

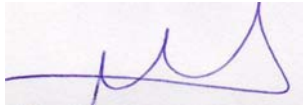
INTEGRATED BUSINESS MANAGEMENT SYSTEM MANUAL

Anaco Systems Ltd
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This document forms part of the official Integrated Business Management System for Anaco Systems Ltd. It has been compiled to meet the requirements of ISO 9001:2000 and ISO 14001:2004. The document is company confidential. All processes and procedures contained herein are mandatory within the company.

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Approved : Managing Director



Date of issue: 14th January 2007

COPY NUMBER : 1

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Section 1 - INTRODUCTION

Anaco Systems Ltd design, manufacture and install glazed aluminium units for commercial premises throughout the United Kingdom. The factory unit in Birkenhead designs, manufactures and assembles the glazed units while a team of skilled tradesmen install the units on site. The main office in Birkenhead contains designers, IT personnel, administration and management teams to control and support the manufacturing and installation service.

Section 2 - SCOPE OF THE QUALITY SYSTEM

This Business Management System covers the activities, products and services associated with the 'manufacture and installation of glazed aluminium units' and includes the design, administration and purchasing functions within the main office as well as the site operations.

This document defines the procedures and controls that have been put in place to ensure that all manufacturing, installation and administration activities carried out by Anaco Systems Ltd are carried out in line with ISO 9001:2000 and ISO 14001:2004 and under controlled conditions so that they minimise the potential for customer dissatisfaction, the impact on the environment, prevent pollution and lead to continual improvement in all areas of the business.

Every supervisor and manager has a responsibility for ensuring that the quality and environmental policy is understood and implemented in all areas and that the procedures are followed at all times.

Section 3 - DEFINITIONS

The following definitions are appropriate to this manual :-

Auditor – person with the competence to conduct an audit.

Continual improvement – recurring process of enhancing the business management system in order to achieve improvements in the overall quality and environmental performance consistent with the organisation's policies.

Corrective Action – action to eliminate the cause of a detected non-conformity.

Document – information and its supporting medium.

Environment – surroundings in which an organisation operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelation. NOTE – surroundings in this context extend from within an organisation to the global system.

Environmental aspect – element of an organisation's activities, products or services that can interact with the environment.

Environmental impact – any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organisation's environmental aspects.

Environmental target – detailed performance requirement, quantified where practicable, applicable to the organisation or parts thereof, that arises from the environmental objectives and that needs to be set and met in order to achieve those objectives.

Environmental performance – measurable results of an organisation’s management of its environmental aspects (*in the context of environmental management systems, results can be measured against the organisation’s environmental policy, environmental objectives, environmental targets and other environmental performance requirements*).

Incident – event that gave rise to an accident or had the potential to lead to an accident. Note – an incident where no ill-health, injury, damage or other loss occurs is also referred to as a ‘near-miss’. The term ‘incident’ includes ‘near-misses’.

Internal audit – systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the management system audit criteria set by the organisation are fulfilled.

Management system – processes and procedures used to develop and implement an organisation’s policies and manage its business and health and safety risks and its environmental aspects.

Non-conformance – any deviation from work standards, practices, procedures, regulations, management system performance, etc that could either directly or indirectly lead to a defect, injury or illness, property damage, damage to the environment or workplace environment, or a combination of these. Non-fulfilment of a requirement.

Objective - overall quality or environmental goal, consistent with the policies that an organisation sets itself to achieve (and which is quantified where practical).

Organisation – company, corporation, firm, enterprise, authority or institution, or part or combination thereof, whether incorporated or not, public or private, that has its own functions and administration. NOTE – for organisations with more than one operating unit, a single operating unit may be defined as an organisation.

Performance – measurable results of an organisation’s management of its business risks and environmental aspects.

Policy – overall intentions and direction of an organisation, related to its quality, environmental or health and safety performance, as formally expressed by top management.

Preventive action - action to eliminate the cause of a potential non-conformity.

Prevention of pollution – use of processes, practices, techniques, material, 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.

Procedure - a document which details the purpose and scope of an activity and specifies how it is to be properly carried out. Specified way to carry out an activity or process.

Record – document stating results achieved or providing evidence of activities performed.

Risk – combination of the likelihood and consequence(s) of a specified hazardous event occurring.

Risk assessment – overall process of estimating the magnitude of risk and deciding whether or not the risk is tolerable.

