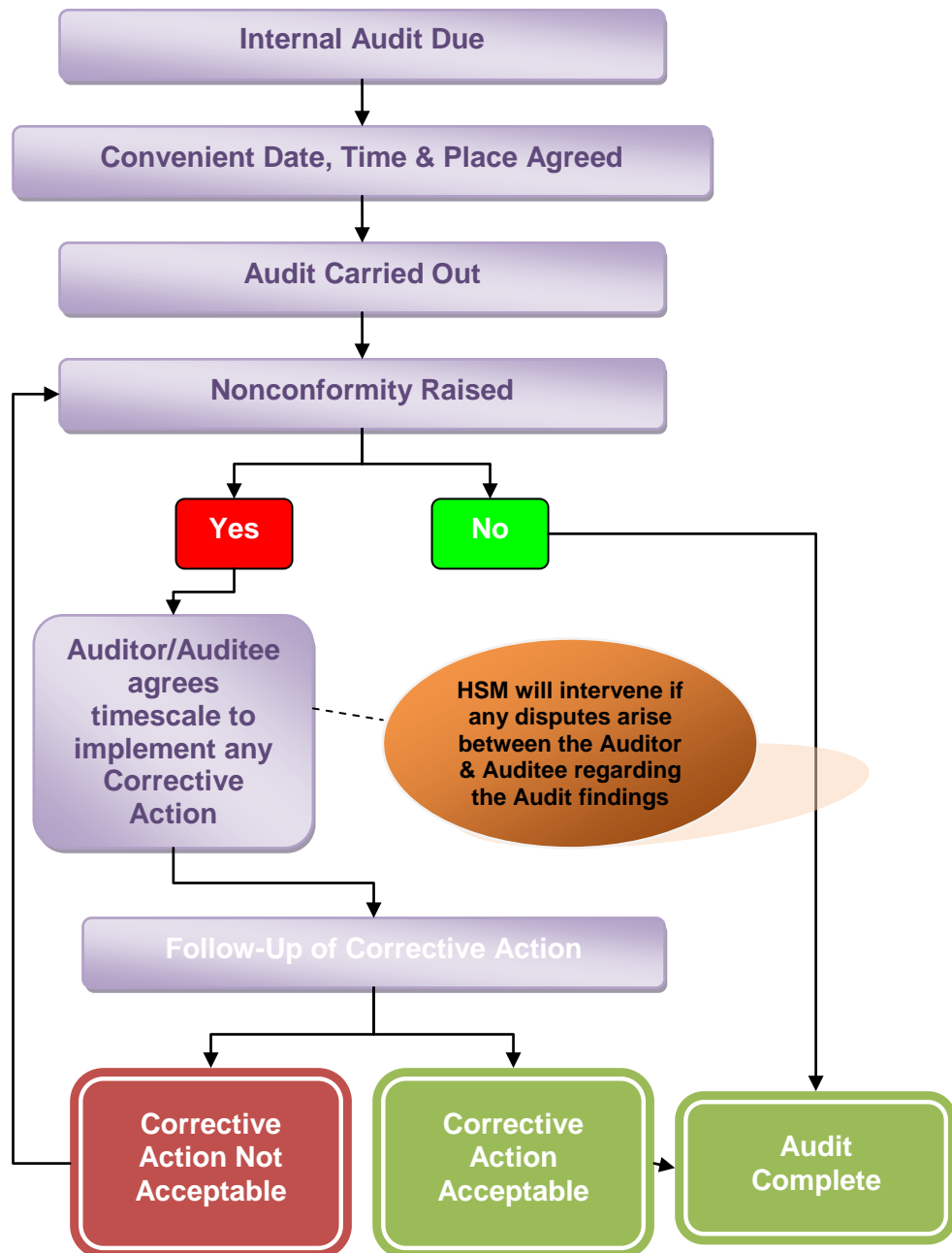


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## Preventive Action

Audit non-conformances shall be summarised periodically and presented at performance review meetings. Those present shall assess the potential for preventive actions to be applied through consideration of the summarised findings. For example to consider whether a problem identified and resolved in one area can potentially arise in another area, and so assess the need for preventive action outside of the problem area

The following flowchart the method of arranging and carrying out Internal Audits





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### INTERNAL AUDIT PROGRAM (ANNUAL SUMMARY)

