



# Integrated Management System Manual

ISO 9001:2015 NHSS8,  
ISO 14001:2015, ISO 45001:2018

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**Revision History and Approval**

Version	Nature of changes	Details of amendment	Author	Approval	Date
1.0	Original Release	N/A	Lee Payne	David Bullock	27/01/23
2.0	Amendment	Change to scope	Lee Payne	David Bullock	22/11/23

The electronic version of this document is the latest revision.

It is the responsibility of the individual to ensure that any paper material is the current revision.

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## 1.0 Introduction

Based in Middlesbrough in the North East of England, the company has been operating since 2013 and employs over 15 people with a turnover in excess of £2 million.

The company is divided into three main divisions: Infrastructure technology site operations, design and manufacture of Variable Message Signs, and a repair and spares service for its Variable Message Signs as well as manufacturers VMS and Techspan.

Since its formation, INFRATEC have been leading the way in the delivery of highways technology for motorway and urban projects throughout the UK.

Infrastructure technology site operations range from installations and removals through to commissioning, maintenance and repair, our technology site teams help deliver a range of services across a host of infrastructure technology assets.

The company also offers full equipment support, repairs and spares service for its own Variable Message Signs as well as all VMS and Techspan strategic road and motorway products. With a dedicated Test & Repair facility in Middlesbrough, our team of skilled technicians offer a full in-house repair service.

In 2023, the company made the strategic decision to begin the design, supply, and manufacture of LED technology driver information signs as a result of being appointed by National Highways to their Operational Technology Commercial Framework (OTCF) and having the ability to supply via this framework.

In consideration of this decision the company has developed and implemented an effective Integrated Management Systems [IMS] across all areas of the company. The implementation of the IMS is intended to improve and sustain the overall performance of the business, products, and services.

Examples of the benefits include:

- Provide products and services that meet customer and applicable Statutory and Regulatory requirements.
- Plan our processes and their interactions by employing the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking in operations.
- Enable opportunities to enhance customer satisfaction.
- Address risks and opportunities associated with its context and objectives.

The IMS manual is the foundation of reference to the International Standards implemented, and will be used to provide an overview of the processes, and reference the documented information required as objective evidence of how the company comply with the requirements of:

- ISO 9001:2015 Quality Management Systems.
- ISO 14001:2015 Environmental Management Systems.
- ISO 45001:2018 Occupational Health & Safety Management Systems.
- NHSS8 National Highway Sector Schemes for Quality Management in Highway Work

The IMS Manual is also used to introduce the elements of our IMS to our customers and other external organisations to the extent necessary.

## 1.1 Management Principles

INFRATEC has adopted and realises the benefits of utilising the Seven Management Principles into our daily activities. The intent of these principles is to provide a foundation to continually improve upon the company's management and performance. Subsequent sections of the IMS Manual will provide our commitments of the following management principles:

- Focus on legitimate stakeholders.
- Leadership.
- Communications & engagement of people.
- Process approach.
- Improvement.
- Risk, opportunity & evidence-based decision making.
- Relationship management.



Figure 1: Management Principles

## 1.2 The Process approach

INFRATEC has adopted the “Process Approach” into our daily operations to maintain and continually improve this Integrated management system [IMS], including the processes needed and their interactions, in accordance with the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 which are identified within this Integrated Management System Manual [IMSM 1.0].

## 1.3 Risk-Based Thinking

The implementation of risk-based thinking is a tool for achieving and maintaining an effective IMS. INFRATEC plans and implements various actions to address risks and opportunities to maximise their outcomes, including, but not limited to evaluating risk when establishing processes, controls to improve results and prevent negative effects on our products, services, environmental aspects and any occupational health and safety impact on interested parties.

## 1.4 Plan-Do-Check-Act Cycle

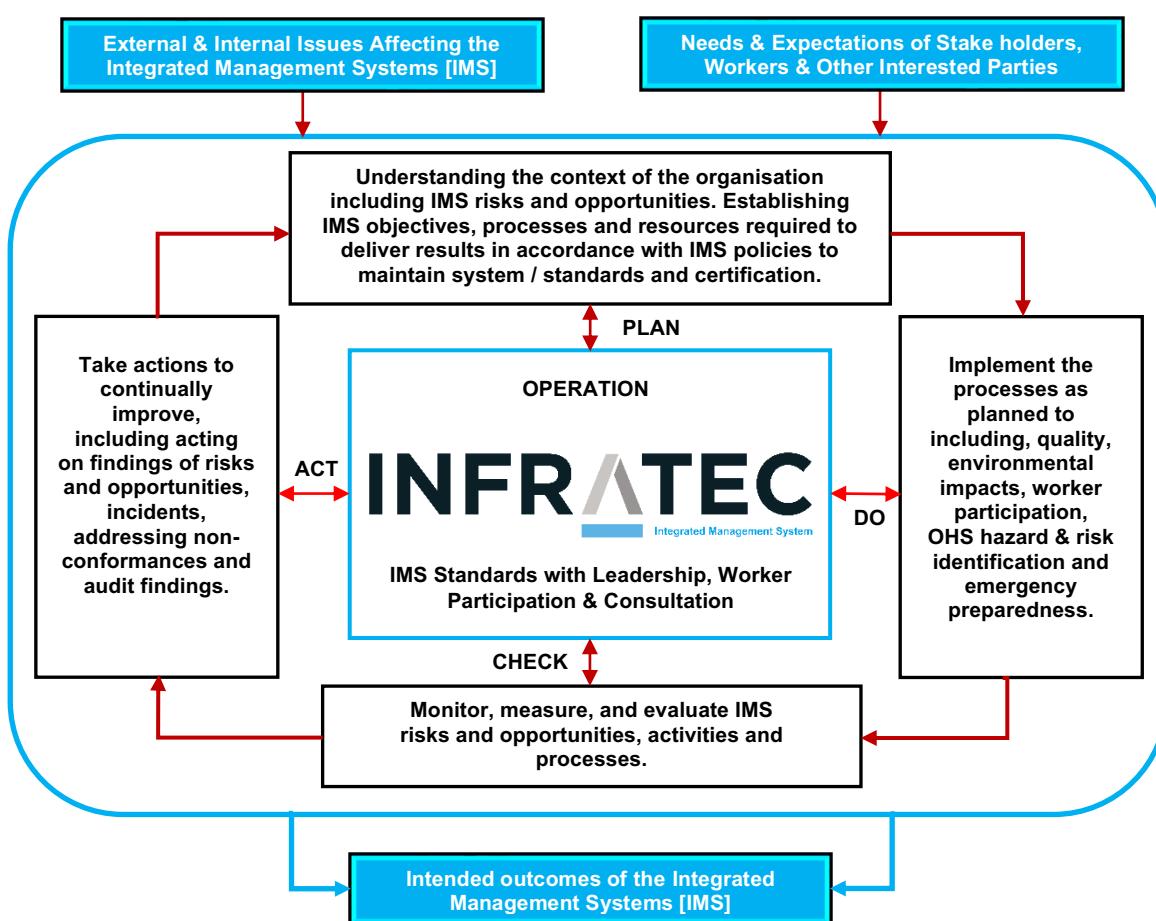


Figure 2: PDCA Integrated Management System Process Model

This Integrated Management system manual is to familiarise our workers, customers, interested parties, or individuals that with the controls we have implemented we can assure them that the integrity of our management system is maintained and is focused on continual improvement and meeting its intended outcomes.

## 2.0 Normative References

The following documents in part or whole, are referenced or used in the preparation of this manual and are required for its application and only the editions below will apply.

- BS EN ISO 9001:2015. Quality Management Systems – Requirements.
- BS EN ISO 14001:2015. Environmental Management Systems – Requirements.
- BS ISO 45001:2018 Occupational Health and Safety Management Systems. – Requirements.
- NHSS8. National Highway Sector Schemes for Quality Management in Highway Work.

## 3.0 Terms and Definitions

This document does not introduce any new definitions but rather relies on definitions typically used by our customers, workers, stakeholders or marketplace, terms typically used in standards and regulations as they relate to our products and services; standard business terminology; and terms and vocabulary commonly used in our industry. Where the following words appear, the subsequent definitions apply.

- **Company/Organisation:** INFRATEC-UK Limited
- **Customer:** The purchaser of the product/service
- **Quality:** Fit for the purpose, at the right price, on time and to the right customer
- **Standard:** BS ISO 45001:2018, BS EN ISO 14001:2015, BS EN ISO 9001:2015 NHSS8
- **Supplier:** The provider of product and service or product to INFRATEC-UK Limited
- **System:** The Integrated Management System
- **Integrated Management System:** IMS
- **Product:** Product and Service
- **Senior Management Team:** SMT
- **HSEQ:** Health, Safety and Wellbeing, Environmental and Quality
- **Accident:** an undesired event resulting in death, injury, damage to health, damage to property or other form of loss;
- **Audit:** A systematic, independent and documented process for evaluating performance of the IMS obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled.
- **Authorised Person:** A Competent Person authorised by an Organisation's Authorisation Officer to carry out specific elements of work appropriate to his/her level of competency as defined in the Highway Electrical Registration Scheme Handbook.
- **Authorising Officer:** A Competent Person authorised by an Organisation's Authorisation Officer to carry out specific elements of work appropriate to his/her level of competency as defined in the Highway Electrical Registration Scheme Handbook.
- **Client:** The ultimate body or agent for the body for which the work is being carried out e.g. National Highways, Police Force or Highway Authority. [Often the owner or managing authority of the asset].
- **Competence:** The ability to apply training, education, knowledge and skills to effectively carry out roles, responsibilities and achieve intended results.
- **Competent Person:** A person who is appropriately trained, qualified, experienced, skilled and appointed by the organization to assist in undertaking the measures needed to take to comply with the requirements of health and safety. A person assessed as having the necessary education, training, skills, experience & technical knowledge, to undertake work and avoid danger within the scope of work outlined in NHSS8.
- **Compliance Manager:** The person named in the organization's Quality Plan as having responsibility for the development, review and continuous improvement of policies and procedures necessary to meet the criteria for activities carried out within NHSS8.
- **Conformity:** Fulfilment of a requirement, compliance with standards, rules, or laws.
- **Consultation:** Seeking views before making a decision.
- **Continual improvement.** Enhancing performance of Quality, Environmental, Health and Safety performance and the IMS management system.
- **Contractor:** External organization providing services to the organization in accordance with agreed specifications, terms and conditions
- **Control measures:** protective precautions put into place to protect individuals from the risks and hazards
- **Contracting Office:** The organisation's office from which work, which is carried out by Authorised Persons, is issued, managed and controlled.
- **Corrective action:** Action to eliminate the cause of a nonconformity and to prevent recurrence;
- **Documented information:** Controlled and maintained information for the IMS, documents, data and records as objective evidence of achieved results.
- **Effectiveness:** The extent to which planned activities are realized and planned results achieved.
- **Environmental Aspect:** An organization's activities or products or services that interacts or can interact with the environment.
- **Environmental Health Officers:** Government officers that are responsible for monitoring and enforcing health and hygiene legislation. such as pollution, noise problems, and toxic contamination.
- **Environmental Impact:** A negative or positive change / impact on the environment arising from the organization's aspects.

- **Fire Prevention:** Precautions designed to avoid an outbreak of fire, reduce the potential for fire to spread and safeguard persons and property in the event of fire.
- **Hazard Identification:** Process of recognizing that a hazard exists and defining its characteristics;
- **Hazard:** A something with the potential to cause injury and ill health.
- **Health and Safety Committee:** a forum for the constructive discussion of measures to assure health and safety in the workplace, and for the participation and consultation of workers through their representation;
- **Health and Safety Executive:** Organisation responsible for proposing safety regulations throughout the UK. It is responsible for enforcing, statute, regulations, approved codes of practice and guidance.
- **Health and Safety Representative:** A worker elected by members of their workgroup to represent them in health and safety matters;
- **Hierarchy of control:** a consistent approach to managing control processes, providing a structure to select the most effective control measures to eliminate or reduce the risk or impact of hazards that have been identified during the risk assessment process.
- **HERS:** Highway Electrical Registration Scheme.
- **Incident:** Accident, Near-Miss or nonconformity.
- **Injury and ill health:** An undesirable impact on the physical or mental condition of a person.
- **Integrated management system:** A single system designed to manage multiple aspects of an organization's operations in line with multiple standards, such as those for quality, environmental and health and safety management. To achieve the policies, objectives, processes and outcomes. To consistently produce high quality products and services, to manage environmental aspects, fulfil compliance obligations, address risks and opportunities, to prevent injury and ill health to workers, to provide safe and healthy workplaces and continually improve.
- **Interested party/Stakeholder:** Person or organisation that can affect be affected by, or perceive themselves to be affected by a decision or activity;
- **Legal requirements and other requirements:** legal requirements that an organization is obligated to comply with and other requirements that an organization has to or chooses to comply with.
- **Lost Time Injury:** Any work-related injury [not an illness and not sickness] which prevents that person from doing any work after the incident i.e. any work-related injury that results in a person being unfit for his/her work for at least one full working day or shift;
- **Management system:** Set of interrelated or interacting elements of an organization to establish policies and objectives and processes to achieve those objectives.
- **Near-Miss:** a generic term for those events that do not cause harm but which might have done so under different circumstances
- **Nonconformity:** Non-fulfilment of a requirement non- compliance with standards, rules, or laws.
- **Objective:** A result to be achieved or intended outcome.
- **Organization:** A group of people that has its own functions with responsibilities, authorities to achieve its objectives.
- **Participation:** Involvement in decision-making.
- **Performance:** A measurable result either quantitative or qualitative findings.
- **Performance:** Measurable results of the integrated management system.
- **Policy:** The commitment and intent for the organisations Quality, Environmental, Health and Safety objectives formally stated Top Management [Senior Management Team].
- **Process:** A method of transforming inputs into outputs, a series of activities to achieve a particular outcome.
- **Prohibition Notice:** a statutory notice that is issued by an authorising body such as Health and Safety Executive [HSE], Environmental Health Officer [EHO] or Fire Officer on discovery of a breach of statute that presents a risk of serious personal accident. The effect of the Prohibition Notice is to stop the activity from starting or to cause it to cease if it has already started.
- **Qualified Supervisor:** A person[s] having responsibility, training and experience to supervise electrical and/or non-electrical operations and who shall have responsibility, on a day-to-day basis, for the safety, quality and technical standard of work carried out by all Authorised Persons under his supervision. As such they are responsible for gathering suitable competency evidence and submitting same to Authorising Officer within the HERS Competency Portfolio of Evidence. Shall be HERs Registered in their own right.
- **Quality Plan:** A Quality Plan describes how an organisation will provide an intended output, whether that output is a process, product, service, project or contract.
- **Responsible Manager:** The person employed by the Organisation having managerial responsibility for the relevant in scope activities.
- **Regulation:** A statutory device made under a general provision that is contained in an act of parliament.
- **Requirement:** Need or expectation that is stated, generally implied or obligatory.
- **Risk assessment:** the process of evaluating the risk[s] arising from a hazard[s], taking into account the adequacy of any existing controls, and deciding whether or not the risk[s] is acceptable;
- **Risk:** The probability that a hazard will be realized, a combination of the likelihood of hazard and the severity of the injury or ill health that can be caused by the hazard i.e. Risk = Likelihood x Severity.
- **RoES - Representative of Employee Safety:** A worker elected by members of their workgroup to represent them in health and safety matters.
- **Safety Culture:** a general term for the degree to which the culture of an organisation promotes and cooperates with safe and healthy work practices

- **Safety Performance Indicator [SPI]:** A measurable value that demonstrates how effectively the Department is achieving key OH&S objectives;
- **Senior Management Team:** Person or group of people who directs and controls an organisation at the highest level with the power to delegate authority and provide resources within the organization, and are ultimately responsible for the IMS.
- **Worker:** Person performing work or work-related activities that are under the control of the organisation.
- **Workplace:** a place or location under the control of the organisation where a person needs to be or to go for work purposes.

### 3.0 Terms and Definitions [Abbreviations]

- **ACoP:** Approved Codes of Practice.
- **AFR:** Accident frequency Rate:
- **ALARP:** As-Low-as-Reasonably-Practicable;
- **CFT:** Cross Functional Team;
- **COSHH:** Control of Substances Hazardous to Health;
- **CPD:** Continuous Professional Development.
- **DMS:** Document Management System.
- **DSE:** Display Screen Equipment;
- **DSEAR:** Dangerous Substances & Explosive Atmosphere Regulations:
- **FPC:** Factory Production Control
- **HASWA:** Health & Safety at Work Act:
- **HEA:** Highway Electrical Association.
- **HERS:** Highway Electrical Registration Scheme.
- **IMD:** Integrated Management Document.
- **IMP:** Integrated Management Policies.
- **IMPF:** Integrated Management Process Flow.
- **IMS:** Integrated Management System.
- **IP:** Integrated Procedure.
- **LOLER:** Lifting Operations and Lifting Equipment Regulations
- **LoR:** Level of Risk;
- **LTI:** Lost time injury [refers to an injury sustained by an employee at work that results in absenteeism]
- **MHSWR:** Management of Health & Safety at Work Regulation
- **MSDS/SDS:** [Material] Safety Data Sheet;
- **NHSS8:** National Highway Sector Schemes 8 for The Overseeing and / or Installation and / or Maintenance of Highway Electrical equipment and supporting works.
- **OH&S:** Occupational Health and Safety;
- **PUWER:** Provision & Use of Work Equipment Regulations
- **QMD:** Quality Management Document
- **RIDDOR:** Reporting of Injuries, Diseases and Dangerous Occurrences Regulations;
- **SHW:** Specification for Highway Works
- **SMT:** Senior Management Team;
- **SPI:** Safety Performance Indicator;
- **SSAC:** Sector Scheme Advisory Committee
- **SSoW:** Safe System of Work;

**Note:** -

Terms, and definition of ISO 9000:2015; ISO 45001:2018; ISO 14001:2015 and NHSS8 will be used throughout the Integrated Management System.

Where no definition is provided, the company typically adopts the definitions provided in *ISO 9000: Quality Management – Fundamentals and Vocabulary*.