Standard - the International Standards ISO 9001:2000 and ISO 14001:2004.

Target – detailed performance requirement applicable to the organisation or parts thereof, that arises from the business objectives and that needs to be set and met in order to achieve those objectives.

Section 4 - Business Management System

4.1 General Requirements (ISO 9001 – 4.1, ISO 14001 – 4.1)

Processes

The general requirements of the business management system are in line with the ‘Standards’ ISO 9001:2000 and ISO 14001:2004 and are detailed within this manual and associated procedures and forms.

The management processes and their interaction are identified on diagram ASLPD 001. These processes are applicable to the operations at the office, factory and stores and to all site construction activities.

Outsourced processes

No outsourced processes are required by the company as part of its operational activities.

4.2 Documentation

4.2.1 General (ISO 9001- 4.2.1, ISO 14001 – 4.4.4)

The business management system contains the following documentation :-

- a) Quality and Environmental Policy Statement;
- b) Quality and Environmental Objectives;
- c) Quality and Environmental Procedures - see appendix 2;
- d) Documents as identified in procedures ASL 103, 122 and 123;
- e) Records as identified in procedure ASL 115;
- f) Registers – legislation and environmental aspects and impacts;

4.2.2 Business Management System Manual (ISO 9001 - 4.2.2, ISO 14001 - 4.4.4)

The company has compiled and will maintain/control a manual which includes the information required under the ‘Standards’. In particular, the scope of the business management system, reference to relevant procedures and a description of the interaction of the processes of the management system are included.

4.2.3 Control of documents (ISO 9001 - 4.2.3, ISO 14001 - 4.4.5)

Quality and environmental documents shall be controlled in the manner detailed in procedures ASL 103, ASL 122 and ASL 123.

4.2.4 Control of records (ISO 9001 – 4.2.4, ISO 14001 – 4.5.4)

Quality and environmental records shall be controlled in the manner detailed in procedure ASL 115.

Section 5 - Management Responsibility

5.1 Management commitment (ISO 9001 - 5.1, ISO 14001 – 4.2/4.4.1)

The Managing Director shall ensure that all employees and contractors are aware of the importance of meeting customer requirements, complying with statutory and regulatory requirements and preventing harm and pollution by communicating, via memos, meetings and training, the appropriate information. Commitment to the business management system shall be demonstrated by visible action.

In addition, the Managing Director shall ensure that policies are in place and revised as necessary, objectives and management programmes are established, management reviews are conducted and adequate resources are made available to deliver a first class construction service and minimise the company's impact on the environment (manage risk).

5.2 Customer focus and legal and other requirements (ISO 9001 - 5.2, ISO 14001 - 4.3.1/4.3.2/4.6)

5.2.1 The Directors and Managers shall liaise with customers as appropriate via meetings and written communications to ensure that customer requirements are determined and met. Senior management will monitor the needs and expectations of customers and will develop the manufacturing and installation services accordingly. Processes shall be put in place to facilitate the determination of contract requirements during estimating and ongoing contract control.

5.2.2 The aspects of the company's operations which impact significantly on the environment shall be identified and compiled into a register. Procedure ASL 129 details the mechanism for compiling the aspects and impacts register.

5.2.3 A register of environmental legislation and other applicable requirements shall be compiled and maintained. Procedure ASL 132 details the mechanism for compiling the register of legislation and other requirements.

5.3 Policies (ISO 9001 - 5.3, ISO 14001 - 4.2)

The company has put in place a policy which addresses the requirements of the 'Standards'. The policy demonstrates the company's commitment to complying with legislation and continually improving the effectiveness of the business management system. The policy is signed by the Managing Director to demonstrate top management commitment and is reviewed at Management Review and revised as necessary.

The policy is communicated during induction training, displayed in prominent positions at the company's Main Office and within site documentation, and is contained within the company documentation made available to employees and clients. A copy of the policy shall be made available on the website.

The Quality and Environmental Policy is given in appendix 1 to this manual.

5.4 Planning (ISO 9001 - 5.4, ISO 14001 - 4.3)

5.4.1 Quality and environmental objectives and programme (ISO 9001 - 5.4.1, ISO 14001 - 4.3.3)

Quality and environmental objectives shall be established by top management at relevant functions and levels within the organisation, in line with the requirements of the Standards. These objectives shall be compiled and agreed at relevant company meetings and presented within appropriate documentation. See management review arrangements in procedure ASL 101.