Audit Scope	Control Documents	Responsible Person (Auditee)	Internal Auditor	Frequency (Months)
General Requirements	Health & Safety Management System Manual	Health, Safety & Environmental Manager	TBC	12
Health & Safety Policy	Health & Safety Policy, Environmental/Waste Management Information Company Policy	Health, Safety & Environmental Manager	TBC	12
Planning	Waste Contractors Documentation, Suppliers Delivery Notes, Company Vehicle Files, Re-cycling Collection Notes	Health, Safety & Environmental Manager	TBC	12
Implementation & Operation	Management Meeting Minutes, Employee information letters-booklets etc, Pre-Qualification Questionnaires	Health, Safety & Environmental Manager	TBC	12
Checking	Internal Audits & Audit Scope, External Audits	Health, Safety & Environmental Manager	TBC	12
Management Review	Internal Audits & Audit Scope, External Audits, Management Meeting Minutes	Health, Safety & Environmental Manager	TBC	12



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### **INTERNAL AUDIT SCHEDULE**

The table below shows the scheduled months of internal Audits. Specific dates within that month will be determined at the beginning of the named month. This flexibility allows for the Auditor and Auditees work load to be taken into consideration.

HS No & Title	Latest Audit Date	Next Scheduled Audit Date 2017	Next Scheduled Audit Date (Each Year)
1	N/A	August	August
2	N/A	October	October
3	N/A	December	December
4	N/A	February	February
5	N/A	April	April
6	N/A	June	June

This Schedule will be carried forward within each revision of the Systems Manual and amended to suit.

Audit times are usually every 12 months.

Audits reminders will be given to the Lead Auditor via Microsoft Outlook on the first working day of each month. The Lead Auditor can then delegate the HS Audit to an ISO Qualified Auditor to arrange with the Auditee



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<b>OHSAS 18001:2007</b>	<b>INTERNAL AUDIT FORM</b>
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<b>AUDIT INFORMATION</b>
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Area or Activity being Audited...	
Audit No...	
Auditor...	
Auditee...	
Audit Date...	
Audit Time...	
Audit Location...	

<b>AUDIT SUMMARY</b>
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<b>DETAILS OF NON-CONFORMANCE(S) RAISED</b>
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<b>CORRECTIVE ACTION PROPOSED</b>
-----------------------------------

Target Date for Completion...	

<b>FOLLOW-UP OF CORRECTIVE ACTION PROPOSED</b>
--

Completed...	... Yes	(Verified)
	... No	(Not Verified)

<b>AUDIT OUTCOME</b>
----------------------

<b>Verified</b>	<b>Not Verified</b>
<b>Audit Closed... Yes</b>	<b>Corrective Action Outstanding</b>
... No	
Note... If Audit is Verified, Sign below and get the Auditee to sign also and hand in the completed sheet to the Lead Auditor. If Corrective Action is not completed, list items in the column opposite and give a copy to the Lead Auditor and the Auditee. Arrange a date with the Auditee to reassess the Outstanding Corrective Action.	
	<b>Outstanding Corrective Action Verified... Yes</b>
	... No

<b>AUDIT SIGNED OFF AND CLOSED (Once Verified as Complete)</b>
--

Auditor...	
Auditee...	
Date...	



## *Health & Safety Management System Manual*

# HS.6

OHSAS18001  
Clause Number...4.6  
4.6 Management review

# MANAGEMENT REVIEW



## *Health & Safety Management System Manual*

Date	Health & Safety Procedure Number	ISO Clause Number	Version Number	Developed by	Issued by
08.02.2010	HS6	4.6	1	JW	JW
16.08.2013	HS6	4.6	3	JW	JW

### 1. PURPOSE

This procedure aims to show that the company continually carries out managerial reviews of the system.

### 2. SCOPE

The scope of this procedure is to ensure that all items of the system are made aware to the Directors and Top Management of the Company and that they are up to date with all requirements of the Standard.

### 3. PROCESS

#### 4.6 MANAGEMENT REVIEW

The aim of the procedure is to define the systems and mechanisms used by Sunter Ltd and to analyze, verify and review the effectiveness of the system in conjunction with the Standard.

Performance review of the system will be managed through systems detailed in the following table.

Review Method	Frequency	Expected Attendees	Agenda	Records
General Management Meetings	Periodic (When Called )	<ul style="list-style-type: none"> <li>• Managing Director</li> <li>• Directors</li> <li>• Health, Safety, Environmental Manager</li> <li>• Management Accountant</li> <li>• Others</li> </ul>	General including ISO & OHSAS Standard information when required	
ISO Meetings/ OHSAS Meetings	Will form an element of General Management Meetings	<ul style="list-style-type: none"> <li>• Lead Auditor</li> <li>• Auditors</li> <li>• Directors (When Required)</li> </ul>	Any Issues regarding Internal/External Audits and/or other ISO & OHSAS Standard related topics	
ISO Management Meetings	A schedule will be determined after the initial external audit.	<ul style="list-style-type: none"> <li>• Lead Auditor</li> <li>• Auditors</li> </ul>	Audit findings and other ISO & OHSAS Standard issues	