## 4.0 Context of Organisation

### 4.1 Understanding the Organisation and Its Context

INFRATEC has determined relevant external and internal issues and items that may become relevant to the Company's purpose and strategic direction and may affect our ability to achieve the intended results of the Integrated Management System. This involves:

- Understanding our core product and services and the scope of IMS [see 4.3 below].
- Identifying "interested parties" (stakeholders), who receive our products, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company including workers.
- These parties are identified and outlined in [\[IMD 001 Interested Parties and Analysis\]](#) external and internal issues are identified through an analysis of risks facing either INFRATEC or the interested parties, these identified risks are monitored and reviewed by the Senior Management Team [SMT] to determine the company's strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

### 4.2 Understanding the Needs and Expectations of Workers and other Interested Parties

INFRATEC has determined the stakeholders/interested parties that are relevant to this Integrated Management System and the requirements of these stakeholders/interested parties, the processes needed and their application are generally identified in the General Process Model and are established, communicated and maintained throughout this integrated manual, policies, processes and procedures. [\[Reference Figure 1\]](#).

- Interested parties include but are not limited to: - customers, employees, management, community, owners, statutory and regulatory bodies, industry and related associations, suppliers and partners, specialist service subcontractors, inspection and test providers, workers, and appropriate workers' representatives, emergency services and other relevant organisations and stakeholders.
- Specific to NHSS8 requirements, Interested parties will include the Customer, Client and other contractors, and those that interact with or use the Client's infrastructure e.g. the general public including travelling public, emergency services and other relevant organisations and stakeholders.
- Interested parties' requirements and needs include but are not limited to - a safe, compliant and pleasant working environment, compliance with legal and regulatory requirements accountability, occupational health and safety impacts, the control of environmental impacts, the achievement of business objectives and targets, price, availability, quality, terms & conditions, compliance, accountability and long-term relationships.
- The Integrated Management System monitors and reviews the requirements and needs of interested parties, through its policies, processes, procedures, control measures and reviews. [\[IMD 001 Interested Parties and Analysis\]](#).
- INFRATEC compliance obligations or those obligations that could become, legal requirements for the company have been determined and are documented, as detailed in this manual. [\[IMD 002 Legal Register & Evaluation of Compliance\]](#).

## 4.0 Context of Organisation

### 4.3 Determining the Scope of the Integrated Management System

#### 4.3.1 Scope Statement

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, INFRATEC has determined the scope of the management system as follows:

*The overseeing of installation and maintenance of highway electrical equipment and supporting works - traffic control equipment and associated apparatus, variable message signs and associated apparatus, communications equipment and associated apparatus on motorways and other highways in accordance with National Highway Sector Scheme 8.*

*The design, manufacture, repair and supply of infrastructure technology.*

#### 4.3.2 Facilities within the Scope

The Integrated Management Systems applies to all processes, activities, and employees within the company operating at:

*Unit 8-9 Easter Park,  
Barton Road,  
Middlesbrough,  
North Yorkshire,  
TS2 1RY*

#### 4.3.3 Scope of the Integrated Management System Manual

This IMS Manual is prepared for the purpose of defining the company's interpretations of the standards ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and NHSS8 as well as to demonstrate how the company complies with those standards. All processes needed to establish, implement, maintain, and continually improve the IMS are specified in the different clauses in this manual.

The integrated management system is designed to cover aspects and impacts which the company can control and directly manage, and those it does not directly control or manage but can be expected to have an influence over within its facilities, and in its product design and manufacture.

While establishing this scope The Company has considered the external and internal issues referred to in section 4.1 and taken into account the requirements referred to in 4.2 and its planned and performed work activities.

The quality management system, as an integral part of this IMS will cover the range of specific services as referred to in NHSS8 that INFRATEC are competent to supply inclusive of any outsourced services and how those services are controlled.

INFRATEC has reviewed the scope of the relative elements of the latest applicable issue of NHSS8 and considers it to be appropriate to The Company scope as referred to in section 4.3.1.

The Company has determined the sequence and interactions of processes by carefully analysing processes and procedures and has determined the criteria and methods to ensure operation and control those processes as identified within this manual are effective.

#### 4.3.4 Exclusions

This Integrated Management system and intended outcomes are relevant to the nature of the organisation and its products, and to customer and regulatory requirements.

There are no requirements of BS EN ISO 9001:2015; BS ISO 45001:2018; BS EN ISO 14001:2015 or NHSS8 that do not apply or are excluded from the scope of INFRATEC integrated management system.

## 4.0 Context of Organisation

### 4.4 Integrated Management System and its Processes

During the implementation of this Integrated Management System, INFRATEC has identified the processes needed for the IMS and their application as identified in the General Process Model [Reference Figure 1].

The Company determines the sequence and interactions of processes by carefully analysing its criteria and methods to ensure operation and control of those processes are effective. Methods and criteria are identified within this integrated manual.

The company ensures the availability of resources and information necessary to support the operation, monitoring and assessment of those processes, and implements actions necessary to achieve planned results via corrective actions risk based thinking and continual improvement of its processes.

The company will establish, document, implement, maintain, and continually improve the Integrated Management System in accordance with BS EN ISO 9001:2015; BS ISO 45001:2018; BS EN ISO 14001:2015; and NHSS8.

The Company will notify and provide evidence of their Certificate of Registration to NHSS8 to the HEA, as HERS administrator, so that the list of registered organisations held on the HERS website may be maintained.

#### General

INFRATEC IMS documentation consists of policy, objectives and manual, including documented processes, controlled documents, records and forms as required by BS EN ISO 9001:2015; BS ISO 45001:2018; BS EN ISO 14001:2015; and NHSS8 as well as those documents and additional procedures as needed by the company to ensure the effective planning, operation and control of its processes.

#### Integrated Manual

The company maintains this Integrated Manual, which includes the scope of the IMS, including details of any exclusion, documented processes, a description of the interaction between the processes, and the IMS.

This IMS has been established to eliminate or minimise risk to employees and other interested parties who may be exposed to or impacted by those risks associated with the activities of INFRATEC.

The IMS monitors and reviews the requirements and needs of interested parties, through policies, processes, documents, records, control measures and reviews.

The Company will continually improve the effectiveness of this IMS through the use of its policies, objectives, audit results, risk assessments, analysis of data, corrective actions, risk-based thinking and management review process.

As part of the Management Review process, and, when required, INFRATEC will make changes to the Integrated Management System in order to ensure that it continues to meet regulatory and management system requirements and market conditions.

Each process may be supported by other activities, such as tasks or sub-processes work instructions or where required procedures. Monitoring and control of top-level processes ensures effective implementation and control of all subordinate tasks or sub-processes. The sequence of interaction of these processes is illustrated in [Figure 2]

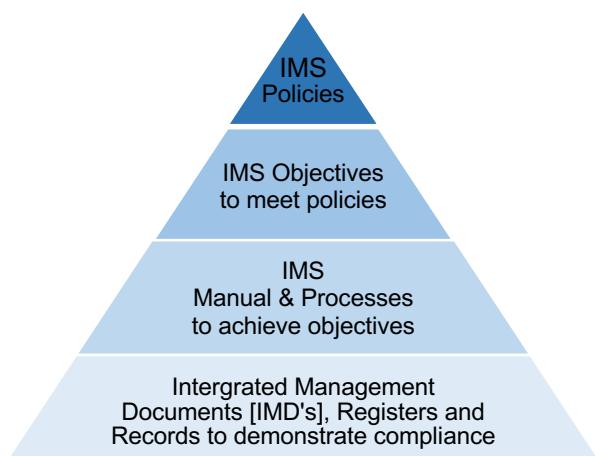


Figure 3: The sequence of interactions of the IMS

## 5.0 Leadership and Worker Participation

## 5.1 Leadership & Commitment

### 5.1.1 General

The Senior Management Team at INFRATEC are actively involved in implementing this IMS and are accountable for its overall effectiveness, and demonstrate commitment to those applicable International Standards and NHSS's.

The Senior Management Team has established the Quality, Health & Safety and Environmental policies and objectives, and fully supports the vision and strategic direction for the continued sustainability and improvement of this IMS.

The Senior Management Team ensure that those policies and objectives are compatible with the context of the organisation and strategic direction of the company and ensure the integration of the IMS requirements into the organisation's overall business processes where appropriate utilising a process approach, risk-based thinking, and the engagement and motivation of employees.

The Senior Management will communicate the importance of effective management and conformance to the IMS, through, policies and objectives, management reviews and quarterly briefings, to promote awareness and continual improvement to ensure that the IMS achieves its intended outcome[s].

The Senior Management Team ensures responsibilities, authorities and lines of communication are defined in this IMS and is committed to the promotion of a process approach, risk-based thinking, continual improvement, and provision of safe working conditions and the prevention of pollution.

The Company Organisation Chart [Reference Figure 4] illustrates the structure of the Company. It details the responsibility and inter-relation of all personnel who have authority and competence to manage, perform and verify activities to ensure that this IMS is effectively implemented, maintained and communicated in accordance with the International Standards and Regulatory requirements addressed in this IMS.

The Senior Management Team are committed to the development and implementation of the IMS and are responsible for daily decision-making at the INFRATEC site with regard to health, safety and welfare of all employees, and any environmental impacts and product quality issues. Appropriate processes are established to ensure continual improvement of the IMS and the company's effectiveness is communicated.

The Managing Director is ultimately responsible for the health, safety and welfare of all employees, and any environmental impacts, and product quality issues and to ensure adequate resources and provisions are available to maintain this IMS.

The Managing Director has the authority and responsibility to ensure that local resources needed for the Management Systems are available and will direct and support Senior Managers by empowering their leadership as it applies to their areas of responsibility to ensure the effectiveness of this IMS.

INFRATEC have currently appointed an external consultant to advise and support The Senior Management Team with regard to the compliance requirements and prohibitions imposed upon them by the relevant statutory/regulatory provisions and HSEQ Management System standards.

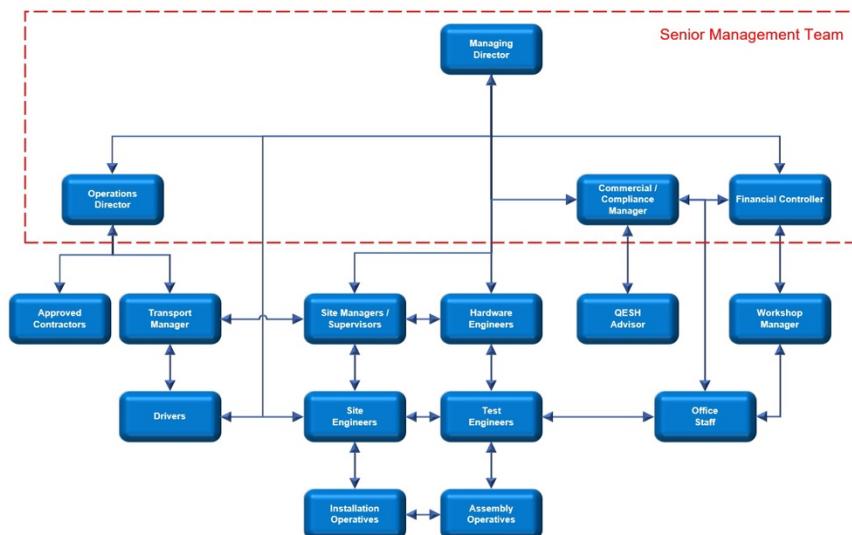


Figure 4: The Company Organisation Chart

## 5.0 Leadership and Worker Participation

### 5.1 Leadership & Commitment

#### 5.1.2 Customer Focus

The Senior Management Team of INFRATEC adopts a customer-first approach which ensures that customer needs and expectations are determined, converted into requirements and are met with the aim of enhancing customer satisfaction.

This is accomplished by assuring:

- Customer requirements are clearly defined, understood, and achieved at all levels of the organisation.
- Customer and applicable statutory and regulatory requirements are identified, determined, understood and consistently met.
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.
- The focus on enhancing customer satisfaction is maintained.

In compliance with NHSS8 processes for determining customer requirements will consider the interaction with other works and interested parties, including Customer, Client and other contractors, and those that interact with or use the Client's infrastructure e.g. the general public, travelling public, emergency services and other relevant organisations and stakeholders. This will include processes to minimise disruption and inconveniences.

Safe working methods will be documented and any deviation from these methods shall be notified to the Client/customer/ relevant interested parties as required.

A copy of all relevant working methods and risk assessments for undertaking the works will be available on site.

INFRATEC will ensure all necessary applicable statutory and regulatory requirements for contract compliance is determined.

### 5.2 Integrated Management System Policies

#### 5.2.1 Establishing the IMS policies

The SMT of INFRATEC have initiated and communicated IMS policies throughout the organisation and made them available to relevant interested parties as appropriate.

The IMS Policies are appropriate to the purpose and context of the company and support its strategic direction.

The SMT have developed these policies to govern day-to-day operations to ensure quality, health, safety and wellbeing and environmental standards throughout the organisation.

The Policies within this IMSM include but are not limited to the following:

- IMP 001 HSEQ Integrated Management System Policy Statement.
- IMP 002 Quality Management Policy Statement.
- IMP 003 Health, Safety and Wellbeing Policy Statement.
- IMP 004 Environmental Management System Policy Statement.

The IMS Policies provide the framework for setting IMS objectives, to monitor analyses and review the IMS, satisfying relevant international standard, legal and other applicable requirements as well as support the company's commitment to the continual improvement of the IMS.

#### 5.2.1 Communicating our Policies

The policies are released as standalone documents available to all employees on company noticeboards and the Company's shared SharePoint server and are communicated and implemented throughout the organisation.

## 5.0 Leadership and Worker Participation

### 5.2 Integrated Management System Policies

#### IMP 001 Integrated Management System Policy Statement

##### **Introduction**

INFRATEC is committed to continuously improve our quality safety, health, and environmental performance to provide a positive contribution to our business to support its strategic directions appropriate to the context of our organisation, at the same time as producing products safely and providing services of consistent quality that meet with customer requirements, to local and internationally accepted standards and applicable legal requirements.

All work is carried out in a cost effective and timely manner, ensuring that our products and services are supplied to the highest quality and in accordance with the highest professional standards.

We aim for continual improvement via the company business plan, and customer satisfaction through the involvement and participation of all levels of employees and other interested parties as applicable.

##### **Policy**

There are four key elements to the INFRATEC, Health, Safety, Environment and Quality [HSEQ] Integrated Management System policy, for each of which we have assigned principles to guide our progress.

- **Management Systems**  
The HSEQ management system complies with Internationally recognized applicable standards [BS ISO 45001:2018 Occupational Health and Safety Management System, BS EN ISO 14001: 2015, Environmental Management System, 9001: 2015, Quality Management System, and INFRATEC Integrated Management System]. These standards are integrated utilising the Annex SL framework, which allows us to continually review and set our objectives and targets, using the participation and cooperation of all our Employees to achieve these objectives. A key commitment is to promote our objectives through comprehensive training such that our business practices are integrated into the HSEQ management system. The system will comply with the applicable legislation, regulations and standards relevant to our undertakings products and practices to ensure we fulfil our compliance obligations.
- **Resource Utilisation**  
Wherever practical, we will endeavour to be efficient in our operations, conserving non-renewable natural resources and to recycle secondary materials. Review and Investment into the development of sustainable processes and products will be considered within the IMS for sustainable improvement.
- **Health & Safety, Environmental and Quality Impacts**  
We will continually measure and continually improve our HSEQ performance, monitor the effectiveness of our management system and promote compliance in our industrial sector. The needs of our customer base, and the requirement to provide ongoing support, will be continually addressed. We shall implement effective controls to prevent or minimize the release of pollutants into the environment in all our operations.  
The protection of the health and safety of our employees, contractors, visitors, and neighboring communities using safe operating procedures, ethical business practices, and the prevention of pollution is implicit in our integrated system.
- **Stakeholder Relations**  
We engage with our Employees on a continuous basis and as appropriate will report to interested parties on compliance, performance and progress. This Policy is communicated, understood and applied within the organisation and available to relevant interested parties, as appropriate.

##### **Communication of this Policy**

This policy statement is communicated to all INFRATEC employees, it is posted on the Company Notice Board, available to all employees on the company's SharePoint Servers. This Policy will be made available to subcontractors working on behalf of the Company and interested parties, as appropriate. This policy will be reviewed at least annually.

*This policy is approved, signed and dated by the Managing Director for and on behalf of the Senior Management Team and is supported by all Employees within the organisation, who shall be guided by the contents of this IMS [Integrated management system] and no deviation shall be permitted.*

## **5.0 Leadership and Worker Participation**

### **5.2 Integrated Management System Policies**

#### **IMP 002 Quality Management Policy Statement**

##### **Introduction**

INFRATEC is committed to implementing and maintaining this quality policy as part of its Integrated Management System and is dedicated to meeting the requirements of its customers and of all regulatory requirements applicable to its operations and activities which include the installation and maintenance of highway electrical equipment, supporting works and the design, manufacture and supply of variable message signs.

INFRATEC Senior Management Team are commitment to satisfy applicable requirements of BS EN ISO 9001:2015 and National Highway Sector Scheme 8 and all applicable NHSS[s].

##### **Policy**

The aim of the Integrated Management System is to ensure that:

- We deliver a quality product to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in the delivery of a quality product
- Objectives are established and reviewed to continuously improve our processes
- We only use services that meet our own quality assurance standards
- A professional approach to customer interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period

The framework of the Integrated Management System will also identify quality objectives for continual improvement of the system and the overall performance of the company.

These objectives will ensure that all of the INFRATEC's activities are planned and resourced in a consistent way and that all customer and legal requirements are met in the most efficient and effective manner possible.

To ensure that its quality objectives are achieved, INFRATEC will maintain an externally accredited Management System that complies with the requirements of BS EN ISO 9001:2015 and will include the requirements of the NHSS8.

The implementation of our Integrated Management System is a management responsibility and relies upon the competence, cooperation and commitment of all employees and subcontractors. We will therefore:

- Actively involve our employees and subcontractors in developing and sustaining a positive quality culture which demonstrates strong leadership and commitment
- Develop the necessary competencies in our own employees and subcontractors, through the provision of information, training, instruction and supervision as required, to enable them to discharge their responsibilities
- Establish effective organisational communication, cooperation and control arrangements with documented procedures and guidance where appropriate, and
- Seek employee participation and views on quality matters through the use of appropriate consultative mechanisms

Though the Managing Director has ultimate responsibility for quality, all employees have a responsibility within their own areas of work so helping to ensure that quality is embedded within the whole of the company.

This policy is appropriate to the purpose and context of INFRATEC, and supports its strategic direction.

##### **Communication of this Policy**

This policy statement is communicated to all INFRATEC employees, it is posted on the Company Notice Board, available to all employees on the company's SharePoint Servers. This Policy will be made available to subcontractors working on behalf of the Company and interested parties, as appropriate. This policy will be reviewed at least annually.