When setting environmental objectives, the results of reviews of the environmental aspects and impacts of the company's operations shall be examined and legislative requirements shall also be taken into consideration. Programmes shall be compiled to detail the steps involved in achieving the objectives and targets along with timescales and responsibilities. Procedures ASL 133 and 134 detail the mechanism for the generation and programming of environmental objectives and targets.

5.4.2 Business management system planning (ISO 9001 - 5.4, ISO 14001 - 4.3.1/4.3.3)

The top management shall plan the business management system to take account of the appropriate inputs and outputs necessary to meet the company's objectives. In carrying out such planning, consideration shall be given to -

- the processes required within the business management system;
- the customer's needs and expectations;
- experience gained;
- statutory and regulatory requirements;
- risk assessment findings;
- environmental aspects and impacts identified;
- training requirements;
- documentation requirements;
- performance data evaluated;
- responsibilities;
- resources;
- emergency situations.

5.5 Resources, roles, responsibility and authority (ISO 9001 - 5.5, ISO 14001 - 4.4.1)

5.5.1 Responsibility and authority (ISO 9001 – 5.5.1, ISO 14001 – 4.4.1)

The management organisation structure is given in appendix 3 to this manual. Responsibilities are detailed in individual job descriptions and role profiles, however, the following responsibilities, in particular, have been identified :-

(a) Directors

The Directors of the Company shall be responsible for :-

- Ensuring that the necessary strategies and management control is in place to ensure that employees and sub-contractors carry out all company procedures and that the customer's requirements are fully met;
- Ensuring that the relevant policies, processes and procedures are put in place, approved and issued by authorised personnel;
- Ensuring that the company quality and environmental management system is continuously improved and that objectives are created and completed;
- Ensuring that all activities are carried out in accordance with the company procedures and current legislation to achieve the highest standards of service and prevent pollution.
- Ensuring that all employees assigned to areas of work are adequately trained and experienced in the appropriate discipline, to carry out their duties in a competent, satisfactory and environmentally friendly manner.
- Ensuring that customer requirements are adequately determined and that suitable communication takes place in order to maintain customer satisfaction.
- Ensuring that management reviews are carried out regularly and that the business management system is continually improved.

Certain key personnel have particular responsibilities for the management, performance and verification of contracted work.

(b) Project Personnel – Managers

Shall be responsible for :-

- the control of construction and maintenance operations;
- the completion of estimates, liaison with customers and determination of customer requirements;
- the completion of appropriate inspection and testing;
- the purchasing of goods and materials in accordance with approved and technically certified specifications and environmental objectives;
- the implementation of the environmental operational control and monitoring procedures;

(d) Foremen

Shall be responsible for :-

- completing contracts in line with the systems and procedures within the business management system;
- communicating contract requirements to operatives;
- monitoring the contract progress and reporting non-conformances;
- carrying out inspection and test as required;
- reporting environmental incidents to the quality, health, safety and environmental manager;
- reporting all incidents to the directors;

(e) Operatives (Tradesmen/Labourers)

Shall be responsible for

- the completion of construction work at job sites in line with the agreed specification and with the application of the necessary process control;
- the control of waste produced by the construction work and the minimisation of energy usage;
- the implementation of the rules and systems put in place to prevent incidents;

(f) Office Administration Personnel

Shall be responsible for :-

- the preparation, collection and filing of the Company's correspondence, operational documentation, etc. in line with agreed procedures;
- the control of office waste and minimisation of energy usage;
- the implementation of the rules and systems put in place to prevent incidents;

Where appropriate, responsibilities and authorities are defined within individual contracts/job descriptions which are communicated and copied to the relevant employees.

5.5.2 Management Representative (ISO 9001 – 5.5.2, ISO 14001 – 4.4.1)

The Operations Director has been appointed as the Quality Management Representative and the HSE/HR/Training Director as the Environmental Management Representative. The responsibilities and authority of the Management Representatives shall be in line with the requirements of the International Standards, ie

- To ensure that processes needed for the business management system are established, implemented, and maintained;
- To report to top management on the performance of the business management system, including recommendations for improvement;
- To ensure that awareness of customer and environmental legislation requirements is promoted throughout the organisation;

Environmental responsibilities are defined in procedure ASL 130.

