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**ISO 9001:2015**

**Control of Facilities & Infrastructure**

Approval

The signatures below certify that this management system procedure has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

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Amendment Record

This procedure is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

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The electronic version of this procedure is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this manual is uncontrolled, except when provided with a document reference number and revision in the field below:

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1. Infrastructure & Natural Resources
   1. Introduction & Purpose

The purpose of this procedure is to define Manufacturing Made Easy Ltd process for ensuring that suitable facilities, infrastructure and working environments are provided and maintained as required to ensure product conformity. This includes planning, provision and maintenance of employee facilities, workspaces, equipment, software and associated services. The Senior Manager carries out regular compliance audits to ensure that appropriate standards are maintained.

* + 1. Process Activity Map

Output

* Knowledgeable maintainers
* Continual improvement
* Product conformity
* Maintenance records

How

* Maintenance plan
* Competent maintainers
* Outsourced processes
* Service level agreements

With what measure

* No. of Non-conformances
* No. of Corrective actions
* Reliability, cost & service KPIs

With what

* Maintenance Service Logs
* Reliability, cost and service factors
* Service level objectives
* Spare parts

With who

* Senior Engineer
* Quality Manager

Activity

Ensure that suitable facilities, infrastructure and working environments are provided and maintained as required to ensure product conformity.

Input

* Environmental impacts
* H&S risk assessments
* Compliance obligations
* Warranty issues
  + 1. References

| **Standard** | **Title** | **Description** |
| --- | --- | --- |
| BS EN ISO 9000:2015 | Quality management systems | Fundamentals and vocabulary |
| BS EN ISO 9001:2015 | Quality management systems | Requirements |
| BS EN ISO 9004:2018 | Quality management systems | Guidelines for performance improvements |
| BS EN ISO 19011:2018 | Auditing management systems | Guidelines for auditing |

* + 1. Terms & Definitions

| **Term** | **ISO 9000:2015 Definition** |
| --- | --- |
| Infrastructure | System of facilities, equipment and services needed for organizational operation |
| Work environment | Set of conditions under which work is performed |
| Natural resources | Materials or substances occurring in nature needed for organizational operation |

* 1. Application & Scope

This procedure outlines how Manufacturing Made Easy Ltd manages its facilities and resources to support operations, minimise risks, and ensure a safe and sustainable working environment.

* 1. Infrastructure & Natural Resources
     1. Infrastructure

Manufacturing Made Easy Ltd provides and maintains the necessary infrastructure and work environment to meet project requirements and compliance obligations.

Infrastructure includes:

1. Buildings, workspaces, and utilities
2. Equipment (hardware and software)
3. Supporting services

The Senior Engineer and Quality Manager are responsible for managing related health and safety risks and ensuring compliance with regulations.

* + - 1. Buildings

Manufacturing Made Easy Ltd operates from rented premises. Building maintenance and shared area cleaning are handled by the landlord.

While we do not manage the building, we monitor and maintain our internal work environment to meet project requirements. Workspace changes or improvements are discussed in meetings, with actions recorded and followed up.

Any internal layout changes are planned as needed and must be reviewed and approved by Top Management.

* + - 1. Equipment

Manufacturing Made Easy Ltd performs maintenance based on *Equipment Maintenance & Service Log* on process equipment, either in-house or through approved contractors. Calibration of testing equipment is done to national standards, with records maintained and intervals clearly defined.

All maintenance follows manufacturer recommendations and is logged. Key equipment is closely monitored to ensure accuracy and support product quality.

* + - 1. Materials

In line with COSHH Regulations 2002, all hazardous substances are assessed before use to ensure risks are controlled. Assessments are completed by competent staff or safety consultants.

*COSHH assessments* are reviewed every 5 years unless there are changes in use or handling. Each substance has a safety data sheet detailing:

1. Proper use and potential health risks
2. Required control measures and maintenance
3. Fire safety and first aid guidance
4. Spill response procedures
5. Required personal protective equipment (PPE)

No substance may be introduced into the workplace without prior approval.

* + - 1. Security

Our buildings and premises have CCTV systems that are monitored by staff and in some buildings by personnel responsible outside office hours; giving 24 hours cover every day of the year. All premises have intruder alarm systems and all main entrances are operated by an access control system.

Visitors and contractors are not allowed in any area of the site unattended and must be accompanied by a member staff at all times unless previous permission has been obtained.

* + - 1. Access Equipment

All access equipment (e.g. ladders, kick-stools, etc.) will be assessed for safety by appointed safety consultants. Before each use, such equipment is subjected to visual and functional checks by the user. Any problems identified must be reported, in the first instance, to the senior engineer, and the equipment should be removed from service immediately.

Care is taken when using access equipment in the workplace, and consideration is given as to whether the equipment used is suitable for the task. Safe, sensible storage techniques ensure that the use of access equipment is kept to a minimum.

* + - 1. Electricity at Work

All items of electrical equipment and supply points are used in a safe manner and are tested for safety by competent persons as per The Electricity at Work regulations 1989, appropriate Institute of Electrical engineers checking procedures and schedules and any other relevant safety regulations.

It is imperative, should staff discover a faulty electrical item, that this is reported to the Senior Engineer immediately for repair or removal from service. Staff should NOT attempt to repair the item.

Under no circumstances should employees bring on site any personal or non-company owned/managed electrical equipment. Electrical equipment must be requested, ordered and supplied via the Department

Manager so that it can be tested and entered in the *Equipment Maintenance & Service Log*.