*This policy is approved, signed and dated by the Managing Director for and on behalf of the Senior Management Team and is supported by all Employees within the organisation, who shall be guided by the contents of this IMS [Integrated management system] and no deviation shall be permitted.*

## 5.0 Leadership and Worker Participation

### 5.2 Integrated Management System Policies

#### IMP 003 Health, Safety and Wellbeing Policy Statement

##### **Statement of Intent**

INFRATEC are committed and recognises and accepts 'so far as is reasonably practicable' its responsibility to provide safe and healthy working conditions and to prevent work related injury and ill health for all employees, sub-contractors, visitors and others who may be affected by our work activities, as appropriate to the purpose and context of the company, the specific nature of our health and safety risks and opportunities, and our operations and activities which include the installation and maintenance of highway electrical equipment, supporting works and the design, manufacture and supply of variable message signs.

We are committed to achieving the highest levels of health, safety and wellbeing and believe that incidents are preventable, and this belief underpins our commitment to people and assets. We will ensure that all workplace risks are identified and mitigated to an acceptable level and our operations will strive towards sustainable Safety and Health improvement.

The Company is actively committed to the provision of strong and active leadership; the engagement of the workforce in the promotion and achievement of safe and healthy conditions and the formal assessment and review of INFRATEC's performance. The Company will provide adequate resources, information and training to ensure that the Management Team can deliver this policy and its objectives, and that standards and objectives set in the Integrated Management System are delivered.

We will:

- Through visible and active leadership, ensure that employees are aware that working safely is a condition of employment.
- Identify and mitigate to an acceptable level, workplace safety and health risks.
- Ensure employees are trained to undertake the tasks required.
- Ensure a commitment to the consultation and participation of workers, on Health and Safety issues.
- Ensure employees are empowered to delay postpone any activity that is considered unsafe or in contradiction to our philosophy.
- Integrate safety and health matters into our business decisions.
- Engage with stakeholders, business partners and supply chain to ensure that their Health and Safety management standards and practices meet or exceed the expectations of this policy;
- Comply with applicable Health and Safety legislation and legal requirements.
- Strive for continual improvement in safety and health performance and report our performance on a regular basis.
- Provide our employees with information on health care, health promotion rehabilitation and wellbeing.
- Undertake regular reviews of this Health and Safety policy to ensure it remains relevant and appropriate to our business activities.
- Share this policy with employees, stakeholders, business partners and members of the public.
- Comply with Client Specific requirements including (but not limited to) occupational health, working hours and fatigue management.
- Enhance performance based upon behavioural programmes, observations, coaching and maturity tools.

We expect:

- The highest levels of health, safety and wellbeing from all employees and supply chain partners.
- Everyone to be responsible for health, safety and wellbeing of themselves and those around them.
- Active engagement in our belief that incidents are preventable and our aspiration to create incident and injury free environments.

##### **Communication of this Policy**

This policy statement is communicated to all INFRATEC employees, it is posted on the Company Notice Board, available to all employees on the company's SharePoint Servers. This Policy will be made available to subcontractors working on behalf of the Company and interested parties, as appropriate. This policy will be reviewed at least annually.

*This policy statement including its general arrangements identified in the full policy as required by Regulation 2 [3] of the Health and Safety at Work etc. Act 1974 is approved, signed and dated by the Managing Director for and on behalf of the Senior Management Team and is supported by all Employees within the organisation, who shall be guided by the contents of this IMS [Integrated management system] and no deviation shall be permitted.*

## 5.0 Leadership and Worker Participation

### 5.2 Integrated Management System Policies

#### IMP 004 Environmental Management System Policy Statement

##### **Introduction**

INFRATEC recognise the importance of environmental protection and are fully committed to operating our business responsibly and in fulfilment of its compliance obligations related to the purpose and context of the company its activities, products and services. INFRATEC are fully committed to the prevention of pollution and minimising environmental impacts from its activities and as such aims to meet or exceed all the environmental legislation that relates to the Company.

##### **Policy**

This policy forms part of the Integrated Management System and addresses the concerns of interested parties to ensure that we:

- Assess and regularly re-assess the environmental effects of the Company's activities.
- Minimise toxic emissions through the selection and use of our fleet
- Actively promote recycling both internally and amongst our subcontractors and supply chain
- Ensure that all chemicals and hazardous substances are stored, handled and transported correctly in order to prevent pollution of land, air and water
- Minimise waste by evaluating operations and ensuring they are as efficient as possible
- Obtain details of the environmental conditions where the Company is to commence work, ensuring that work is halted on discovering areas of environmental sensitivity and the appropriate advice sought
- Maintain compliance with statutory regulations and requirements

The framework of the Integrated Management System will identify objectives for continual improvement of the system to enhance the overall environmental performance of the company. These objectives will ensure that all the Company's activities are planned and resourced in a consistent way to ensure customer and legal requirements are met in the most efficient and effective manner possible.

To ensure that objectives are achieved, they will be continuously reviewed by the Senior Management Team as part of the IMS Management Review procedure.

The implementation of our IMS is a management responsibility and relies upon the competence, cooperation and commitment of all employees and subcontractors. We will therefore:

- Actively involve employees and subcontractors in developing and sustaining a positive environmental awareness culture which demonstrates strong leadership and commitment.
- Develop the necessary competencies in our employees and subcontractors, through the provision of information, training, instruction, and supervision as required, to enable them to discharge their responsibilities.
- Establish effective organisational communication, cooperation and control arrangements with documented procedures and guidance where appropriate.
- Seek employee participation and views on Environmental matters using appropriate consultative mechanisms.

We will also confirm the presence of these arrangements to our supply chain partners.

The Managing Director, who has overall responsibility for this policy, will ensure the provision of adequate resources for its implementation and will regularly assess the continuing improvement of the Company's Environmental performance.

##### **Communication of this Policy**

This policy statement is communicated to all INFRATEC employees, it is posted on the Company Notice Board, available to all employees on the company's SharePoint Servers. This Policy will be made available to subcontractors working on behalf of the Company and interested parties, as appropriate. This policy will be reviewed at least annually.

*This policy is approved, signed and dated by the Managing Director for and on behalf of the Senior Management Team and is supported by all Employees within the organisation, who shall be guided by the contents of this IMS [Integrated management system] and no deviation shall be permitted.*

## 5.0 Leadership and Worker Participation

### 5.3 Organisational Roles, Responsibilities and Authorities

An organisational structure is defined in [Figure 4] This illustrates the hierarchy within The Company and details the interrelation of personnel who manage, establish, verify, implement, maintain and continually improve work and activities affecting the quality of The Company products and services, the effectiveness of its environmental, health and safety performance and for establishing, operating, maintaining and continually improving the IMS. Individual job descriptions define the roles, responsibilities and authorities of each role.

Where a specific quality plan is required by a contract, INFRATEC will define the relevant organisational roles, responsibilities and authorities as defined by the sector scheme NHSS8 within that quality plan.

#### The Managing Director

The Managing Director is ultimately responsible for health & safety, environmental impacts, quality performance and The Company's management system, resources, objectives, strategy and is accountable for the effectiveness of this IMS.

#### The Senior Management Team

The SMT reporting to the Managing Director ensure that integrity of system is maintained when changes to IMS are planned or implemented and are responsible for business planning, development and communication of the IMS and its policies, the establishment and deployment of objectives, the provision of resources needed to implement and improve the IMS and for undertaking management reviews.

#### Managers and Supervisors

All Managers and Supervisors are responsible for execution of daily operations and the implementation of the IMS policies, processes and systems described in this manual. They are responsible for planning and controlling IMS processes within their area of responsibility, including the establishment and deployment of operational level objectives and the provision of resources needed to implement and improve these processes.

#### Employees / Workers

Employees / workers at each level of the organisation shall assume responsibility for those aspects of the IMS over which they have control. They are empowered to report on incidents, hazards, risks and opportunities for improvement without reprisals or threats of reprisals that discourage or penalise employee / worker participation. All employees / workers will be involved in the development and review of risk assessments and SSOW affecting them.

Every employee / worker has a responsibility to carry out their duties in a resource efficient way and actively support The Company's environmental strategy, policies and objectives within the remit of their role.

All personnel performing work affecting conformity to product requirements are responsible for quality. All employees are responsible for the successful execution of their work and implementation of the policies and procedures applicable to processes that they perform. All personnel have the responsibility to act when IMS performance does not match the established requirements. Employees / workers are motivated and empowered to identify and report any known or potential problems with HSEQ and to recommend corrective action.

In addition, the following overall IMS responsibilities and authorities are assigned as follows:

Responsibility	Assigned to
Ultimately responsible for Health & Safety, Environmental Impacts, Quality performance and the Integrated management system, resources, objectives, strategy & effectiveness	Managing Director
Ensuring that the IMS conforms to applicable standards	Senior Management Team
Ensuring that the processes are delivering their intended outputs	Applicable process owner
Reporting on the performance of the IMS and providing opportunities for improvement for the IMS	Compliance Manager
Ensuring the promotion of customer focus throughout the organisation	Senior Management Team
Ensuring that the integrity of the IMS is maintained when changes are planned and implemented	Senior Management Team

#### Compliance Manager

The Commercial Manager is the single point of contact and representative of the IMS, who has been assigned the role of Compliance Manager with the responsibilities and authorities to ensure that the IMS conforms to the requirements of Statutory and Regulatory requirements, and the International Standards BS ISO 45001:2018; BS EN ISO 14001:2015; BS EN ISO 9001:2015: and NHSS8, and will analyse and report on the performance of the IMS and opportunities for improvement.

Analysis of the IMS performance and areas for improvement are reported to the SMT at management review meetings. Company Objectives for the IMS are planned on an annual basis by the SMT to include required improvements and setting a strategy to achieve targets for Management System Objectives. Other duties of the Compliance Manager may be defined herein or within other documented procedures.

The SMT will ensure that the responsibilities and authorities for relevant roles are communicated and understood within the organisation.

## 5.0 Leadership and Worker Participation

### 5.4 Consultation and participation of workers.

The company will involve employees / workers through consultation and participation in the making of decisions that have a direct influence on health, safety and wellbeing for the staff and others affected by the company's activities.

The company has established implemented and maintain processes for consultation and participation of employees / workers and their representatives at all applicable levels and functions, in the development, planning, implementation, performance evaluation and improvement of the IMS.

Typical mechanisms for consultation and participation are noted but not limited to those identified on [\[IMD 013 Communication Matrix\]](#).

HSEQ Meetings are held by the Operations Director the Commercial Manager these meetings are held biannually and will be attended by employee / worker representation.

Typical Agenda will include but not limited to: -

- Review of the objectives and targets register
- Policy, legal or regulatory updates.
- Interested Parties communications.
- Incidents and Accidents.
- Near Misses.
- Any safety bulletins
- Review of Health & Safety performance
- Results of internal and external, inspections, audits, assessments, and any observations.
- Identification of unsafe conditions, tasks, and practices – actions to eliminate or control hazards.
- Safety Observations.
- Review of Environmental impacts.
- Procurement.
- Service / production, operational Initiatives or changes.
- Review of service / production / Quality issues.
- Training status and expected requirements
- Feedback on the IMS worker participation
- Operational Initiatives or changes.
- Improvements
- Open forum to discuss any suggestions, consultation from non-managerial workers
- Any other information as relevant.

The company also promote the participation of non-managerial roles within the IMS, enabling workers contribute to the decision-making processes on IMS performance, measures and proposed changes, this also includes risk assessments, control and monitoring activities including internal auditing.

Other appropriate methods of communicating IMS information and instruction are used including:

- Circulation of written Health & Safety Risk Assessments and Safe Systems of Work.
- Toolbox Talks
- E-mail.
- Memoranda and Safety Bulletins.
- Signage.

## 6.0 Planning

### 6.1 Actions to Address Risks and Opportunities

#### 6.1.1 General

INFRATEC has considered the external and internal issues referred to in section 4.1 and taken into account the requirements referred to in 4.2 with regard to its planned and performed work activities referenced in its scope section 4.3 when determining the risks and opportunities that need to be addressed to:

- Ensure that the integrated Management System can achieve its intended results.
- Maximise opportunities for positive outcomes.
- Remove or reduce undesirable effects of identified risks.
- Achieve continual improvement.

The SMT reviews the IMS in order to ensure that it addresses all relevant processes, required improvements and setting a strategy to achieve targets for HSEQ Objectives.

The Company IMS manual and processes are used by the SMT to ensure that HSEQ objectives are achievable, measurable, and consistent with company policies.

IMS objectives and targets are set at the management review meeting and define the improvements planned as part of the company's commitment to continual improvement in line with policies. Measurable targets are specified for each objective / aspect of the Integrated Management System, [Health, Safety, Environmental and Quality].

Process planning is based on risk assessments, internal audits and reviews, to ensure that significant changes in: - workers, competencies, processes, procedures or product are resourced, implemented effectively and opportunities identified without any adverse or unforeseen risk or consequences to the health and safety of employees or other interested parties, the environment, or the quality of product or service, to customers.

Emergency plans are maintained to ensure effective management of any emergency and these are periodically tested to maintain effectiveness and address opportunities for improvement.

Risks and opportunities are also identified as part of [\[IMD 001 Interested Parties and Analysis\]](#), as well as throughout all other activities of the IMS.

INFRATEC will also take into account the risks and opportunities relating to NHSS8. When a new contract or project is evaluated [\[IMD 018 Order Inception Review\]](#) is utilised to ascertain any associated risks and opportunities with the contract or project. The review allows INFRATEC a better understanding of risks, and how to manage them, and pinpoint areas of risk in our operations and help highlight new opportunities.

The Managing Director is ultimately responsible for the health, safety and welfare of all employees, and any environmental impacts and product quality issues.

Daily responsibility for decision-making with regard to health, safety and welfare of all employees, and any environmental impacts and product quality lies with relevant the Department Managers / Supervisors.

Managers and Supervisors with advice and guidance from the Compliance Manager, will ensure the implementation of an effective system.

Employees / workers have a responsibility to take reasonable care of their own health and safety at work, reporting any risks and opportunities for improvement of the IMS to their Managers and Supervisors. This ensures continuous improvements in Health, Safety, Environmental and Quality. [HSEQ] and ensures those risks and opportunities are addressed.

All of the above are responsible for the maintenance and improvement of the system.

Responsibilities for meeting HSEQ objectives are allocated at or following Management Review Meetings.

## 6.0 Planning

### 6.1 Actions to Address Risks and Opportunities

#### 6.1.2.1 Hazard identification and assessment of risks and opportunities

INFRATEC has reviewed its operations and activities, and has implemented and maintains processes for the ongoing identification of hazards, the assessment of risks and the implementation of necessary control measures, while taking into account the effectiveness of existing controls, to ensure it maintains a proactive rather than reactive approach to the control of risk and impacts to comply with any applicable legal and moral obligations and determine and assess other risks related to the establishment, implementation, operation and maintenance of this IMS.

#### Psychosocial Risk Factors

INFRATEC has taken into account psychosocial risk factors in the workplace and has implemented suitable policies and processes which describe the arrangements for assessing psychosocial risk factors arising out of work activities and ensure that resources [personnel, equipment and facilities] are allocated to ensure that legislative requirements for ensuring the mental wellbeing of employees are satisfied. [\[IMP 005 Mental Health and Wellbeing Policy\]](#) which outlines our provisions to prevent and address mental health issues among our employees.

#### Routine & Non-Routine Operations Activities and Facilities at the Workplace

INFRATEC has established, implement and maintain processes for hazard identification that is ongoing and proactive for its routine, non-routine activities and situations in the workplace that require the ongoing identification of hazards, risk and opportunities including: the prevention of accidents and ill health, risk and control; the environmental aspects of its activities, products and services that it can control and those that it can influence, and their associated environmental impacts; and addressing risks and opportunities that have a potential impact on the conformity of products and services. Routine & Non-Routine operations and activities include, but are not limited to, the following:

- Infrastructure, equipment, materials, substances, and the physical conditions of the workplace.
- Product and service provision. design, research, development, testing, production, assembly, maintenance, delivery, and disposal.
- Human factors, and how work is performed.
- Change, including planned or new developments, and new or modified activities, products and services.
- Abnormal conditions and reasonably foreseeable emergency situations.

INFRATEC will communicate its, significant identified occupational health and safety hazards including risks among the various levels and functions of the organisation, as appropriate.

#### Human Factors

Human factors refer to environmental, organisational and job factors, and human and individual characteristics which influence behaviour at work in a way which can affect health and safety. INFRATEC consider Human Factors, and how work is performed when identifying hazards and assessing activities.

To manage human factors INFRATEC address human factor hazards in the following four main areas:

- During the risk assessments process.
- When analysing incidents, accidents and near misses.
- During design of work areas and procurement of work equipment.
- In certain aspects of day-to-day health and safety management.

#### Identifying Addressing and controlling Human Factors

- The Risk Assessment Process when and where, significant potential human errors are identified. Performance Influencing Factors [PIF's] that make errors more or less likely are identified. [poor design, distraction, time pressure, workload, competence, morale, noise levels and communication systems]. Control measures are devised and implemented, and may include the redesign of the task or equipment.
- Analysis of incidents, accidents and near misses when Human Factors are involved. Preventing re-occurrence of an accident can involve changes to one or more relevant aspects including, training or supervision, work design, procedures and equipment design, staff resources, work planning and organisation.
- During design and procurement. When designing new equipment or systems. [Ensure equipment and systems take into account ergonomic design], and when purchasing equipment manufactured by others. [Selecting items that have an ergonomic design].
- Aspects of day-to-day health and safety management. Such as, fatigue, poor communications. noncompliance with safety arrangements, influencing safe behaviour and health and safety culture.

## 6.0 Planning

### 6.1 Actions to Address Risks and Opportunities

#### 6.1.2.1 Hazard identification and assessment of risks and opportunities

##### New or changed hazards

INFRATEC are aware that hazards can arise when work processes are deteriorated, modified, adapted or evolved as a result of familiarity or changing circumstances, and utilise the Risk Assessment process to identify hazards and understand how work is actually performed by involving, observing and discussing hazards with workers during the risk assessment process as this can identify if HSEQ risks are increased or reduced.

##### Potential emergency situations

INFRATEC have planned emergency response procedures for unplanned or unscheduled situations that require an immediate response, including actions to prevent or mitigate adverse environmental impacts from emergency situations. Emergency response procedures are periodically tested and review, after the occurrence of emergency situations or drills. INFRATEC provide relevant information and training related to emergency preparedness and response, as appropriate, to persons working under its control including where applicable other relevant interested parties.

The Company will maintain documented records of planned emergency response drills and any other information to the extent necessary to have confidence that planned emergency response procedures will be carried out as planned.