5.5.3 Internal communication (ISO 9001 – 5.5.3, ISO 14001 – 4.4.3)

Communication within the company shall be carried out via the company line management function, internal memos and notice boards. Where appropriate, meetings shall be convened to assist in the internal communication process. The effectiveness of the business management system shall be considered as part of the internal communication arrangements. Communication of environmental requirements is addressed specifically by procedure ASL 136.

The company does not intend to communicate externally on its environmental aspects.

5.6 Management Review (ISO 9001 – 5.6, ISO 14001 – 4.6)

The Managing Director shall ensure that all items of the Business Management System are reviewed at least once per year. The review inputs and outputs shall be in line with the requirements of the 'Standards' and shall be addressed via the many business meetings held within the company. Procedure ASL 101 details the mechanism for management review and signposts the agenda items to the appropriate internal meeting.

Section 6 - Resource Management

6.1 Provision of resources (ISO 9001 – 6.1, ISO 14001 – 4.4.1)

The company has determined the resources necessary for the implementation and maintenance of the business management system. The Managing Director shall ensure the satisfactory implementation and maintenance of the system and shall call upon external support to assist in this requirement. Adequate numbers of site operatives shall be allocated to contracts in order to ensure that projects are completed on time, legislative requirements are met, business objectives are achieved, all required work is addressed and the potential for environmental pollution is minimised.

6.2 Human Resources (ISO 9001 – 6.2, ISO 14001 – 4.4.2)

6.2.1 General

During the recruitment of personnel, due consideration shall be given to the education, training, skills and experience necessary to ensure that all personnel carrying out work which affects product quality are of a satisfactory competence. The competence requirements shall also include those skills and qualifications which are required under legislation and necessary to carry out the work safely. Records of education, skills and competence shall be maintained by the Personnel function and the Training Director.

6.2.2 Competence, training and awareness (ISO 9001 – 6.2.2, ISO 14001 – 4.4.2)

Competence requirements for all employees and the method of training, communication, and record keeping are given in procedure ASL 117. Environmental awareness and rules, procedures, etc, shall be included in the company's induction process. All sub-contractors used by the company shall be assessed for their competence to carry out the works assigned and their environmental awareness.

6.3 Infrastructure (ISO 9001 – 6.3, ISO 14001 – 4.4.1)

Appropriate factory and office facilities shall be provided to ensure that the company is able to address all business activities in a professional and efficient manner. Such facilities shall include good IT and telecommunications, appropriate material handling equipment, suitable manufacturing plant and equipment and the necessary maintenance arrangements to ensure that all facilities perform reliably.

On-site construction works may be carried out in a variety of work areas dependent on the customer's requirements. Access, workspace and services shall be determined per contract and suitability ensured. The process equipment - handtools, power tools, plant, etc and vehicle requirements, shall be regularly monitored by the directors and adequate facilities made

available. Schedules shall be put in place to ensure that plant, equipment and vehicles are maintained appropriately to ensure reliability, efficient performance, safety and minimal environmental impact. Product and equipment shall be handled, stored and delivered to site in a manner which minimises damage to the items or the potential for an environmental incident.

6.4 Work environment (ISO 9001 – 6.4, ISO 14001 – 4.4.1)

Appropriate factory and office conditions shall be maintained to ensure that raw materials and finished products are not damaged during processing and that the activities within these areas are able to be carried out in an efficient and effective manner. Such conditions shall include adequate heating, lighting, ventilation and workspace.

The construction work carried out by the company is in a variety of environmental conditions in the open air. Construction work shall only be carried out when conditions are such as to ensure that the product is not damaged.

Appropriate precautions shall be taken to ensure that any work activity carried out by the company does not create conditions which present significant risk to individuals, property, natural habitats and/or the eco-system. Suitable arrangements shall be introduced to ensure that contamination of land, air and water is prevented, e.g., bunding, filtering, etc.

Section 7 - Product Realisation

7.1 Planning of product realisation (ISO 9001 – 7.1, ISO 14001 – 4.4.6)

Product realisation planning is addressed in various procedures within the business management system. The associated documentation to ensure satisfactory planning and control – forms, specifications, codes of practice, etc - are referenced in the procedures where appropriate. During the planning stage of the project, consideration shall be given to any controls necessary to minimise business risks and the environmental impact of the work, eg protective equipment, safe systems of work, re-use/re-cycling of materials, avoiding damage to existing environment, minimising energy usage, etc.