* + - 1. Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) is provided, free of charge, to those employees who require it in the course of their work. PPE has serious limitations, as it does not eliminate a hazard at source. This means that if the PPE fails or is not suitable, the risk of exposure may be greatly increased. For this reason, PPE is used as the ‘last resort’ of control measures for hazards at work.

Before selecting PPE, a risk assessment must be undertaken considering the nature of the hazard, performance data for the PPE including CE marks, compliance with British Standards etc. and the acceptable level of exposure to the hazard (the ‘workplace exposure limit’, see COSHH Regulations). Where PPE is used, qualified staff or appointed safety consultants ensure that PPE is appropriately selected, its issue recorded, and its use and condition is monitored. Employees requiring PPE are trained in its use.

* + 1. Personnel
       1. Senior Engineer

The Senior Engineer supported by the Quality Manager has overall responsibility for managing the related environmental, and health and safety impacts of our facilities and equipment maintenance programmes which include:

1. Transportation and material handling;
2. Equipment management, maintenance and repair;
3. Process and production equipment management, maintenance and repair;
4. Facilities management, maintenance and repair.
   * + 1. First Aiders

In accordance with the Health and Safety (First Aid) Regulations 1981, First Aid facilities are provided at all locations. Qualified first aiders must be contacted in the event of accident or illness on site. A current list of first aiders can be found on the boards at all sites. All employees should familiarise themselves with the first aid facilities at their site.

First Aiders will render first aid treatment and ensure the contents of first aid kits are maintained. They are responsible for ensuring their first aid certificate is current and advise the Human Resources Department or the Quality Manager when refresher training is required. First Aiders ensure that any first aid treatment given is documented.

* + - 1. Fire Wardens

Fire emergency evacuation is specific to each building and its location. It is therefore vital that employees familiarise themselves with the evacuation procedure for the site on which they work. Fire Marshals are appointed in each area. A list of Fire Marshals is displayed on the Notice Boards. Fire Marshals are trained in fire evacuation techniques, safe methods of firefighting and use of firefighting equipment. It is vital that employees only attempt to fight a fire if they can do so without undue risk, the personal safety of the employee takes precedence over all other considerations.

The Senior Engineer ensures that the fire and evacuation procedures for the building are posted above all the fire call points and contractors and visitors made aware of them. The Senior Engineer, in conjunction with Fire Wardens, ensure that fire doors are not left wedged open and will remove and dispose of any wedges found propping doors open.

If a door needs to be held open then arrangements are made to have a door holding device fitted, which will be linked to the fire detection and alarm system, so that the door closes when a fire is detected. The Senior Engineer and Fire Wardens ensure that all doors on escape routes are capable of being opened immediately from inside without needing a key.

The Senior Engineer and Fire Wardens ensure that all escape routes are always kept clear and checked monthly. Paper, boxes, rubbish, coat racks, furniture, photocopiers or any other combustibles must not be left in escape routes.

They will also ensure that contents of rooms are arranged so that there is clear access to gangways and passageways leading to exits and that travel distances to exits are not made greater than necessary by the creation of enclaves using screens and cabinets. The Senior Engineer and Fire Wardens ensure all fire safety signs conform to BS 5499 Part 1. All fire exits and escape routes to final exits are sign posted, including the final exit door. The direction of travel is shown.

Where the final exit door opens onto the street or a car park, the outside of the door is signed ‘fire escape, keep clear’. Fire doors are signed internally with, ‘fire door keep shut’. Electrical cupboards with fire resisting doors, if not self-closing, are provided with a conspicuous notice, ‘fire door keep locked’.

* + 1. Natural Resources
       1. Electrical Conservation

All office equipment including copiers, printers, and personal computers, including monitors, are turned off by personal associated with the device at the end of the work day and whenever possible. During work hours, all capable PCs are programmed for the highest energy savings mode appropriate for the particular PC using the power management options feature.

* Indoor lighting may be reduced in number and/or wattage, wherever possible, to provide minimum but adequate lighting levels consistent with the needs of the functions performed in those spaces;
* Existing interior and exterior lighting systems may be retrofitted to new energy saving technologies where practical and as funding permits. When new lighting systems are installed, they will make use of the latest proven energy saving technology;
* Outside lighting on building exteriors are maintained at the brightness levels necessary to provide appropriate security and safety around the car parks, grounds, and building entrances. Good energy management practices will be observed within these guidelines.

Employees are encouraged to turn off lights when leaving a space unoccupied for more than even a few minutes. Notices are located by light switches to encourage this behavior. Rooms may be equipped with occupancy sensors which are adjusted to turn off the lights in the shortest practical time.

* + 1. Waste
       1. Non-Hazardous Waste Disposal

General non-hazardous waste covers items that would be normally be disposed of in office type bins such as paper, cardboard, polystyrene and plastic packaging materials, small quantities of food waste, bottles, cans etc., to larger items such as mattresses, furniture, uncontaminated lab equipment etc., that would be collected and disposed of via Facilities Management.

* + - 1. Hazardous Waste Disposal

Hazardous waste is controlled waste that is considered dangerous or difficult to keep, treat or dispose of and its management is strictly controlled. The Environmental Protection Act 1990 imposes a 'Duty of Care' on all those who import, produce, carry, keep, treat or dispose of controlled waste including hazardous waste. The Regulations require each consignment of hazardous waste to be tracked from the moment it is first produced until it reaches its final disposal destination.

* + 1. Review

The Senior Engineer, in conjunction with the Quality Manager collates and presents maintenance data and performance trends for Management Review.

* 1. Forms & Records

All documentation and records generated by this process are retained and managed in accordance with the *Documented Information Procedure*.

| **Title & Description** |
| --- |
| Equipment Maintenance & Service Log |