##### Risk and Impact Assessments

INFRATEC will utilise the Risk Assessment process as a method for hazard identification and assessment of Environmental Health and Safety risks and impacts. In compliance with Environmental and Health & Safety legislation the company will carry out a suitable and sufficient assessment of all risks to the health & safety of its employees and others, and significant environmental impacts arising at or from its work activities.

Trained assessors carry out internal risk assessments, Internal assessments are carried out over a minimum of a three-year cycle unless changes occur such as accident/incident's, changes in the design of work areas, processes, installations, environment, machinery/equipment, operating procedures/processes, substances, materials, legislation, or any activities that impact on Occupational Health Safety or the Environment.

INFRATEC risk assessments are primarily carried out using [[IMD 010 Risk Assessment](#)] document, which identifies hazards or significant environmental aspects, risks or significant environmental impacts and control measures utilising a hierarchy of controls. Assessments will assess hazards created in the workplace, external locations not under companies' direct control, and situations not controlled by the company but occurring in the vicinity of the workplace that can cause 'work-related' injury or ill health, or may have significant impact upon the environment, the risk assessment identifies likelihood, severity, and uses a matrix to determine a risk rating. The risk control selection method utilises a hierarchy of controls. Other risk and impact assessment are carried out with the use of specific assessment documents and can be found on [[IMD 000 Management System Document Register](#)].

##### Risk Assessment Team

To complete a risk assessment an assessment team will be assembled, with trained assessors, the team will comprise of competent persons as follows:

- Departmental or area Manager/Supervisor.
- Operator/Employee.
- Compliance Manager.
- Specialist person if required.



Figure 5: Risk and Impact Assessment Steps

## 6.0 Planning

### 6.1 Actions to Address Risks and Opportunities

#### 6.1.2.1 Hazard identification and assessment of risks and opportunities

##### Risk Assessment Process

The process of risk assessment will involve identifying the Hazards any significant environmental aspects present in the process or work activity and who or what is at risk, then evaluating the risks involved, taking into account whatever control measures are currently in place. A Risk Rating is then evaluated by multiplying the Likelihood [L] of the risk occurring by the Severity [S] of harm.

##### Evaluation

Utilising a Risk Matrix an evaluation of the risk or significant environmental impact can then be determined.

Likelihood	4	4	8	12	16	12 – 16 = High	Stop immediately! Risk is too high and not acceptable. Suitable and sufficient risk control measures must be implemented.
	3	3	6	9	12	6 – 9 = Medium to High	Requires immediate attention to bring the risk down to an acceptable level.
	2	2	4	6	8	3 – 4 = Medium to Low	Requires attention to reduce the rating and regular ongoing monitoring
	1	1	2	3	4	1 – 2 = Low	Level of risk satisfactory. Work to proceed following safe system of work & monitor for changes.
Severity	1	2	3	3	4		

Figure 6: Risk and Impact Matrix

If the Risk Assessment identifies an unacceptable level of risk or significant environmental impact, then the appropriate actions should be taken to reduce the risk to an acceptable level, using the following hierarchy of controls:

- Elimination – modify a design to eliminate the hazard, e.g., introduce mechanical lifting devices to eliminate the manual handling hazard.
- Substitution – substitute a less hazardous material or reduce the system energy e.g., lower the force, amperage, pressure, temperature, etc.
- Engineering controls – install ventilation systems, machine guarding, interlocks, sound enclosures, etc.
- Signage, warnings, and/or administrative controls – safety signs, hazardous area marking, warning sirens/lights, alarms, safety procedures, equipment inspections, access controls, safe systems of working, tagging and work permits, etc.
- Personal protective equipment (PPE) – safety glasses, hearing protection, face shields, safety harnesses and lanyards, respirators, and gloves.

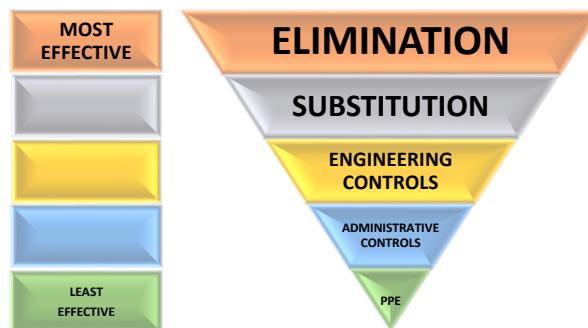


Figure 7: The Hierarchy of Controls

Consideration should be given to the relative costs, risk reduction benefits, and reliability of the available options.

##### Recording

A written assessment will be made recording all significant findings. Copies will be made available to all concerned parties and relevant risk assessments communicated.

##### Review and Revision

A three-yearly review of the assessment will be made, unless there are any changes in process, activity, or incident, and then the assessment must be reviewed/revised.

## 6.0 Planning

### 6.1 Actions to Address Risks and Opportunities

#### 6.1.2.1 Hazard identification and assessment of risks and opportunities

##### **Assessment of HSEQ risks and other risks to the IMS.**

As well as the risk assessment process INFRATEC has established, implemented and maintains additional processes to assess HSEQ risks and other risks of its overall strategy for addressing different hazards or activities.

##### **Daily consultation of workers**

Daily consultation of workers affected by day-to-day work activities are carried out by the department manager or supervisor. This daily consultation is used to improve worker safety and wellbeing, identify and collect new and existing information about workplace hazards, the assessment of any identified risks, process efficiency or deficiencies in the management system as well as recognize opportunities for improvement.

##### **Toolbox Talks**

Regular 'Toolbox Talks' take place with Managers/Supervisors chairing meetings with their own departmental personnel to discuss HSEQ issues. The aims of the 'Toolbox Talks' are to improve safety at work, keep team members alert to possible hazards, identify new risks, improve team communication, and communicate that the company values employee safety and wellbeing.

##### **Health and Safety Inspections**

INFRATEC conduct monthly Health and Safety Inspection tours of workplace for Hazard identification and assessment of risks and opportunities the purpose of the inspections is to assess any unidentified or new HSEQ risks, reduce waste and sustain improvement. Using the Monthly Health and Safety Inspection Checklist INFRATEC will make an examination of the workplace to ensure that the procedures are being observed and maintained to an acceptable level, waste is being reduced and removed, and improvements made. The appropriate personnel will complete any remedial actions.

##### **Monitoring and Communication of new legal requirements**

Monitoring and Communication of new legal requirements and other requirements regarding HSEQ ensuring resources meet existing and changing needs [e.g., regulatory reform, assessment new of HSEQ risks, training, or procurement of, new equipment or supplies] are monitored continuously by the compliance manager and monitored and reviewed at management review meetings held at least annually, and communicated to workers at HSEQ meetings held Bi-Annually.

##### **Identification and assessment health-related hazards.**

INFRATEC will as far as reasonably practicable, identify, assess and review health-related hazards and risks such as chemical hazards, ergonomic hazards, safety physical hazards, and pre-existing medical conditions.

Chemical hazards are identified and assessed utilising [\[IMD 006 COSHH Assessment\]](#), ergonomic hazards are identified and assessed utilising [\[IMD 008 DSE Self-Assessment\]](#) & [\[IMD 007 Manual Handling Assessment\]](#) Safety physical hazards are identified and assessed utilising [\[IMD 010 Risk Assessment\]](#) these assessments are logged on Airtable®.

INFRATEC engage Tees Medical Services as the Occupational Health Provider who conduct medical assessments to determine, the fitness of workers against the identified hazards and risks associated with the job at the start of and during employment, and to identify any pre-existing medical conditions.

##### **Incident Investigations**

INFRATEC investigate ALL incidents which include unsafe acts, near misses and accidents for, hazard identification and assessment of HSEQ Risks and Opportunities for improvement.

All accidents and incidents, diseases, dangerous occurrences and damage to property belonging to INFRATEC or others, will be reported to site management and the Compliance Manager as soon as it is practicable, so that they may be thoroughly investigated to prevent a recurrence. Those reporting an incident must complete [\[IMD 016 Incident Form - Initial Report\]](#).

All injuries, diseases or dangerous occurrences suspected of being covered by RIDDOR must be notified to the relevant enforcing authority by the Compliance Manager as soon as practicable. Formal investigations will be completed by the Compliance Manager and documented using [\[IMD 017 Incident Form - Full Investigation Report\]](#).

All personnel are encouraged to report observations, near misses and close calls on our using [\[IMD 014 Near Miss Form and IMD 015 Initial Observation Report\]](#). Project teams will ensure these are reviewed, closed out, trends monitored for action and feedback is given to those raising them. They will also be reviewed at each Management Review meeting.

INFRATEC analyses and reviews data from Incident Investigations for hazard identification and assessment of risks and opportunities.

## 6.0 Planning

### 6.1 Actions to Address Risks and Opportunities

#### 6.1.2.2 Environmental Aspects

INFRATEC has reviewed its operations and activities, and has identified and determined its Significant Environmental Aspects, of its activities, products and service provision that it can control and over those that it can influence, and the associated environmental impacts, considering a life cycle perspective. Typical stages of a product or service life cycle may include raw material acquisition, design, production, transportation/delivery, use, end-of-life treatment and/or final disposal. INFRATEC may have limited influence on the use and end-of-life treatment of their products and services and will determine the extent of control it is able to exercise, the environmental aspects it can influence, and the extent to which it chooses to exercise such influence.

Modifications in company products, activities and services including planned or new developments that result in changes in the existing identified significant environmental aspects will be addressed through the management review, and any potential changes in the environmental aspects will be brought to the attention of the Compliance Manager.

The Compliance Manager maintains minutes of management reviews. Records of significant environmental aspects by activities are maintained, reviewed and evaluated on [\[IMD 003 Environmental Aspects & Impacts Register\]](#) new or modified activities, products, services, abnormal conditions, reasonably foreseeable emergency situations and prior occurrences of emergency situations will be taken into account.

The output from this process considers the severity of the environmental aspects and the company's ability to influence them to determine which are the most significant. The aspects that have an associated significant impact are then considered significant aspects. The IMS is structured to address and manage these significant environmental aspects to control or limit the associated environmental impacts.

INFRATEC does not consider each product, component or raw material individually to determine and evaluate their environmental aspects, it groups and categorises activities, products and services when they have common characteristics, and will identify the specific environmental aspects using General Aspect Categories. General Aspect Categories shall include, but not necessarily be limited to, the following:

- Emissions to Air
- Water Contamination
- Land Contamination
- Use of Energy
- Resource Consumption
- Waste Handling
- Energy Emissions
- Fauna/Flora
- Physical Attributes

INFRATEC also give consideration to environmental aspects related to the organisation's activities, products and services, such as: Design and development of its facilities, processes, products and service provision. These may include

- Acquisition of raw materials.
- Operational or manufacturing processes.
- Operation and maintenance of facilities and infrastructure.
- Environmental performance and practices of external providers.
- Product transportation and service provision.
- Storage, use and end-of-life treatment of products.
- Waste management, including reuse, refurbishing, recycling and disposal.

In addition to those environmental aspects the company can control directly, will also consider indirect environmental aspects where it can have a reasonable degree influence and the extent to which it chooses to exercise such influence:

- Product and service life-cycle-related issues that the organisation can influence [raw material purchasing, design, transportation, use, end-of-life handling and final disposal].
- The environmental performance and practices of contractors, subcontractors, suppliers and sub-suppliers.
- New markets and product range. [Green market, Sustainable development, Environmentally-friendly products].
- Selection and type of services [transport, shipping, air freight].
- Administrative and planning decisions. [Moving meetings to online platforms / virtual meetings].

These indirect environmental aspects and whether or not they can be influenced are discussed at Management Review Meetings where applicable.

## 6.0 Planning

### 6.1 Actions to Address Risks and Opportunities

#### 6.1.2.3 Quality Planning

Quality planning is an integral part of the Integrated Management System and the Senior Management Team has identified, planned and provided the resources needed to achieve the quality objectives and ensure continual improvement of the system.

INFRATEC applies quality planning to all their work resources and considers the implementation of the contents of this Integrated Management System Manual to meet ISO 9001:2015 and NHSS8 to be their primary quality plan. Unless a specific quality plan is requested by the client.

The Company has identified and made available the resources needed to:

- Implement and improve the processes of the quality management system.
- Conduct Internal / external audits and management reviews.
- Ensure sufficient progress is being made on quality objectives.
- Corrective actions are completed on time.
- Customer satisfaction results are analysed.

#### Quality Objectives

The results of management reviews, product/service performance and customer feedback will provide information to establish measurable objectives which may maintain or improve performance, minimise risks and identify opportunities, in any or all of but not limited to the following areas:

- Reduction in number of nonconformities.
- Maintenance or improvement in delivery times.
- Reductions in the amount of re-work.
- Reduction in number of Quality Issues.
- Increased Customer Satisfaction.
- Increase in repeat business and referrals.

#### Quality Management Risk Evaluation

When a new product, contract or project is evaluated the appropriate staff members meet to carry out an Order Inception Review to ascertain the associated risks and opportunities. [\[IMD 018 Order Inception Review\]](#) is an assessment of the impact caused by new products, projects, or contracts with regards to the following:

- Contract / Project Overview – Scope of the contract, contract review.
- Financial implications – terms of payment, liability, applicable laws, insurance requirements.
- Technical – Specifications, documentation, engineering drawings, bills of Material customer specifications, international standards and other manufacturing documents where applicable.
- Production Management – planning, organising, directing and controlling of production activities including; manufacturing, test, inspection and measuring equipment, human resources, and ensuring all staff have the appropriate skills for the jobs/tasks performed.
- Procurement – Parts, availability of raw materials, components, and manufacturing aids.
- HSEQ Requirements - Quality plans [where required], risk assessments & method statements, environmental impacts [where applicable].
- Known Risks – To identify any known risks or issues, and methods to reduce those risks.
- Opportunities – To optimise or refine the terms, to improve Quality, Production, Technical Specifications, Skills and HSEQ activities.

The Managing Director will ensure that integrity of the IMS is maintained and changes will be planned to accommodate the requirements for HSEQ Management Planning.

## 6.0 Planning

### 6.1 Actions to Address Risks and Opportunities

#### 6.1.3 Determination of applicable legal requirements and Compliance obligations

##### Standards, Regulations, Legal and Other Requirements

INFRATEC has identified current standards, regulations, legal and other requirements applicable to the scope of its activities. These are communicated to relevant personnel to promote awareness and understanding of their responsibilities.

The Compliance Manager maintains up-to-date registers of applicable standards, regulations, legal and other requirements through the maintenance, access and review of relevant references listed at least annually, on [\[IMD 002 Legal Register & Evaluation of Compliance\]](#), and [\[IMD 037 Standards, References & Associated Documents Register\]](#).

The Compliance Manager may undertake additional activities as appropriate to ensure that all applicable legal and other requirements are current.

References in the register may include when applicable the following:

- United Kingdom Acts
- United Kingdom Regulations.
- ACOP's
- National/International Standards.
- European Directives.
- Any Local authority agreements.
- Listing of information sources

Additional information is also available through legal publications. Local regulations are identified, accessed and communicated by the Compliance Manager at least annually and will review the most current national, regional, and local legal and other requirements as applicable to the company and update the register accordingly.

The Company does not or intended to establish libraries of legal or other documents that are rarely referenced or used.

#### 6.1.4 Planning to take action

INFRATEC ensure that specific plans are in place to address:

- Risks and opportunities that have been assessed as requiring further action.
- Address legal and other requirements.
- Prepare for and respond to emergency situations.

The actions planned are typically managed through this Integrated management system and where appropriate, involve the integration with other business processes and management systems.

The integrated management system addresses the risks, opportunities, compliance obligations and emergency preparedness and response measures. Utilising [\[IMD 002 Legal Register & Evaluation of Compliance\]](#), [\[IMD 010 Risk Assessment\]](#), [\[IMD 020 Business Continuity Plan\]](#), [\[IMD 021 Emergency Preparedness and Response Plan\]](#) these documents are reviewed annually for improvement and alignment with company objectives.

##### Risks and opportunities that have been assessed as requiring further action.

Identified risks and opportunities and the method of how to include them into the company's IMS processes are determined, at management review meetings, any actions taken are reviewed and evaluated for effectiveness.

##### Legal and other Requirements

Compliance with Legal and other Requirements, is actioned by the Compliance Manager Annually utilising [\[IMD 002 Legal Register & Evaluation of Compliance\]](#).

##### Emergency Preparedness and Response

Site emergency plans are maintained to ensure effective management of emergency situations and are tested to maintain effectiveness.

##### Risk and Impact Business Continuity

The SMT will consider what the critical functions that would have a detrimental impact on the business. A business impact analysis for each critical function will be carried out on [\[IMD 020 Business Continuity Plan\]](#) this will identify the importance of the functions, how quickly each function must be re-established, and resources required for recovery. The likelihood and the impact of a hazard affecting the business will be assessed, and the mitigation will consider and put in place if mitigation is possible and prioritise utilising a risk score matrix.

INFRATEC plan for actions which consider best practices, technological options, financial operation and business requirements. These are closely interlinked with Section 8.1.1 Management of Change.

## 6.0 Planning

### 6.2 Objectives and planning to achieve them

#### General

The IMS objectives can be strategic, tactical, operational, apply to the entire company and will:

- Be consistent with Company Policies and the context of the organisation.
- Be measurable [if practicable].
- Be monitored
- Be communicated.
- Be updated as appropriate.
- Consider, applicable requirements, the results of the assessment of risks and opportunities, and the results of consultation with workers.
- Be planned to be achieved either individually or collectively.
- Be resourced appropriately as required [financial, human, equipment, infrastructure].
- Be set to improve the overall performance of the Integrated Management System.
- Consider applicable requirements.
- Include a commitment to customer & client requirements with respect to activities within the scope of NHSS8.
- Be relevant to conformity of: Legal requirements, products, services, impacts, risks and enhance stakeholder satisfaction.

#### Management System Objectives

Management System objectives are targets for improving Health, Safety, Environmental, Quality and Operational performance to ensure process conformity, customer and stakeholder satisfaction. They apply to all departments and functions having direct responsibility for activities that require improvement. Management System objectives and goals are established by the SMT and through employee involvement.

INFRATEC has reviewed its operations and activities and has implemented and maintains processes for the ongoing identification of hazards, the assessment of risks, and the implementation of necessary control measures to ensure it adopts a proactive rather than a reactive approach to the control of risks and to comply with any applicable legal obligations.