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## MANAGEMENT REVIEW IMPUT

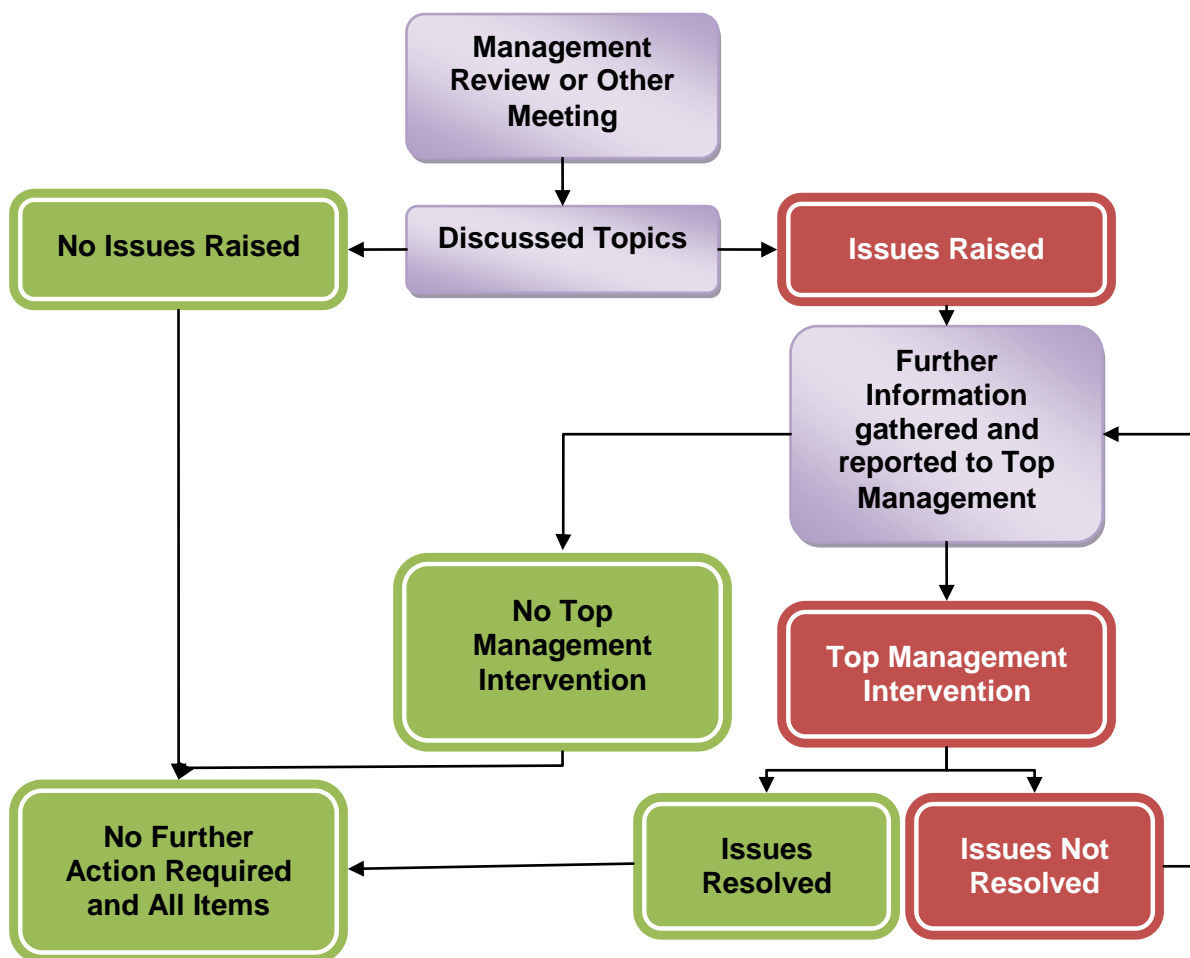
Meetings between the Lead Auditor and Top Management/Directors will include the following.

- All Audit findings including any corrective action required
- Follow-up action and requirements implemented and any actions still to be met following previous Audits.
- Recommendations for improvement
- The health & safety performance of the company
- Any changes within the Standard itself that requires input and/or changes to be made by the company
- Any external input or communications from external parties with regards to the ISO Standard

## Managerial Output

Any decisions made during the Management Review Meetings will be implemented and communicated to all relevant parties, including any external parties.

The Management of the Company wish to continually improve the OHSAS18001 System and will actively monitor the system and oversee all decisions made by the Audit Team.



Documents Produced within this Procedure

Description	Date & Revision No	Document Author	Where Retained