7.2 Customer-related processes (ISO 9001 – 7.2, ISO 14001 – 4.4.3/4.4.6)

7.2.1 Determination of requirements – product (ISO 9001 – 7.2.1, ISO 14001 – 4.3.1/ 4.3.2/ 4.4.6)

Customer requirements shall be determined during estimating/tendering and recorded on appropriate documentation. In preparing the quotation, consideration shall be given to the significant environmental impacts associated with the activities. In addition, the requirements of any applicable environmental legislation shall be addressed. Procedure ASL 118 details the mechanism for determining the customer requirements. Procedures ASL 129 and 132 should be referenced for environmental aspects and impacts and legislative requirements.

7.2.2 Review of requirements – product (ISO 9001 – 7.2.2, ISO 14001 – 4.3.1/ 4.4.6)

On receipt of an order or confirmation of work to be carried out, a contract review shall be undertaken and the findings recorded on the appropriate documentation. During the review

process environmental considerations shall be examined and appropriate controls determined/confirmed. All customer requirements shall be confirmed written or verbally before work commences. All amendments to contracts shall be recorded within contract files as appropriate.

Procedure ASL 102 details the mechanism for carrying out contract review. Environmental operational control is detailed in procedure ASL 131 and as with 7.2.1 procedure ASL 129 should be referenced for environmental aspects and impacts.

7.2.3 Customer communication (ISO 9001 – 7.2.3, ISO 14001 – 4.4.3)

Information relating to the customer's requirements – product and environmental - shall be obtained during estimating and recorded on the appropriate documentation.

Customer feedback shall be compiled and collected for review and attention by the appropriate contract personnel. Records relating to customer feedback shall be maintained. Corrective action reports shall be compiled to address complaints. Procedures ASL 120 and 124 should be referenced for further information on customer communication.

7.3 Design and Development (ISO 9001 – 7.3, ISO 14001 – 4.4.6)

The company undertakes design work as part of its manufacturing and supply service. Customer requirements are developed into working drawings for the manufacture, assembly and installation of windows, doors and curtain walling. Appropriate methodologies shall be installed to establish design inputs, verify designs and control variations. Procedure ASL 126 describes the design mechanism. Procedure ASL 131 details the company's arrangements for addressing environmental operational control.

Environmental issues associated with the design of the product shall be addressed by the nominated designer (in line with the duties under CDM, where applicable) and Anaco Systems Ltd shall consider these issues as part of the estimating and contracting activities using appropriate liaison.

7.4 Purchasing (ISO 9001 – 7.4, ISO 14001 – 4.4.6)

7.4.1 Purchasing process (ISO 9001 – 7.4.1, ISO 14001 – 4.4.6)

The mechanism for purchasing goods and services affecting the quality of the product is given in procedure ASL 104. Where appropriate, consideration shall be given to the significant environmental impacts associated with the materials or services purchased. Possibilities for use of less hazardous materials shall be considered along with opportunities for re-cycling or re-use. Suppliers and contractors shall be made aware of any environmental issues associated with the products or services supplied.

Suppliers shall be re-evaluated at management review (signposted meeting) when quality and environmental performance shall be considered. Approved suppliers are identified within the supplier purchase ledger and criteria for selection and approval are given within procedure ASL 104. The arrangements for managing sub-contractors are detailed in procedure ASL 119.

7.4.2 Purchasing information (ISO 9001 – 7.4.2, ISO 14001 – 4.4.6)

Purchasing information in line with the requirements of the ISO 9001:2000 Standard is as detailed on the company purchase order form. Forms shall be signed by authorised personnel to ensure that the adequacy of specified purchase requirements is satisfactory – authorisation levels are detailed in the procedure. Where appropriate, information relating to environmental matters shall be included on the purchase order form.

7.4.3 Verification of purchased product (ISO 9001 – 7.4.3, ISO 14001 – 4.4.6)

Inspection and test shall be carried out as appropriate to ensure that all purchased goods and services meet the specified requirements. Verification arrangements are given in procedure ASL 108. Where appropriate, checks shall be made to ensure that any relevant environmental considerations have been met, e.g. observation of product/service performance, witnessing appropriate documentation (competence certificates), packaging integrity, bundling, etc.