HSEQ Management system objectives are planned annually, Targets for improving operational performance to secure the health, safety and welfare of employees at work and where possible eliminate workplace risks and adverse environmental impacts at the source are planned on [\[IMD 004 HSEQ Objectives & Targets Program\]](#). It applies to all departments and functions having direct responsibility for activities that require improvement. The objectives and goals are established by the SMT with employee involvement, and monitored at management reviews where the resources required [e.g. financial, human, equipment, infrastructure] needed to achieve the objectives are, if available allocated.

The Company will ensure that the results of assessments, are evaluated when setting its HSEQ objectives.

Objectives are consistent with [\[IMP 002 Quality Management Policy\]](#), [\[IMP 003 Health, Safety and Wellbeing Policy\]](#), and [\[IMP 004 Environmental Management Policy\]](#). which are reviewed quarterly and at least annually at the management review meetings. The management review shall endorse or redirect the objectives and targets where applicable.

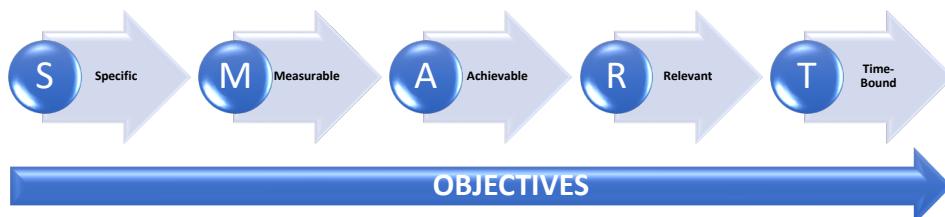


Figure 8: SMART Objectives.

## 6.0 Planning

### 6.3 Planning of Changes

#### General

When changes to the IMS are necessary, INFRATEC will ensure the change will comply with the requirements of ISO 45001:2018; ISO 14001:2015, ISO 9001:2015, and NHSS8; and will consider:

- The purpose of the changes and their potential consequences.
- The integrity of Integrated Management System;
- The availability of resources.
- The allocation or reallocation of responsibilities and authorities.

The continuity and effectiveness of the IMS must be maintained in the event of significant changes, e.g. management, ownership, relocation, technology, product, shift in customer base, etc. Changes must be carefully planned so as not to disrupt our ongoing capability and responsibility to effectively meet customer, stakeholder and regulatory requirements. In such instances, change control would require:

- Careful planning of the nature and timeline for the changes.
- Determining the impact or outcome of such changes.
- Ensuring adequate resources are available to implement the change.
- SMT authorisation
- Change deployment and follow-up

Changes that impact upon the continuity and effectiveness of the IMS will need to be carefully managed.

To control those changes the company will determine the severity of impact, by analysing:

- Consequences of the change
- Likelihood of the consequence
- Impact on customers
- Impact on workers and other interested parties
- Impact on set objectives
- Effectiveness of processes that are part of the Integrated Management System.

#### Steps to Implement Changes

- Define the specifics of what is to be changed
- Have a plan [tasks, timeline, responsibilities, authorities, budget, resources, needed information, others].
- Engage workers and other people as appropriate in the change process
- Develop a communication plan [appropriate people within the organisation, customers, suppliers, interested parties, etc... that may need to be informed].
- Use a cross functional team to review the plan and provide feedback related to the plan and associated risks.
- Train people.
- Measure the effectiveness

Prior to making a change, the company will consider any unintended consequences of the change. After making a change The Company will monitor the change to determine its effectiveness and to identify any additional issues that might be created. Records of some changes may be needed as part of the IMS.

#### New Plant / Substance / Material Changes

Where the company determines the need for change in plant, substances or materials new activity, plant, substances/materials, [\[IMD 022 Change of Plant, Process or Substance Checklist\]](#) will be completed prior to the intended change. General information to be reviewed will include the description of the change, reason for the change, who will install the item and who will supply the item[s]. Other areas for consideration will include: consultation with workers; legislative compliance; environmental considerations; health and safety considerations and authorisation.

## 7.0 Support

### 7.1 Resources

#### General

INFRATEC are fully committed to providing adequate resources required for the establishment, implementation, maintenance, and continual improvement of our IMS. Our committed resources include competent employees, well maintained work equipment, environment, infrastructure, technology and financial resources. The process for determining and communicating resource requirements is an integral part of our management review process, and the SMT will ensure that those with HSEQ Management System responsibilities are supported with the necessary resources.

The Company will ensure the availability of resources essential to establish, implement, maintain and improve the effectiveness of this IMS. To address customer and stakeholder satisfaction, Health and Safety, Environmental, and Quality issues, to ensure compliance and other legislative obligations and to improve the effectiveness of the business.

Resources include human resources, specialised skills and knowledge, infrastructure [buildings, plant, vehicles, equipment, utilities, information technology, communications systems, and emergency containment systems], work environment, technological and financial resources.

Roles, responsibilities and authorities are defined, documented and communicated in order to facilitate an effective IMS.

#### People

INFRATEC identifies personnel training needs, provides required training, and evaluates the effectiveness of the training provided. Personnel assigned to perform specific tasks, operations and processes are qualified based on appropriate education, experience or training. Employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of objectives. Records of personnel qualifications and training are maintained.

#### Management Resources, Responsibilities and Qualifications

The SMT ensures that it provides sufficient staffing for the effective operation of the management system, as well as its identified processes. Staff members performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience.

Training and subsequent communication ensure that staff are aware of:

- The HSEQ policies;
- Relevant HSEQ objectives;
- Their contribution to the effectiveness of the management system, including the benefits of improved performance;
- The implications of not conforming with the management system requirements.

In compliance with NHSS8. INFRATEC will identify / appoint the following personnel.

- Responsible Manager - A person employed by INFRATEC having managerial responsibility relevant for the scope of activities. – [David Bullock] The Managing Director.
- Compliance Manager - The person named in INFRATEC Quality Plan as having responsibility for the development, review and continuous improvement of policies and procedures necessary to meet the criteria for activities carried out within NHSS8. - [Lee Payne] The Commercial Manager.
- Authorising Officer[s] - A person appointed by INFRATEC to review and recommend authorisation of the competency of individuals nominated for appointment as Competent Persons. - [Daniel McCann] Site Engineer & [Lee Payne] The Commercial Manager.
- Qualified Supervisor. - Are person[s] having responsibility, training and experience to supervise electrical and/or non-electrical operations and who will have responsibility, on a day-to-day basis, for the safety, quality and technical standard of work carried out by all Authorised Persons under his supervision. As such they are responsible for gathering suitable competency evidence and submitting same to Authorising Officer within the HERSC Competency Portfolio of Evidence. Qualified Supervisor[s] will be HERSC Registered in their own right. The number of Qualified Supervisors will be appropriate to scale of the contract. - [Mike Arkle] Site Engineer.

Note: - The Authorising Officers and Qualified Supervisor are Registered Authorised Person holding current HERSC Cards. The Responsible Manager will not act as an Authorising Officer for a given employee except where the Responsible Manager is the Managing Director of The Company [in such a case the Responsible Manager may elect to also act as either an Authorising Officer or a Qualified Supervisor [but not both].

An Authorising Officer shall not act as a Qualified Supervisor for a given employee. All other combinations are permitted.

## 7.0 Support

### 7.1 Resources

#### People [Continued]

##### Qualifications, Training Requirements and Assessment of Competence.

With regard to NHSS8. INFRATEC will meet the following requirements.

- Each employee will undergo familiarisation with INFRATEC integrated management system including induction training, operating processes and safe systems of work.
- Qualifications & training for roles identified will where applicable be in accordance with Appendix C of NHSS8.
- Assessment of competence for Authorised Persons will be carried out by INFRATEC Authorising Officer.
- Each employee will be assessed by INFRATEC's accordance with the requirements of HERS and Appendix C of NHSS8 applicable to their roles, to ensure competence to carry out the work they are required to perform.
- Competent Persons will be registered with [HERS] and issued with HERS card.
- Authorising Officer[s] will ensure the continuing competence of employees via an annual desk top review taking into account the results of the biennial third party audit, when appropriate.

#### Employee Register

- Qualifications and experience for Competent Persons, Qualified Supervisors and Authorising Officers are recorded on SkillStation® and Registration is logged on the HERS portal.
- INFRATEC register their Authorised Persons with the Highway Electrical Registration Scheme [HERS]. And the HERS registration card, which will be carried at all times whilst at work, will be issued under this scheme to each Authorised Person. Registration is logged on the HERS portal.
- INFRATEC may also be required by some of its customers to register their employees in accordance with the CSCS - Construction Skills Certification Scheme it should be noted that HERS Registration card provides automatic affiliation to CSCS.

#### Record of Practical Experience and Continuous Professional Development

- INFRATEC create and maintain portfolios for all of the practical experience and CPD gained by its employees which is held on the on the HERS portal.
- INFRATEC have a planned programme for the continuing professional development of its employees, which is recorded on SkillStation® and includes refresher training at intervals of not greater than five years.

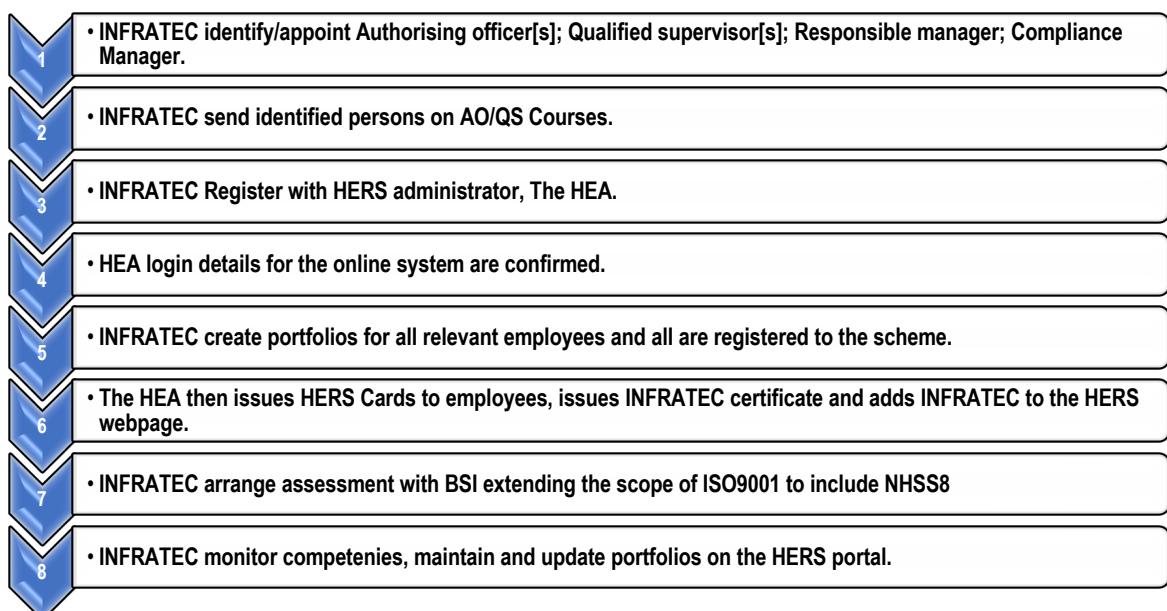


Figure 9: INFRATEC Overall Process [HERS/HEA/ISO9001/NHSS8]

#### Operational Requirements.

- Employees undergoing training can carry out work for which they have not been authorised as competent only under the direct supervision of a Registered Authorised Person.
- New employees who have evidence that they are Registered Authorised Persons and evidence of transferable competence from a previous employer may carry out work immediately.
- Agency workers who are not registered and employees who do not have evidence of competence may work only under the direct supervision of a Registered Authorised Person competent in that work.

## 7.1 Resources

### Infrastructure for Operations and Processes

INFRATEC has determined and provided resources necessary for the establishment, implementation, maintenance and continual improvement of the IMS. The Company infrastructure resource considerations include:

- Buildings, workspace, and associated utilities.
- Equipment including [hardware and software]
- Transportation resources.
- Information and communication technology.

As new infrastructure requirements are determined to be necessary, they will be documented as required.

The objective is to ensure that appropriate resources, needed to achieve the organisational infrastructure required for conformity and compliance with referenced standards and regulations are provided established, implemented and maintained. And to ensure Integrated Management System roles and responsibilities are well defined and communicated to all persons working for or on behalf of the company.

Ultimately it is the responsibility of the Managing Director to provide and maintain the infrastructure needed to achieve conformity to requirements.

The SMT are responsible for the provision of the infrastructure, buildings and equipment to ensure that the organisation's policies objectives and targets can be met. Including the provision of resource for information technology and communication equipment [both hardware, software and utility services].

Managers and Supervisors are responsible for ensuring planned preventative maintenance (PPM) of plant and equipment is scheduled and recorded, on Airtable® 'Asset and Preventative Maintenance Register'. PPM of vehicles are scheduled and recorded on Fleetio® portal and LOLER inspections/Testing are scheduled and recorded on Fleetio® and on the BW Lifting portal.

All employees are required to maintain the integrity of the infrastructure by reporting any defects or deterioration in the infrastructure, operations or processes to their immediate Supervisor.

### Environment for the Operations of Processes

The SMT identifies and manages the human and physical factors of the work environment considered to be important to control processes and to achieve conforming products and services without the risk to Health Safety and the Environment. Evaluations include:

Assessment of product requirements to identify where environmental, human, and/or physical factors will affect product quality will include.

- Assessment of current working environment conditions to determine suitability to achieve conforming product.
- Implementation of work environment improvements where necessary to achieve conforming product.
- Continual assessment of work environment to ensure that adequate human and physical factors are maintained.

### Work Environment

INFRATEC will determine and manage the work environment needed to achieve conformity to product, service provision and regulatory requirements and ensure efficiency, health, safety, and hygiene in the workplace.

It is the responsibility of the SMT to provide and maintain the work environment needed to achieve conformity to requirements.

The SMT will ensure that the work environment has a positive influence on motivation, in order to enhance the performance of the organisation. Creation of a suitable work environment, as a combination of human and physical factors, will include the consideration of:

- Safety rules and guidance, including the use of SSOW and protective equipment.
- Ergonomics, Workplace location.
- Social interaction, mental wellbeing, [non-discriminatory, calm and non-confrontational].
- Psychological interaction, [stress-reducing, burnout prevention, and emotionally protective].
- Facilities for people in the organisation.
- Heat, humidity, light, airflow, and hygiene, cleanliness, noise, vibration and pollution.

All factors are assessed internally and processes are in place to monitor the continual suitability of the work environment.

## 7.0 Support

### 7.1 Resources

#### Monitoring and Measuring Resources

INFRATEC has determined the necessary monitoring, measurement and resources to be initiated across our IMS to provide confidence in the validity of measurement results, the structure of internal resources includes but is not limited to:

- Monitoring and measuring equipment. [calibrated or verified, at specified intervals, or prior to use, against measurement standards]
- Monitoring of documented procedures and forms.
- Competent and qualified personnel

#### Measurement Traceability

Documented procedures outline the processes that control monitoring and measurement equipment used to accept products during production monitoring, environmental health and safety aspects and any installation operations. Calibration of measuring equipment is recorded on Airtable® 'Asset and Preventative Maintenance Register' this register lists all devices, their serial number, date of last calibration, and next scheduled calibration date. The frequency of calibration for each device shall be adjusted based on the history of the device and its impact on product quality.

Note: Calibration and measurement traceability is not employed for all measurement devices. Instead, INFRATEC determines which devices will be subject to calibration based on its processes, products and services, or in order to comply with specifications or requirements. These decisions are also based on the importance of a measurement, and considerations of risk.

#### Monitoring & Measuring Devices

Devices subject to calibration will be calibrated by an approved service provider, or by trained INFRATEC employees.

Third party calibration providers should be accredited to ISO 17025 whenever possible, as this provides the best control of calibration activities, and traceability to national standards. When employees perform in-house calibration, this shall be performed in accordance with documented procedures for each type of calibration performed.

Traceability to the national standards will be maintained for all devices where such traceability is required. Approved calibration service providers must maintain suitable environmental conditions for calibration, and report temperature and relative humidity on any calibration test certificates or other calibration documentation. For in-house calibration, the Operations Director will ensure suitable environmental conditions for calibration.

Calibrated devices will be identified with a calibration sticker that includes the current calibration status, calibration due date, and device identification number.

Measuring and monitoring devices that are not calibrated but used for measurement will be labelled will be '*Not Calibrated Indicator Only*' which means the items have not been calibrated and the reading or measurement is an indicator only.

Any device failing to meet calibration standards will immediately be taken out of service. The device may then be destroyed or sent out for repair. Repaired devices must be calibrated before being returned to service.

Measuring & monitoring devices must be stored and handled in a manner that does not invalidate their calibration or ability to function without error.

Manufacturer's guidance for the maintenance, servicing and calibration of equipment will be taken into account within the integrated management system.

Monitoring and measuring devices employed by INFRATEC will be calibrated to an acceptable standard and documented.

Visual daily checks of items will be carried out on site to confirm that the equipment is working correctly and is not damaged, records of the daily checks of all plant will be kept.

Records of all equipment in use, their calibration status and calibration/verification checks undertaken will be maintained.

#### Organisational Knowledge

The company recognises the need to maintain and develop its organisational knowledge including the retention of skills, the protection of intellectual property and the embedding of learning from activities such as external briefings or training.

INFRATEC will ensure that they have a working knowledge of, and access to all the relevant documents including amendments required by contracts and specifications.

INFRATEC will ensure they are working to current reference or associated documents appropriate to work in their sector.

## 7.0 Support

### 7.2 Competence

INFRATEC has determined to the extent necessary elements of competence for those workers performing work under its control that may impact on the effectiveness of its IMS performance, including persons whose work has the potential to cause a significant environmental impact and those who are assigned responsibilities for Health, Safety, Environmental and Quality Management System.

The Company ensure that Workers have the knowledge and skills needed to appropriately identify the hazards and control risks associated with their work and work environment. The Company will provide sufficient training on hazards and risks, so that Workers have the necessary competence to remove themselves from situations of imminent and serious danger.

Where applicable, The Company will acquire any necessary training to achieve competence and re-train as appropriate to maintain competence, evaluate the effectiveness of the training, and document this information as evidence of competence.

To facilitate competence INFRATEC will:

- Ensure employees are competent based on their education, training and experience.
- Initiate job descriptions including specific competency provisions.
- Provide job and career training programme[s] to the extent necessary.
- Take actions when necessary to assist employees that exhibit less than desirable results.

#### Identification Of Competence And Training Needs

Managers and Supervisors assess competence and identify training needs within their departments at least once a year, or when there is any variation related to job, process, statutory regulation and/or staff changes.

The Compliance Manager is responsible for defining and developing an effective HSEQ training programme.

HSEQ Training programmes include but are not limited the following:

- Health, Safety Environmental and Quality Awareness Training.
- Risk/Impact Assessment and Auditor Training.
- Appropriate HSEQ awareness training for onsite contractors and visitors.
- Job specific training for different categories of employees.
- Emergency Response Training.
- 45001:2018 Health and Safety Management System, 14001:2015 Environmental Management System and 9001:2015 Quality Management System Awareness Training.

INFRATEC will also meet the requirements for Qualifications, Training Requirements and Assessment of Competence in compliance with NHSS8 which specifies the following training requirements:

- Quality System Familiarisation.
- Induction Training.
- Organisation's operating procedures and safe systems of work.
- Qualifications and Training will be in accordance with Appendix C of NHSS8.
- Assessment of competence for Authorised Persons by the Organisation's Authorising Officer[s].
- INFRATEC create and maintain a record of training and practical experience and assessment of competence for each relevant employee and worker which is maintain and update on the HERs portal.
- Employees will carry at all times whilst working their identification/skills/registration card.

#### Training Records

Managers and Supervisors and individual employees are responsible for ensuring that Training Records are kept up-to-date, these include essential job skills, qualifications, and training as required for the IMS.

INFRATEC utilise SkillStation® which is a skills, training, and competency management system for maintaining training records as documented evidence of competence, and effectiveness of training. Where and when changes in requirements occur, the SkillStation® management system will be updated.

#### Competence and Training Review

Where applicable a review of training will be carried out to evaluate training effectiveness.establish whether the aims, objectives and expected learning outcomes have been achieved.

#### New Appointees

New employees for the INFRATEC undergo an induction, which includes training on The Company IMS Policies.

Induction training to shall be completed within 10 days of the employee's start date.

Induction shall include discussing with the employee the relevance and importance of that person meeting company IMS requirements, and how their work will affect HSEQ objectives.

A record of the completion of the induction shall be maintained in the employee's training file.

## 7.0 Support

### 7.3 Awareness

INFRATEC has determined to the extent necessary that persons performing work are:

- Aware of the Occupational Health and Safety, Environmental and Quality Policies.
- Aware of relevant HSEQ objectives.
- Aware of their contribution to the IMS effectiveness, including improved performance.
- Aware of the implications of noncompliance to our IMS requirements.

All persons carrying out work under the control of INFRATEC will be made aware of The Company policies, and business processes and procedures that support this IMS, this includes HSEQ policies, and processes.

All INFRATEC Employees are:

- Required to undergo an induction programme prior to employment specifying, HSEQ Requirements and Policies.
- Made aware of their individual contribution to the effectiveness of the IMS including the benefits of improved performance and the implications of not conforming to the HSEQ requirements.
- Involved in identifying the risks and developing effective processes that can help promote a better workplace culture. Employee improvement actions are encouraged and a reporting process is in operation, which is used to advise on any improvements on, Health, Safety, Environmental and Quality process or product/service improvements.
- Made aware and understand the relevance and importance of their activities in achieving organisational objectives and performance metrics. Performance metrics are published monthly on the HSEQ information boards.
- Made aware of All policy requirements, hazards & risks relevant to them and their part in the IMS performance, including results of relevant incident investigations.

## 7.4 Communication

### 7.4.1 General

INFRATEC SMT has determined internal and external communication relevant to the IMS, including the subject of the communication, when communication occurs, participants and ways of effective communication.

The Company has established, implemented, and maintained a processes to determine:

- What's required to be communicated?
- When it is required to be communicated?
- How is it to be communicated?
- With whom to communicate?
- With consideration to both internal communications among the various levels and functions of The Company, among contractors and visitors to the workplace and other interested parties.

The Company has established [\[IMD 013 Communications Matrix\]](#) which identifies how The Company will communicate, the matrix includes:

- Type of communication.
- The Objective of the communication. [on what the company will communicate].
- The Frequency of the communication. [when to communicate].
- The method or medium of the communication
- The sponsor or owner of the communication
- The audience/attendees the communication is aimed at. [with whom to communicate].
- The method of review.

The Company will ensure that communications are appropriate, understandable and comprehensible for the audience/attendees at which it is aimed and take into account diversity aspects such as gender, language, culture, literacy and disability. The Company will also take into account legal and other requirements and ensure that the information to be communicated is consistent with information generated within the IMS and is reliable.

In compliance with NHSS8 where a specific quality plan is required, the quality plan and standard operating documented information will be communicated to all relevant employees.

Information transmitted by internal or external communications, of interest to relevant interested parties, will be available when required. Records of communications will be retained as documented Information when appropriate.

## 7.0 Support

### 7.4 Communication

#### 7.4.2 Internal Communication

The SMT ensures internal communication takes place regarding the effectiveness of the management system. Internal communication methods can include:

- Use of corrective and preventive action processes to report nonconformities or suggestions for improvement
- Use of the results of analysis of data
- Meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the IMS
- Use of the results of the internal audit process
- Regular company meetings with all employees
- Internal emails
- Memos to employees
- INFRATEC's "open door" policy which allows any employee access to the Senior Management Team.

The SMT hold a management review meeting to evaluate the effectiveness of the IMS following the company management review procedure. The review focuses on the systems overall effectiveness, its relevance to changing conditions at the operations and The Companies efforts to remain in complete compliance with applicable health, safety and environmental laws and regulations, including areas for improvement, the results of these meetings will be communicated to all departments, levels and functions of the organisation. Records of the management review meetings are kept and retained as documented information.

The company ensures HSEQ information contained within the IMS is retained as documented information and is reliable and consistent.

HSEQ Information is communicated to and from employees and other interested parties at HSEQ Committee meetings and quarterly reviews when applicable.

The Company ensure its communication process enables workers to contribute to continual improvement of the Intergrated Management System.

#### 7.4.3 External Communication

The Company will choose to communicate by various means on significant aspects and other issues, as appropriate to individual external organisations that require information. Such individuals may include:

- Regulatory and Enforcing Authorities, compliance authorities and bodies.
- Neighbouring communities, stake-holders, and emergency response services.
- Customers, visitors, contractors, agency staff, sub-contractors.
- Delivery service staff, utility service staff.

The Company will communicate with external visitors to site with regard to specific HSEQ requirements relating to on-site activities, and these may include the following:

- HSEQ requirements/rules relevant to their visit.
- Evacuation procedures and enegency responses to alarms.
- Traffic routes and controls, access controls and escort functions.
- Hazardous and restricted areas, Safe Systems of Work and details of Personal Protective Equipment [PPE] requirements.

External communication processes will include the identification of designated contact personnel from within The Company to allow for appropriate information to be communicated in a timely and consistent manner in an emergency situation where regular communication will need to be delivered in a clear and unambiguous manner.

INFRATEC will ensure that all received communications are responded to appropriately.

## 7.0 Support

### 7.5. Documented Information

#### 7.5.1 General

INFRATEC will ensure that all relevant documented information and organisational knowledge which forms an integral part of our IMS is managed under controlled conditions and that all documented information is reviewed and approved by authorised personnel prior to issue.

This IMS includes documented information and references supplementary documents as required by ISO 45001:2018, ISO14001:2015, ISO 9001:2015, NHSS8 and additional documented information such as, workflows, operational procedures, work instructions and records determined by INFRATEC as being necessary for the effectiveness, transparency, accountability, continuity, consistency, and the ease in auditing the HSEQ. The complexity of the documented information will be kept to the minimum level possible to ensure effectiveness, efficiency and simplicity.

The Compliance Manager is responsible for defining and implementing an effective document control system, INFRATEC has decided that the following basic categories of documents will be controlled:

- All documents that are required to be controlled under the standards ISO 45001:2018, ISO 14001:2015 and ISO 9001:2015.
- All documents required by applicable UK Environmental Health and Safety regulations.
- Other documents which, if not available or incorrect could result in a significant HSEQ impact, risk or failure of the IMS.

In compliance with NHSS8 when specified in the contract documents or requested, the INFRATEC will prepare a quality plan or alternative document as defined in the Contract Specification and if required submit this for acceptance or approval by the Client, as appropriate, prior to commencement of work.

#### 7.5.2 Creating and updating

INFRATEC maintains this Integrated Management System Manual IMSM 1.0 which includes the scope of the Management System, including details of any exclusion.

As referenced in this manual INFRATEC maintains [[IMD 000 Management System Document Register](#)] which is a Master register of controlled documents. When creating and updating documented information, and prior to addition to [[IMD 000 Management System Document Register](#)] the Company will ensure that documents are: -

- Clearly identified and described [Document Number, Title/Description, Issue and revision number and Date].
- In the same format either electronic or paper media.
- Reviewed and approved for suitability and adequacy by the Compliance Manager prior to issue.

The Company also controls the issue and revisions of Company Policies [[IMP 000 Management System Policy Register](#)] in the same manner as described above. [Note: IMD 000 and IMP 000 are located on the shared company SharePoint server].

#### 7.5.3 Control of Documented Information

Documented information required by the IMS and by the referenced International Standards are controlled to ensure:

- They are available and suitable for use, where and when they are needed;
- They are adequately protected from loss of confidentiality, improper use, or loss of integrity.

The SMT are responsible for signing and upholding the Integrated Policy Statement, Objectives and targets as required, to comply with the scope of this IMS.

The Compliance Manager will ensure that all documentation is uniquely identified with issue number, date of issue and is approved for suitability and adequacy prior to issue. The first approved issue of all documentation is Issue 1. The Compliance Manager will ensure that the master copy of all issued IMS documentation, and a register of controlled documentation is held indicating titles, numbers, and issue status.

To ensure all Personnel are aware of the contents of the manual they have computer access, available via a SharePoint server or web-based forms for access to all which is controlled by a "read only" facility. Personnel who do not have computer access can be issued with an uncontrolled hard copy to their department, which must be recalled and destroyed upon revision.

The Compliance Manager will ensure that all system documentation and forms are identified in such a manner as to be identifiable and traceable. Processes and associated controlled documents will be vetted and may be circulated to other departments for their acceptance and comment, prior to it being prepared and distributed.

Documentation and forms may be in any form or type of medium and suitable for the needs of the organisation.

Other documentation, which may need to be added, will be forwarded to the Compliance Manager for their acceptance, prior to being issued and distributed.

## 7.0 Support

### 7.5 Documented Information

#### 7.5.3 Control of Documented Information

##### Revision and Approval

When a revision to the IMS Manual is required, the revision must be agreed and approved by the Compliance Manager. Following agreement, the issue level of the manual, will be raised to the next revision number. A record of the revision will be made in the Amendment Log [Reference Page 3 of this Manual]. When a revision to a form or document [IMD] it is required, the originator must discuss it with the Compliance Manager and obtain approval. Each new form / document will be given the next issue number, dated accordingly and the [\[IMD 000 Management System Document Register\]](#) updated.

Any forms held in the IMD register may be copied freely. When a new or amended form is required, the originator must register the title with the Compliance Manager who will either allocate it a new IMD number or update the existing issue number and date.

ALL Departments must ensure that all obsolete or superseded documentation are removed from use. Documentation removed from use will be clearly endorsed on each page "Superseded Document" and appropriately filed or destroyed.

##### Control of Computer Data

INFRATEC maintains its own IT and communication equipment servers/machines will be backed up to the cloud continuously. Users will have their 'User' folder incrementally backed up to the main server. Email will be backed up on cloud-based services. All computer data is protected and all software, "virus checked" continuously.

##### Control of Statutory and Regulatory Document

Standards, statutory and regulatory documentation generally falls into the following categories: -

- Management Standards - Those documents issued by National/International authorities aimed at the achievement of the optimum degree of order in a given context. [BS, EN and ISO Standards].
- Acts and Regulations - Acts of parliament are primary legislation, written law.
- Regulations - rules made by a government or other authority.
- EU Directives - legislation that is "directed" at the Member States most EU law has been 'retained' after BREXIT under [EU EXIT] regulations 2018.

The Compliance Manager will ensure that all such applicable documentation [\[IMD 002 Legal Register & Evaluation of Compliance\]](#), and [\[IMD 037 Standards, References & Associated Documents Register\]](#), will comply with Statutory and International Standards Requirements relevant to the Company. An annual review of is conducted by the Compliance Manager to ensure Statutory Requirements and Standards relevant to The Company HSEQ system are, current up-to-date and have not been superseded.

##### Other Interested Party Documents that will be Identified and Appropriately Controlled are:

- Those specifications issued by Customers in connection with their own projects and other contracts.
- Specifications generated by the organisation and/or by approved organisations.
- Local Authority permits and conservation orders. [Where applicable].
- Requirements of individual groups such as [Local resident, wildlife and waterway preservation groups etc. [where applicable].

##### Contract specific documents.

INFRATEC will also control contract specific documents e.g. drawings, schedules as listed in the quality plan for a particular scheme, including: - Correspondence; Enquiry/Tender and Quotation; - Contract documentation and Client Order; Pre-Construction Information; - Client drawings, service drawings, risk assessment records; Quality Plan [including H&S and risk assessment by organization]; - Method statement for controlling the works to include health and safety, and environmental requirements; - Instructions to relevant site staff; - Calibration and maintenance records of plant and equipment [including testing equipment]; - Completion Report; - Relevant plant and equipment list; - Operatives training records; - Plant and Equipment maintenance service records; - Purchase records and Sales Invoices.

##### Review Update and Re-Approval:

- Review, update, and re-approval of documents will be carried out as necessary.
- Changes and current revision status of documents are identified.
- [\[IMD 002 Legal Register & Evaluation of Compliance\]](#) will be reviewed annually.
- [\[IMD 037 Standards, References & Associated Documents Register\]](#) will be reviewed annually.

## 7.0 Support

### 7.5 Documented Information

#### 7.5.3 Control of Documented Information

##### Control of Records

INFRATEC will ensure that records are maintained, remain, legible, readily identifiable, and retrievable, with evidence of conformance to International Standards, Statutory and Regulatory requirements and for the effective operation of the Integrated Management System.

Records which are controlled, include but are not limited to:

- Corrective Action Reports
- Management Review Reports
- Occupational Health and Safety Records
- Environmental impact and assessment Records.
- Customer Complaints
- Calibration Records

Criteria for the record retention period will be subject to: Business need, statutory and regulatory requirement, Customer requirement, Organisation requirement, Warranty policy.

##### Integrated Manual, Forms & Records

All personnel in conjunction with the Compliance Manager should ensure that all IMD documentation is completed correctly, circulated as necessary, subsequently stored correctly to preserve legibility in allocated locations to prevent deterioration.

The Compliance Manager maintains controls and updates [\[IMD 000 Management System Document Register\]](#).

All records must be legible, and identifiable to the system, order or contract involved.

Records are typically document's, reflecting, INFRATEC compliance with statutory requirements together with all other back-up information, as necessary.

All records are retained either in hard copy or on computer as functional records and thereafter archived and stored in a suitable environment, which minimizes deterioration, damage, or loss.

Records are archived for a minimum period of 1 years or dependent on the life cycle of the product or as required by Statutory Regulations. [E.g., 40 Years for Health Surveillance Records, 6 Years for Personnel records Etc.]

The Compliance Manager is responsible for the periodic review of records on the legal register to ensure their relevance to current organisation practice regarding, Safety, Health, Environmental, Quality and Regulatory requirements.

##### Retention and Disposal of Records

INFRATEC will retain records in accordance with applicable laws and regulations.

Documents concerning matters which are the subject of litigation or government investigation shall be retained and not destroyed. This also applies to electronic data including emails and other computer files.

In General, the method of record disposal at INFRATEC is as follows:

- All records that are retained in hard copy will be disposed of by shredding of the records.
- Computer records will be erased if possible and then the relevant storage media will be physically destroyed.



Figure 9: Control of Documented Information - Overview

## 7.0 Support

### 7.5 Documented Information

#### 7.5.3 Control of Documented Information

##### General Data Protection Regulation Principles

INFRATEC respects the privacy of its employees. Employee data will be used for the sole purpose of supporting company operations. The Company will comply with all applicable local data protection regulations.

No employee shall make any disclosure or use of personal data about other employees that he/she acquires through his/her work.

Article 5 of the UK GDPR sets out seven key principles which lie at the heart of the general data protection regime. INFRATEC have adopted these 7 principles to govern its data collection, use, retention, transfer, disclosure and destruction of personal data:

- Lawfulness, Fairness and Transparency. - All Personal data shall be processed lawfully, fairly and in a transparent manner in relation to the data subject.
- Purpose Limitation. - Personal data shall be collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
- Data Minimisation. - Personal data shall be adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
- Accuracy. - Personal data shall be accurate and, kept up to date.
- Storage Limitation. - Personal data shall be kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data is processed.
- Integrity & Confidentiality. - Personal data shall be processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing, and against accidental loss, destruction or damage.
- Article 5[2] adds that:  
Accountability. - The Data Controller shall be responsible for, and be able to demonstrate compliance.

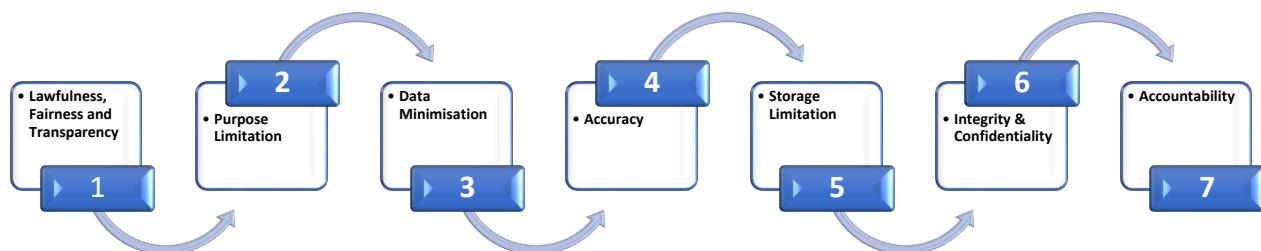


Figure 10: UK GDPR seven key principles.

## 8.0 Operation

### 8.1 Operational Planning and Control

#### 8.1.1 General

INFRATEC plans to achieve its objectives regarding operations, these being the design and manufacture of its products and service provision, considering any significant risks and opportunities, and legal obligations.

The company has adopted Integrated Management Documents [IMD] and where required drawn up specific procedures to achieve its objectives from: Customer related processes, Project management, Design and Development, Purchasing, Control and Validation of Product & Service, Identification & Traceability, Through to Final Production and Service Operations. The company also use Integrated Management Documents [IMD] to achieve control of operations.