7.5 Production and service provision (ISO 9001 – 7.5, ISO 14001 – 4.4.6)

7.5.1 Control of production and service provision (ISO 9001 – 7.5.1, ISO 14001 – 4.4.6)

The control of production is detailed in procedure ASL 107. Specific work instructions shall be prepared and communicated where necessary. All documentation related to contracts is contained in contract files and computer files. Other controls such as inspection and test and inspection and test equipment are addressed in appropriate support documentation. Environmental operational control is detailed in procedure ASL 131. In support of the production and installation departments, credit control ensures satisfactory financial performance – see procedure ASL 124.

7.5.2 Validation of processes for production and service provision (ISO 9001 – 7.5.2, ISO 14001 – 4.4.6)

The type of manufacturing and construction work carried out by Anaco Systems Ltd does not involve processes or services which cannot be validated by subsequent monitoring and measurement. This section of the ISO 9001:2000 standard is therefore excluded.

7.5.3 Identification and traceability (ISO 9001 – 7.5.3, ISO 14001 – 4.4.6)

Any requirements for product identification and/or traceability within a project shall be determined at contract review and appropriate records maintained, in line with procedure ASL 106. All materials and components purchased or supplied by the customer shall be retained in the original packaging or suitably labelled to ensure identification and traceability is maintained. Any environmental considerations related to the product (including materials) shall be identified or highlighted by appropriate labelling, e.g. handling instructions, hazardous nature, disposal instructions, etc.

Labelling or marking of materials or construction works shall be carried out to indicate the inspection status where necessary to prevent adverse quality conditions, where this is appropriate. Where the condition of the works may present an environmental problem, the works shall be marked or labelled to indicate any action to be taken. Procedure ASL 111 details

the mechanism for the control of inspection and test status.

7.5.4 Customer property (ISO 9001 – 7.5.4, ISO 14001 – 4.4.6)

As much of the construction work carried out by the company is on customer/public property, appropriate control and protection shall be put in place to prevent damage to existing structures, public, natural habitat, the eco-system, etc. Any damage or loss shall be recorded on appropriate contract documentation or via the environmental incident reporting mechanism. Items supplied by the customer to be included in the project shall be suitably identified and protected. Materials provided by the client for incorporation into the construction work shall be appropriately protected and controlled. Any hazardous and/or environmentally sensitive issues associated with the customer's materials shall be challenged accordingly. Procedure ASL 105 details the mechanism for handling customer supplied materials.

7.5.5 Preservation of product (ISO 9001 – 7.5.5, ISO 14001 – 4.4.6)

All materials to be incorporated into the construction work shall be suitably stored, packed and transported so as to prevent damage or deterioration or present a hazard to persons or the environment and marked appropriately to ensure correct use, eg adhesives, sealants etc. Material storage facilities shall be designed to take account of any environmental concerns associated with spillages or emissions – e.g. containers, warning signs, bunding or barriers. The construction works shall be suitably protected against damage from the weather or trespass or environmental pollution – see procedure ASL 114.

7.6 Control of monitoring and measuring devices (ISO 9001 – 7.6, ISO 14001 – 4.5.1)

The company shall establish requirements for monitoring and measuring devices to ensure conformity of the construction work and control the devices such that valid results are ensured. Calibration records for all appropriate equipment shall be maintained to demonstrate that the equipment is accurate and meets the required standards – see procedure ASL 110.

Other than the dust and noise produced from construction site activities, no significant environmental emissions are produced by Anaco Systems Ltd and hence no environmental monitoring equipment is used.

Section 8 - Measurement, Analysis and Improvement (ISO 9001 – 8.0, ISO 14001 – 4.5)

8.1 General (ISO 9001 – 8.1, ISO 14001 – 4.5.1)

Monitoring, measurement, analysis and improvement processes shall be planned and implemented so as to demonstrate conformity of product, ensure conformity to the Business Management System and current legislation, and continually improve the effectiveness of the system. Statistical techniques for monitoring and measurement shall be confined to simple tabulated data.

8.2 Monitoring and measurement (ISO 9001 – 8.2, ISO 14001 – 4.5.1)

8.2.1 Customer satisfaction (ISO 9001 – 8.2.1, ISO 14001 – 4.5.1)

Information relating to customer's perception as to whether the company has met customer requirements shall be monitored. This is usually in the form of questionnaires, feedback review meetings and customer interviews. This information shall include any environmental considerations identified or concerns expressed/required by the customer. Procedure ASL 120 describes the methodology for the control of client requirements.