The Integrated Management System Manual is to be used as a guidance to achieving objectives, for Occupational Health and Safety, Environmental and Quality, management systems and are used conjunction with controlled Integrated Management Documents [IMD]'s.

INFRATEC has implemented controls for its Integrated Management System. Planning processes include the definition of Integrated Management System objectives, development for required processes, the establishment for appropriate evaluation and verification processes and the requirement for records necessary to demonstrate that process and products conform to intended requirements.

#### Occupational Health and Safety Planning and Control

INFRATEC has implemented controls and maintains processes, and where applicable will utilise engineering controls and the hierarchy of Controls [e.g. elimination, substitution, administrative], necessary to manage the risks associated with its activities and comply with applicable occupational health and safety legal requirements.

#### Eliminating hazards and reducing Occupational Health and Safety risks

INFRATEC has established, implemented, and maintained processes for the elimination of hazards and reduction of risks using the following "hierarchy of control":

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

Processes for the elimination of hazards and reduction of risks are identified in section 6.1 of this manual [Actions to Address Risks and Opportunities].

#### Environmental Planning and Control

INFRATEC has implemented controls and maintains processes, and where applicable will utilise engineering controls and the hierarchy of Controls [e.g. elimination, substitution, administrative], needed to meet our environmental management system requirements.

The company will consider the extent of control or influence it can apply to its processes that impact upon the environment, consistent with its products and service life cycle and will, when appropriate, applicable and practicable, ensure that environmental requirements are addressed in the:

- Design and development of process for the product or service.
- Purchasing of products and services, as appropriate.
- Manufacturing inspection, testing of products.
- Distribution / logistics of products.
- Installation and service provision of finished products.



Figure 11: Operational Planning and Control overview.

The company will also communicate relevant environmental requirements to external providers, including contractors and where applicable consider the need to supply information about significant environmental impacts associated with the transportation or delivery, use, end-of-life treatment and final disposal of products and services.

The company will control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary. [Reference section 6.3 of this manual] The Company will also ensure that outsourced processes are controlled or influenced. [Reference section 8.4 of this manual]

## 8.0 Operation

### 8.1 Operational Planning and Control

#### 8.1.1 General

##### Quality Planning and Control

Operational planning and control are required prior to new and/or revised products or processes being implemented.

During the planning phase, management will identify:

- Requirements for the products and services.
- Criteria for the processes and the acceptance of products and services.
- Resources needed to achieve conformity to the product and service requirements.
- Control of the processes in accordance with the criteria.
- Documented information to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate the conformity of products and services to their requirements.
- The output of operational planning and control includes [where applicable] documented quality plans, resource requirements, processes, equipment requirements, procedures, test data, and design outputs.

##### Preparation of Quality Plans

INFRATEC applies planning to all their work resources and considers the implementation of the contents of this Integrated Management System Manual to meet International Standards BS ISO 45001:2018; BS EN ISO 14001:2015; BS EN ISO 9001:2015; and NHSS8 to be their primary quality plan. Unless a specific quality plan is requested by the client. Where specific quality plan is requested, it will be developed using the Clients Quality Plan Template and where applicable address the topics listed in Appendix A of NHSS8 and the requirements contained in the Specification for Highway Works [SHW] and associated contract documents.

##### Process for Preparation.

- The Contracts Manager will review the order/contract and liaise with the client to determine if an individual quality plan is to be raised and request a copy of the Clients Quality Plan Template.
- The Contracts Manager will normally be responsible for producing a quality plan.
- The Operations Director is responsible for authorising Quality Plans.
- Each quality plan will be given a unique document number assigned by the Compliance Manager in accordance with section 7.5.3 of this IMS [Control of Documented Information].
- Any special requirements stated by the Customer must be incorporated into the Quality Plan. These may include, for example:-
  - Inspection Procedures; - Customer specific standards; - National standards; - Product handling;
  - Safety requirements; - Installation requirements; - Environmental Considerations.
- The NHSS8, appendix A: Requirements for Quality Plans needs to include in the where applicable.
- Unless specified otherwise the Quality Plan will be formatted in accordance with the Clients standard template.
- The following points should also be considered and included in the relevant sections of the Quality Plan.
  - The use of special stages including customer inspection/test/witness points.
  - Provision for the control of nonconforming material[s].
  - Any special documentation requirements.
  - Identification of recipients of the Quality Plan.

##### Typical Sections of the Quality Plan.

- **Introduction:** This section will describe the terms of reference of the plan.
- **Organisation:** This section will describe by means of charts the reporting structure for the project in question.
- **Processes:** This section briefly describes the processes planned. Flow diagrams may be used to explain the processes and sequence of operations required. At each stage any relevant INFRATEC processes should be quoted and reference made to any customer quality requirements.
- **References:** This section will contain any "reference" information required and will include any drawings or requirements specified by the customer.

##### Approval.

- Draft issues of Quality Plans will be passed to the Client for approval via the Operations Director.
- Once the Client has approved the Quality Plan, Copies shall be distributed to all relevant parties.
- In all instances the master copy shall always be passed to the Contracts Manager for retention, and a minimum of one copy shall be issued to the Customer.
- Revisions to Quality Plans will be controlled Manager in accordance with section 7.5.3 of this IMS [Control of Documented Information].

## 8.0 Operation

### 8.1 Operational Planning and Control

#### 8.1.1 General

##### Preparation of Quality Plans [Continued]

If a client does not request a Quality Plan formatted in their specific template, INFRATEC will utilise [\[IMD 039 Quality Plan Template\]](#).

Typical Sections of [\[IMD 039 Quality Plan Template\]](#) include:

- **Document Change Control:** This section will describe, document information, document history and document approvals.
- **Specification and/or Contract Documents:** This section will contain “reference” information required and applicable to the project, such as standards, regulations, guidance notes and any contract documents, drawings or requirements specified by the customer.
- **Quality Assurance:** Provides an overview of INFRATEC'S management system and accreditation references, and the control for suppliers or sub-contractors used during the project.
- **Quality Management Objectives:** Reflect the overall intentions to be applied with regard to quality throughout the project.
- **Scope of the product or service:** This section will contain a definition of the product [or service] to be provided, the location of site for the contract and means of access, the extent of the works and the commencement and completion dates of the contract, details of the work [as appropriate], details of existing materials [as applicable] and any environmental conditions impacting upon the specified works.
- **Company Organisation Chart:** Gives the structure of the organisation describing the line of command.
- **Project Team Structure:** Describes the project team stating the names of the organisation's Manager responsible for the contracted work, including special requirements for skilled personnel and the names of those personnel.
- **Project Team Contact Details:** This section will identify the names of the staff involved with the contract including the contact details for those staff, the name and contact details of customer/client contact[s] and where applicable the customer's nominated quality manager, project manager and/or other representatives through whom communication is to be made throughout the contract.
- **Organisational Responsibilities:** Defines and assigns the responsibilities and authorities for the processes applicable to the project quality management plan.
- **INFRATEC Documented Quality Management System:** Identifies and give an overview of the relevant parts of the organisation's documented quality management system relevant to the product or service being provided. Such as:
  - Contract Review
  - Documentation
  - Control of Records
  - Client Reporting and Communication
  - Management of Change
  - Control of non-conformities [Concessions and Specification Queries]
  - Control of Processes
  - Identification and Traceability
  - Calibration of Test Equipment
  - Repairing of Product
  - Audits
  - Purchasing & Supplier Approval
  - Key Suppliers and Sub-contractors
  - Handling, Storage, Packaging, Preservation and Delivery
  - Training
- **Product Verification and Validation:** Identifies how performance requirements are to be achieved to ensure that INFRATEC products meet all specifications and requirements, including INFRATEC-UK Site operations located at Unit 8-9 Easter Park and planned Client On-Site installation, operation and service requirements.
- **Health, Safety and Environmental:** Including Risk Assessments, method statements, emergency preparedness and Liaison with the Police and the Highway Authority or other competent authority, relevant contract specific information in respect to speed restrictions, safety requirements, environmental requirements, existing conditions and site conditions.
- **Contract Specific Activities:** This section will contain the identification of the client, description of the works, contract order number, project manager, process stage or activity, applicable work instruction, procedure or specification who is responsible for the activities and what records of validity are available.

## 8.0 Operation

### 8.1 Operational Planning and Control

#### 8.1.1 General

##### Management of Change

INFRATEC have established a process for the implementation and control of planned temporary and permanent changes that impact HSEQ performance, including:

- New products, services, and processes, or changes to existing products, services, and processes, including:
- Workplace locations and surroundings.
- Work organisation.
- Working conditions.
- Equipment.
- Workforce.
- Changes to legal requirements and other requirements.
- Changes in knowledge or information about hazards and HSEQ risks.
- Developments in knowledge and technology.

Intended change events and the methods for managing them reference throughout this IMS manual, the company has also reviewed the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

Process for the Management of change is identified in section 6.3 of this manual [planning of change]. Where the company determines the need for change [\[IMD 022 Change of Plant, Process or Substance Checklist\]](#) will be completed prior to the intended change.

##### Procurement

INFRATEC has established, implemented, and maintained a process to control the procurement of externally provided materials, products and services in order to determine, assess and eliminate hazards, and reduce Occupational Health and Safety risks associated with, products, hazardous materials or substances, raw materials, equipment, or services before their introduction into the workplace.

Prior to entry onto INFRATEC Key Supplier and Subcontractor Register, The Commercial Manager will determine if the supplier has significant impact on the quality, health, safety and environmental performance of the Company. If so, the Commercial Manager will issue [\[IMD027 New Key Supplier Form\]](#) to key suppliers and also request a Credit Account. Once approval has been granted the supplier can be added to the Key Supplier and Subcontractor Register.

For Subcontractors, prior to entry onto INFRATEC Key Supplier and Subcontractor Register, The Commercial Manager will issue [\[IMD 019 Subcontractor Questionnaire\]](#) to all Subcontractors who can have an effect on the ability of the Company to meet its aims and objectives in maintaining an effective safety health, environmental and quality management system. Once approval has been granted the supplier can be added to the Key Supplier and Subcontractor Register and utilised by an Approved Person.

##### Contractors

INFRATEC will coordinate with its contractors, to identify hazards and to assess and control the risks, arising from the:

- Contractor's activities and operations that impact the organisation.
- The organisation's activities and operations that impact the contractors' workers.
- Contractors' activities and operations that impact other interested parties in the workplace.

The company has ensured that the requirements of its integrated management system are met by contractors and their workers through a defined contractor's policy or agreements. The organisation's procurement process will define and apply occupational health and safety criteria for the selection of contractors. The occupational health and safety criteria for contractors will be include in the contractual documents.

##### Outsourcing

INFRATEC will ensure that outsourced functions and processes such as agency workers and specialist external contractors are controlled. The company has ensured that its outsourcing arrangements are consistent with legal requirements and other requirements and will achieving the intended outcomes. The type and degree of control to be applied to these functions and processes are defined within the management system, process to control the procurement of services, suppliers, contractors and outsourcing in general will be initially controlled with [\[IMD 019 Subcontractor Questionnaire\]](#) then follow the process as defined in section 8.4 Control of externally provided processes, products and services.

## 8.0 Operation

### 8.1 Operational Planning and Control

#### 8.1.2 Emergency preparedness and response

##### General

INFRATEC has developed emergency preparedness and response measures. Utilising, [IMD 021 Emergency Preparedness and Response Plan] to ensure that is able to respond to the accidents and foreseeable emergency and for preventing and mitigating the impacts associated with them. The company has considered the total business risk and prepared [IMD 020 Business Continuity Plan] these documents are reviewed annually for improvement and alignment with company objectives.

The purpose of [IMD 021 Emergency Preparedness and Response Plan] is to ensure that The Company controls emergency situations and to keep their impact on employees and the environment to a minimum, [IMD 021 Emergency Preparedness and Response Plan] covers the following emergency situations:

- Fire
- The provision of first aid
- Accidental Discharge/Release
- Specific health and safety effects from such accidental releases and emergency situations.

The Company provides general training on the Emergency Preparedness and Response Plan to all Workers and specific training is given to nominated individuals who will take charge in an emergency situation, these individuals include fire marshals, first aiders and spill responders.

The Emergency Preparedness and Response Plan is periodically tested and exercised to evaluate performance and the planned response capability, and revised if necessary. [and, in particular, after the occurrence of emergency situations].

The aim of [IMD 020 Business Continuity Plan] is to prepare the business to cope with the effects of an emergency so that the critical functions of the business are reinstated as soon as possible, thus ensuring an uninterrupted level of supply to customer whilst full restoration is planned for and implemented. Its objectives are to:

- To mobilise the organisational structure required to manage the recovery
- To define and prioritise the critical functions of the business
- To analyse the emergency risks to the business
- To detail the agreed response to an emergency
- To identify key contacts during an emergency.

The company has established, these processes to prepare for and respond to potential emergency situations, including:

Establishing a planned response to emergency situations, including the provision of first aid;

- Providing training for the planned response.
- Periodically testing and exercising the planned response capability when practicable.
- Evaluating performance and, as necessary, revising the planned response.
- Communicating and providing relevant information to all workers on their duties and responsibilities.
- Communicating relevant information with contractors, visitors, emergency response services, authorities, as appropriate, the local community.
- Considering the needs and capabilities of all relevant interested parties and ensuring their involvement, as appropriate, in the development of the planned response.

The Company will maintain and retain documented information on and on periodically testing and the plans for responding to potential emergency situations.

## 8.0 Operation

### 8.2 Requirements for products and services

#### 8.2.1 Customer communication

Customer communication is the process of determining and reviewing the requirements related to products and changes to requirements for products or services.

To ensure customer requirements are clearly understood, and order/contract requirements are defined taking into account any significant risks, opportunities and legal obligations, INFRATEC will ensure that communications with customers includes:

- Information relating to products and services.
- Enquiries, contracts or order handling, including changes.
- Customer views and perceptions, including customer complaints.
- The handling or controlling of customer property, if and where applicable.
- Specific requirements for any contingency actions, when relevant.

Product and service information is supplied to customers through The Company web site <http://www.infratec-uk.com> and emails.

Customers will contact INFRATEC directly either face to face, by telephone, email, or The Company web site. Customers will also contact INFRATEC indirectly via a third party or tender platform.

A request for quote [RFQ] is received usually via email. It can be verbal, but customers are encouraged to send via email.

- The Commercial Manager creates a Cost Proposal based on the request.
- Depending on the complexity, the Cost Proposal is discussed between Senior Management.
- The Cost Proposal is saved in the SharePoint project folder with unique identification and will include all customer communications where applicable customer drawings.
- The Commercial Manager sends the approved cost proposal and quotation to the customer via email.
- Quotations will be prepared and assessed for suitability on commercial costs, Health, Safety, environmental and quality impact, and be validated for delivery and timescales.

Any technical documentation required for products / services offered by INFRATEC are forwarded to the client and the documentation is kept within the customers SharePoint project folder.

Customer feedback and satisfaction is determined through direct communications with customers.

Feedback from customer complaints is reviewed during Management Review Meetings establishing specific requirements for contingency actions, when relevant. Complaints are documented and recorded and retained for at least 5 years.

INFRATEC will exercise care when handling and controlling customer property that located on The Company premises, and will manage property supplied by customers to ensure that the property is not lost or damaged by:

- Clearly identifying any customer property.
- Maintaining records and monitoring the status of customer supplied property.

In the unlikely event that customer supplied product is accidentally lost or damaged the commercial Manager will record the incident and notify the customer.

Where applicable and in compliance with NHSS8 the Quality Plan will identify what relevant information is passed on to the Customer and Client, and where required by the contract or legislation INFRATEC will inform the Client about the product [i.e as-built records for maintenance/health and safety requirements and asset management and how to monitoring of the effectiveness/performance of the product].

#### 8.2.2 Determining the requirements for products and services

When determining the requirements for the products and services to be offered to customers, INFRATEC ensure that:

- The requirements for the products and services are defined, including applicable statutory / regulatory requirements and those considered necessary by INFRATEC; via quotes and acknowledgements after contract review.
- We can meet the claims for the products and services we offer.

The customer's requirements, including those for any delivery and post-delivery activities, will be identified, defined and documented in communication with the customer prior to completion of service requirements.

Any requirements necessary for effective use of the product but not specified either by the customer or by regulatory and legal requirements will be identified by INFRATEC and notified to the customer.

## 8.0 Operation

### 8.2 Requirements for products and services

#### 8.2.3 Review of the requirements for products and services

##### Repeat Orders [Standard Items]

All repeat orders received will be reviewed for any additional requirements or amendments. This is to check for any potential amendments due to component changes, Material availability, drawing revisions, or any other factors that may impact on INFRATEC [e.g. New, improved or alternative processes or capacity, Health, Safety, Environmental, Quality or other Legislative impacts, Financial impacts etc.] In some situations, a formal review is impractical for each order and, the review will cover relevant product information such as Information relating to INFRATEC products and services that can be found on the company websites.

##### Contracts

New Customer Contracts or new product Contracts will be reviewed and approved by the SMT during the review process, the following will be considered as applicable:

- Project /Contract Overview – Scope of the contract.
- Contracts or enquires including sensitive information will be handled and viewed on a need-to-know basis any NDA will be adhered too.
- Information security will include password protected secure files and limited distribution of paper copies.
- Ensure that the customer's enquiry or contract clearly defines and documents their requirements along with any relevant HSEQ considerations.
- Ensure that the HSEQ requirements applied to the enquiry or contract are acceptable to INFRATEC.
- Ensure that INFRATEC have the technical resources to comply with the requirements or the enquiry or contract.
- Ensure that the delivery requirements required by the enquiry or contract can be met.
- Ensure that the customer contract requirements compare with the original INFRATEC quotation.
- Ensure that the description of the goods or service is the same as the original INFRATEC quotation.
- Ensure that all customer contract requirements which are applicable to the product, process, or service are clearly defined.
- For new customers credit assessment will be carried out and the relevant accounting arrangements will be established.

When a new Customer, Product, Contract or Project is evaluated the SMT meet to carry out a Contract Inception Review. [\[IMD 024 Contract Inception Review\]](#) is an assessment of the impact caused by new products, projects, or contracts with regards to the following:

- Project /Contract Overview - Scope of the contract, contract review.
- Financial implications - terms of payment, liability, applicable laws, insurance requirements.
- Technical - Specifications, documentation, technical drawings/schematics, bills of material, customer specifications, international standards and other documents as applicable.
- Project Management - Manufacturing and installation equipment, servicing, and inspection equipment, measuring and test equipment, human resources, ensure all staff has appropriate skills for the job/tasks performed.
- Procurement - Parts, availability of raw materials, components, and manufacturing aids.
- HSEQ Requirements - Quality plans, risk assessments & method statements, lifting Plans, traffic management plans, environmental impacts as applicable.
- Transport - Intended carrier, type of haulage vehicle and documentation requirements.
- Known Risks to Project/Contract - To identify any known risks or issues, and methods to reduce those risks.
- Opportunities for improvement - To continually improve business management system.