8.2.2 Internal audits (ISO 9001 – 8.2.2, ISO 14001 – 4.5.5)

Internal audits shall be carried out at a suitable frequency to ensure that all clauses of the 'Standards' are audited at least once in a twelve month period. Internal audits shall be carried out by appropriately trained personnel ensuring that auditors do not audit their own work. The internal auditing arrangements are given in procedure ASL 116.

8.2.3 Monitoring and measurement of processes (ISO 9001 – 8.2.3, ISO 14001 – 4.5.1/4.5.2)

Methods for monitoring the Business Management System processes shall be put in place to demonstrate the ability of the processes to achieve planned results. Such methods shall include contract progress meetings, internal audits, external audits and management reviews. Monitoring of achievement of environmental conditions and legislative compliance shall be included in such audits and reviews – see also procedure ASL 127.

8.2.4 Monitoring and measurement of product (ISO 9001 – 8.2.4, ISO 14001 – 4.5.1)

Suitable records shall be maintained to demonstrate that appropriate characteristics of the construction work are measured and monitored and to verify that requirements have been met. Such monitoring includes in process inspection and final inspection – see procedure ASL 109. Monitoring of environmental performance shall be included in the regular site condition performance monitoring. Procedure ASL 127 details the mechanism for monitoring environmental performance.

Evaluation of compliance (with legislation and other requirements)

The company shall at least once per year examine the duties imposed on it by current legislation and other requirements, and carry out an evaluation of the systems, mechanisms and arrangements in place to ensure compliance with those duties. A record of this evaluation shall be held by the HSE Director – see procedure ASL 127. Monitoring of effective implementation of the systems, mechanisms and arrangements shall be carried out as part of the regular inspections.

8.3 Conformity/Control of non-conforming product (ISO 9001 – 8.3, ISO 14001 – 4.4.7/4.5.3)

Non-conforming product whether produced internally or supplied externally shall be identified and controlled to prevent its unintended use or delivery. The arrangements for handling and controlling non-conforming product are given in company procedure ASL 112.

The procedure also details the mechanism for addressing environmental non-conformance with regards to recording and addressing environmental incidents and emergencies. Procedure ASL 128 details the actions taken to address environmental emergencies and ASL 135 describes the methodology for dealing with environmental non-conformances.

8.4 Analysis of data (ISO 9001 – 8.4, ISO 14001 – 4.5.1)

Appropriate data shall be collected and analysed to demonstrate the suitability and effectiveness of the quality and environmental management system and to evaluate where continual improvement of the effectiveness of the system can be made. Such data shall include – company financial performance, supplier performance, purchasing information, inspection and test results, internal audit findings, customer complaints, corrective action reports, management review minutes, environmental inspection reports, environmental incident reports, etc. Analysis shall be limited to examination of simple tabulated data with action points and shall be addressed at the appropriate business meeting.

8.5 Improvement (ISO 9001 – 8.5, ISO 14001 – 4.3.4)**8.5.1 Continual improvement (ISO 9001 – 8.5, ISO 14001 – 4.2/4.3.3/4.6)**

The company shall ensure continual improvement of the effectiveness of the Business Management System via the policies, setting and achievement of objectives, the investigation of accidents and incidents, analysis of audit and corrective/preventive action data, examination and implementation of the requirements of current legislation and management review.

8.5.2 Corrective action (ISO 9001 – 8.5.2, ISO 14001 – 4.5.3)

The arrangements for taking corrective action to eliminate the causes of non-conformities associated with the business management system, including accidents and incidents, are given in company procedure ASL 113.

8.5.3 Preventive action (ISO 9001 – 8.5.3, ISO 14001 – 4.5.3)

The arrangements for determining action to eliminate the causes of potential non-conformities are given in company procedure ASL 113. Preventive action to avoid accidents and incidents shall be considered at contract review, management review and during audits and inspections. The company recognises that risk assessments associated with the business activities, including environmental considerations, form the backbone of good preventive action.

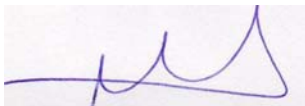
Appendix 1**Quality and Environmental Policy**

The Management of Anaco Systems Ltd believe that delivering a manufacturing and installation project which not only satisfies the customer's requirements but exceeds their expectations is paramount in providing a quality service. Senior management are also resolved that the business activities, products and services of the company shall be carried out with due regard to the effects they may have on the environment. To this end, the Management are committed to complying with the requirements of the international standards EN ISO 9001:2000 and EN ISO 14001:2004 and have put in place a quality and environmental management system which addresses these Standards.

Senior management understand the importance of developing the quality and environmental management system and are committed to ensuring continual improvement of the system, compliance with relevant legislation and other applicable requirements and prevention of pollution. Adequate resources will be put into all areas of the company's operations to ensure that works are completed on time, to the customer's satisfaction and with the minimum impact on the environment. It is the company's intention to minimise time and material losses from scrap, badly planned work, poor communications and inefficient operations. In order meet this policy, objectives shall be compiled at management review and appropriate programmes put in place to deliver the objectives.

In pursuit of this policy, Senior Management will ensure that customer requirements are fully understood on all contracts and adequately communicated to employees in order that the customer expectations are achieved and environmental aspects addressed. Methodologies will be put in place to measure and monitor customer satisfaction and legislative compliance, and senior management will regularly review the findings and take appropriate action.

In order to ensure that all staff understand the importance of delivering quality assured work and the minimisation of environmental pollution from their activities, the company will provide any training and instruction necessary and will monitor its effectiveness.

SIGNED:

(Managing Director)

DATED: 14th January 2007

Appendix 2
Business Management System Process Diagrams

Diagram	Description	Reference
ASLPD 001	Overall business process diagram	ISO 9001:2000 - 4.1

Business Management System Procedures

Number	Details	Reference	
		ISO 9001:2000	ISO 14001:2004
ASL 101	Management review	5.6	4.6
ASL 102	Contract review	7.2.2	4.3.1/4.4.6
ASL 103	Document and data control	4.2.3	4.4.5
ASL 104	Purchasing	7.4.1/7.4.2	4.4.6
ASL 105	Clients free issue material	7.5.4	4.4.6
ASL 106	Traceability control	7.5.3	-
ASL 107	Production and installation control	7.5.1	4.4.6
ASL 108	Incoming materials inspection control	7.4.3	4.4.6
ASL 109	Production and installation inspection and test	8.2.4	4.5.1/4.5.2
ASL 110	Control of inspection and test equipment	7.6	4.5.1
ASL 111	Control of inspection and test status	7.5.3	-
ASL 112	Control of defective work, materials and design	8.3	4.4.7/4.5.3
ASL 113	Corrective and preventive action	8.5.2/8.5.3	4.5.3
ASL 114	Handling, storage, protection and delivery	7.5.5	4.4.6
ASL 115	Records	4.2.4	4.5.4
ASL 116	Internal audits	8.2.2	4.5.5
ASL 117	Training	6.2.2	4.4.2
ASL 118	Estimating	7.2.1	4.3.1/4.3.2/4.4.6
ASL 119	Managing sub-contractors	7.4.1/7.5.1	4.4.6
ASL 120	Control of client requirements	7.2.3/8.2.1	4.4.3
ASL 121	Health and safety management	-	-
ASL 122	Control of manual	4.2.2/4.2.3	4.4.5
ASL 123	Issue and amendment of procedures	4.2.3	4.4.5
ASL 124	Credit control	7.2.3/7.5.1	4.4.3/4.4.6
ASL 125	Stock control	7.4	4.4.6
ASL 126	Design control	7.3	4.4.6
ASL 127	Monitoring and measuring - environmental checks	-	4.5.1
ASL 128	Emergency preparedness and response	-	4.4.7
ASL 129	Identification of environmental aspects and	-	4.3.1

Number	Details	Reference	
	impacts		
ASL 130	Environmental responsibilities	-	4.4.1
ASL 131	Environmental operational control – precautions and waste	-	4.4.6
ASL 132	Environmental legislation and other requirements	-	4.3.2
ASL 133	EMS management programme	-	4.3.3
ASL 134	Identification of environmental objectives and targets	-	4.3.3
ASL 135	Environmental non-conformances	-	4.5.3
ASL 136	Environmental communication	-	4.4.3

Appendix 3

Company Organisational Structure