INFRATEC will retain, as applicable the results of the review an any new requirements for the products and services.

INFRATEC ensure that it's Certificated Scope is not being misrepresented or misleading and will inform Clients of any activities requested that are not covered by the Certificated Scope and will reference the organisation's Highway Electrical Registration Scheme registration certificate showing the scope of registration.

INFRATEC will ensure, so far as is reasonably practicable, that work activities are assigned only to those that are competent in that activity.

#### 8.2.4 Changes to the requirements for products and services

INFRATEC will ensure that the relevant persons are made aware of any change to the requirements, for products or services. Any issues or amendments required will be discussed and agreed with the customer and recorded on customer email communications which will be saved into customers SharePoint project folder.

## 8.0 Operation

### 8.3 Design and development of products and services

#### 8.3.1 General

INFRATEC ensure design and development of products and services, are planned, and controlled, from initial design concept, [either internal or external concepts] to the design inputs, utilising control measures for design, development and any changes to the conceptual design to achieve the design outputs that meet the input requirements.

Where highway electrical design or development is undertaken the Quality Plan will identify the competent personnel involved with their qualifications/experience appropriate for design. This will include those involved with design verification and approval.

#### 8.3.2 Design and development planning

In determining the stages and controls for design and development, The Company has considered the:

- Nature, duration and complexity of the design and development activities.
- Required process stages, including applicable design and development reviews.
- Required design and development verification and validation activities.
- Responsibilities and authorities involved in the design and development process.
- Internal and external resource needs for the design and development of products and services.
- Need to control interfaces between persons involved in the design and development process.
- Need for involvement of customers and users in the design and development process.
- Requirements for subsequent provision of products and services.
- Level of control expected from the design & development process by customers and relevant interested parties.
- Documented information needed to demonstrate that design and development requirements have been met.

The Managing Director is responsible for the design and development of products and services and will control interfaces between persons involved in the process, and the level of control required by customers and other relevant interested parties.

The Design Engineers are responsible for design and development reviews, verification, and validation activities, identifying any internal and external resource, products and services needed, and will ensure that all information needed to demonstrate that design and development requirements have been met is documented.

#### 8.3.3 Design and development inputs

##### Internal Design Concept

Research, development and evaluation of current products and systems will be carried out in order to ensure that they are effective, continually improved, to ensure optimum performance and to improve sustainability and lifecycle aspects.

Research, development and evaluation of new product and systems will be carried to encompass all available innovative technology including information derived from previous similar design and development activities.

Research findings will be reviewed by the Managing Director, SMT and any other internal or external personnel as deemed necessary to identify any issues that may arise from operations and the findings will be recorded.

The company will ensure relevant statutory and regulatory requirements, standards and codes of practice are met and will retain documented information on design and development inputs.

##### External Design Concept

Enquires from customers may be received via email as sketches or drawings or from customer specifications. When the Customer Specifies the design, the customer will provide sufficient information to substantiate the component specification or INFRATEC will determine a component specification from the Design Concept.

Further to design concept, discussions will be held with the Managing Director, the SMT and any other internal or external personnel as deemed necessary to determine, evaluate and record the project scope and objectives, the key strategy and the targets & outputs.

Where a Declaration of Performance is required, the required criteria will be considered in the evaluation scope to ensure conformance of the declared performance characteristics.

The Design brief will be assessed against the manufacturing capacity, skills, competencies and qualifications of employees, the initial Type Test capabilities to ensure that the design brief can be delivered.

Where insufficient or incomplete information is provided then the Contract Manager will confer with the client until acceptable details are clearly understood. Where the Design brief cannot be met against the manufacturing capacity, skills, competencies and qualifications of employees, the initial Type Test capabilities and the Factory Control system then the enquiry will be respectfully declined.

## 8.0 Operation

### 8.3 Design and development of products and services

#### 8.3.4 Design and development controls

To achieve the necessary control of the design and development stages, engineering/design plans will be produced individual projects and will [where applicable] identify the:

- Inputs related to the product requirements
- Standards, practices and conventions for all lifecycle and support activities for the project.
- Reviews required, the processes involved the verification and validation at appropriate stages during the design and development.
- Outputs / the deliverables that are necessary to show that the requirements of the product have been achieved.
- Key project personnel and their responsibilities.
- Key milestone dates will be identified and provided to the staff working on the contract.

Drawings / schematics will be:

- Generated to evaluate the concept design and include all aspects of the design brief.
- Reviewed by the Managing Director to ensure compliance with the design brief and the scope of the product.
- Sent to the relevant customer for acknowledgement as appropriate and where applicable.

Reviews will be undertaken at appropriate stages during the design and development. Documented information of design and development activities will be retained.

#### 8.3.5 Design and development outputs

During the initial design and development phases, the individual elements of the designs will be verified to ensure they meet the planned requirements. The verification process can take the form of design reviews and, or product testing to ensure that the design is meeting the customer's requirements and the required design and development outputs.

During the product lifecycle, documentation will be produced which will provide objective evidence that the product has been verified and validated. Validation is a confirmation, that the customer's requirements for a specific intended use or application have been fulfilled. This is undertaken using reviews, which can be formal or informal, and where applicable following acceptance tests such as:

- Factory Acceptance Tests [FAT] - Where a clause-by-clause compliance test is undertaken against a document. This is normally done in the presence of the customer or their nominated representative
- Production Acceptance Tests [PAT] - Where a series of tests are carried out to prove the customer's requirements have been met.
- Site Acceptance Tests [SAT] - Where a series of tests are carried out on site/in the field to demonstrate installed equipment is working and the customer's requirements have been met.

INFRATEC will ensure that design and development outputs:

- Meet the input requirements.
- Are adequate for the subsequent processes for the provision of products and services.
- Include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria.
- Specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.

Where design calculations are not compliant, revisions will be made, documented and resubmitted until compliant.

The Company will retain documented information on design and development outputs.

#### 8.3.6 Design and development changes

If the customer requests changes to the Design Specification, any extra work will be chargeable, and a contract variation will need to be formalised.

Formal design and development changes are initiated, processed and controlled using [\[IMD 024 Concession/Change Request form\]](#).

An evaluation of the effect of the changes on constituent parts and delivered products will be carried out to prevent adverse impacts. Any changes will be verified and validated as appropriate, and approved before implementation.

Documented information of the results of review of changes, and any necessary actions, are maintained.

## 8.0 Operation

### 8.4 Control of externally provided processes, products and services

#### 8.4.1 General

INFRATEC ensure that externally provided processes, products, and services conform to requirements and will determine the controls need to be applied when:

- Products and services from external providers to be incorporation into the company's own products and services.
- Products and services are provided directly to the customer[s] by external providers on behalf of the company.
- A process, or part of a process is provided by an external provider as a result of a decision by the company.

#### 8.4.2 Type and extent of control

INFRATEC ensure that externally provided processes, products, and services do not adversely affect the company's ability to consistently deliver conforming products and services to its customers.

- The Company ensures that externally provided processes remain within the control of our Integrated Management System.
- The Company defines both the controls that it intends to apply to our external provider and those it intends to apply to the resulting output.
- The Company takes into consideration the potential impact of the externally provided process, product and service on our ability to consistently meet customer and applicable statutory and regulatory requirements.
- The Company monitors the effectiveness of the controls applied by our external providers.
- The Company has determined the verification or other activities necessary to ensure that the externally provided process, product or service meets requirements.

When providing overseeing, installing or maintaining Highway Electrical equipment or supporting works:

- Where relevant, sub-contractors employed by INFRATEC will be accredited to NHSS8 and register their employees to HERS.
- Labour only sub-contractors need not be registered to NHSS8 but will register to HERS.
- Non-compliant or non-registered sub-contractors and their employees will be directly supervised on site by a Registered Authorised Persons on a continuous and one to one basis.

Evaluation, selection, monitoring of performance, and re-evaluation of external providers, is controlled with [\[IMD 019 Subcontractor Questionnaire\]](#) which assesses their ability to provide processes or products and services in accordance with INFRATEC requirements.

[\[IMD 019 Subcontractor Questionnaire\]](#) will enquire about the following prerequisites:

- Trading history – Provider trading names [past and present], contact details, subsidiary companies previous trading names, of business structure types [PLC/LTD/ LLP. Etc.].
- Products and services provided and sector including sector scheme qualifications.
- ISO Registrations
  - BS EN ISO 9001:2015 - Quality management systems
  - BS ISO 45001:2018 - Occupational health and safety management systems
  - BS EN ISO 14001:2015 - Environmental management systems
  - BS ISO 44001:2017 - Collaborative business relationship management systems
- Health, safety & environmental details. – policy, adviser, method statements, hazard/risk assessments, etc.
- Statistics - accidents, incident, aspects, impacts improvement/prohibition notices and prosecution etc.
- Insurance policies / details - employee / public / product / professional indemnity.

If the external provider cannot provide details as above an audit of their systems / supplier evaluation would be requested.

Upon satisfactory completion of [\[IMD 019 Subcontractor Questionnaire\]](#) and INFRATEC review the external supplier would be placed on the INFRATEC Approved supplier listing.

INFRATEC will monitor the performance of suppliers of externally provided processes, products, and services.

Performance is measured through against days late and returns [rejections] to the Supplier.

The information is measured, reported, reviewed and assessed annually at Management Review meeting for Key critical Suppliers by SMT and will be recorded in the Management Meeting Minutes.

## 8.0 Operation

### 8.4 Control of externally provided processes, products and services

#### 8.4.3 Information for external providers

INFRATEC will ensure the adequacy of information and requirements prior to communication with external providers. The Company communicates to external providers its requirements for:

- The processes, products and services to be provided.
- Identification/assessment of potential Health & Safety risks associated with the goods/services before their introduction into the workplace.
- Identification/assessment of potential Environmental Impacts associated with the goods/services before introduction into the workplace.
- Identification of precautions to be taken and/or other protective measures to be communicated or made available. [MSDS].
- Specifications and tolerances for incoming materials, equipment and services [including records and/or personnel training requirements for any services].
- Where applicable the approval of products and services, processes and equipment and the release of products and services.
- Competence requirement, including where applicable any required qualification of persons.
- The external providers' interactions with the organisation - contact details etc.
- Control and monitoring of the external providers' performance to be applied by The Company
- When applicable the verification or validation activities that The Company, or its Customer, intends to perform at the external providers premises or site.

#### Purchasing

Purchasing requirements will be determined by customer order details, stocks where relevant and by verbal request from personnel. A Purchase Order and Number will then be raised with a unique order number.

#### Purchase Order file

The purchase order will be authorised and the order will be forwarded to the relevant supplier.

A date will be agreed with the supplier on the impending deliveries.

A review of outstanding Purchase Orders will be carried out against order delivery dates.

Where changes to delivery arrangements are required, the customer will be informed and acceptable arrangements will be agreed. Issues arising from the late arrival of materials or components will be monitored and persistent problems and late deliveries will be addressed with the supplier.

#### Information for external providers

INFRATEC ensure the adequacy of information and requirements prior to their communication to the external provider. All purchasing documents will contain clear and unambiguous descriptions of the product or service ordered including appropriate identification codes, numbers, or references. All purchasing documents are reviewed and approved prior to release to the supplier.

The company will retain documented information of these activities and any necessary actions arising from the evaluations.

#### Verification of Purchased Product

Purchased materials are checked against the advice note and purchase order for confirmation that the correct part has been delivered. Any non-conforming items identified are segregated from conforming material.

Any non-conforming items are held in quarantine until as such time as the non-conformity can be corrected.

Any products Identified as having potential Health & Safety risks or potential Environmental Impacts will be reviewed and assessed by the Compliance Manager before introduction into the workplace.

## 8.0 Operation

### 8.5 Production and service provision

#### 8.5.1 Control of production and service provision

INFRATEC will implement production and service provision under controlled conditions.

Controlled conditions will include, as applicable:

- The availability of documented information that defines the products, services or activities to be provided and the results to be achieved.
- The availability and use of suitable monitoring and measuring resources.
- The implementation of monitoring and measurement activities to verify that acceptance criteria for products and services, have been met.
- A suitable infrastructure and environment for the operation of processes.
- The appointment of competent persons with required qualification/s.
- The validation / periodic revalidation of processes / service provision, when monitoring or measurement cannot verify resulting output.
- The implementation of actions to prevent human error.
- The implementation of release, delivery, and post-delivery activities.

When providing overseeing, installing or maintaining Highway Electrical equipment or supporting works INFRATEC will:

- Carry out monitoring and checks on the quality of installed works. [The number of checks carried out will be sufficient to demonstrate the works have been constructed in accordance with the contract].
- Agree a procedure for carrying out emergency repairs including health and safety requirements.
- If INFRATEC is the main contractor, identify the location of underground and over ground services and structures including installed systems together with the names, addresses and telephone numbers of persons responsible for them.
- When INFRATEC is a sub-contractor, take reasonable steps to ensure this information is available from the main contractor to ensure it is safe to carry out the sub-contract works
- Ensure works orders, risk assessments and quality plans are approved by the relevant designated personnel and retained in accordance with legal and contractual requirements.

#### 8.5.2 Identification and traceability

The company will use suitable means to identify outputs when it is necessary to ensure the conformity of products and services. The company will identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision. The company will control the unique identification of the outputs when traceability is a requirement and will retain the documented information necessary to enable traceability.

#### 8.5.3 Property belonging to customers or external providers

INFRATEC will exercise care when handling and controlling customer property that located on The Company premises, and will manage property supplied by customers to ensure that the property is not lost or damaged by:

- Clearly identifying any customer property.
- Maintaining records and monitoring the status of customer supplied property.

In the unlikely event that customer supplied product is accidentally lost or damaged the commercial Manager will record the incident and notify the customer. Items under repair are segregated and documented separately

#### 8.5.4 Preservation

INFRATEC is not currently involved in the supply of any products which require special handling requirements. However, the company will preserve the outputs during production, to the extent necessary to ensure conformity to requirements, and will inspect and maintain all goods returned from site before their subsequent use.

#### 8.5.5 Post-delivery activities

INFRATEC will meet requirements for post-delivery activities associated with the products and services. In determining the extent of post-delivery activities that are required, the company will consider:

- Statutory and regulatory requirements.
- The potential consequences of failure due to the nature of products and services.
- The use and intended lifetime of products and services.
- Customer requirements.
- Customer feedback.

Post-delivery activities can include actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.

#### 8.5.6 Control of changes

INFRATEC will review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements. The company will retain documented information [[IMD 024 Concession/Change Request form](#)] describing the results of the review of changes, the person[s] authorising the change, and any necessary actions arising from the review.

## 8.0 Operation

### 8.6 Release of products and services

INFRATEC will implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer will not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer. The company will retain documented information on the release of products and services.

The documented information will include conformity with the acceptance criteria and traceability to the person(s) authorising release.

### 8.7 Control of nonconforming outputs

#### 8.7.1 Control of nonconforming process, outputs, products and services

INFRATEC will ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The company will take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This will also apply to nonconforming products and services detected after delivery of products, during or after the provision of services. The company will deal with nonconforming outputs in one or more of the following ways:

- Correction.
- Segregation, containment, return or suspension of the provision of products and services,
- Informing the customer.
- Obtaining authorisation for acceptance under concession.

Conformity to the requirements will be verified when nonconforming outputs are corrected.

With regard to contracts under NHSS8, non-conforming components shall not be used unless written approval has been received from the Client. Any material and /or work not conforming to the contract specification shall either be reworked to conform to the specification or must formally be accepted in writing by the customer. The materials and/or work shall otherwise be considered as rejected and precluded from use as originally intended, INFRATEC will utilise [\[IMD 024 Concession/Change Request Form\]](#) as formally accepted under concession in writing from the Client.

The Company also applies suitable methods for monitoring and, where applicable, measurement of the Integrated Management system processes outputs.

These methods demonstrate the ability of the processes to achieve planned results.

The Company will typically use internal / external audits and risk assessments as methods to continuously improve its processes.

When considering suitable methods, The Company considers the type and extent of monitoring or measurement appropriate to each process in relation to their impact on the conformity to ISO 45001:2018; ISO 14001:2015; ISO 9001:2015; and NHSS8 requirements and on the effectiveness of the Integrated Management system.

When an Integrated Management system process does not conform to requirements, the Compliance Manager will initiate corrective actions to address the issue[s].

#### 8.7.2 Documented Information.

The company will retain documented information for nonconforming outputs that:

- Describes the nonconformity,
- Describes the actions taken,
- Describes any concessions obtained,
- Identifies the authority deciding the action in respect of the nonconformity.

These areas are reviewed at Management Review meetings and will cover the action[s] taken to control and correct non-conformances.

## 9.0 Performance Evaluation

### 9.1 Monitoring, measurement, analysis and performance evaluation

#### 9.1.1 General

Measuring, monitoring, analysis and evaluation activities will be planned and implemented to demonstrate product conformity and confirm the suitability of the IMS, to evaluate and continually improve the organisation. It is the responsibility of the SMT and all employees to ensure measuring, monitoring, analysis and evaluation activities are carried out.

Planning, implementation and evaluation of monitoring and measurements activities are primarily to monitor, measure, analyse and evaluate on a regular basis, the key characteristics of operations that can have a significant impact on: occupational health and safety, environmental performance, product conformity, compliance with legal and other requirements and the effectiveness of the integrated management system.

Monitoring, measurement, analysis, and performance evaluation is carried out to:

- Demonstrate product and service conformity.
- Ensure the IMS is operating effectively.
- Evaluate risks to the business.
- Seek improvements to the IMS.
- Monitor customer satisfaction.
- Drive continual improvement

Systems are in place for the collection, recording and evaluation of key characteristics of operations, system conformity and the communication of this data.

#### 9.1.2 Customer Satisfaction

As one of the measurements of the performance of the IMS, INFRATEC monitors information relating to customer perception as to whether the organisation has met customer requirements. Customer satisfaction levels are determined by two measures:

- The level and nature of customer complaints.
- The results of satisfaction comments from clients, both written and verbal.

These measures are reported at the Management Review Meetings and the corrective and preventive action system shall be used to develop and implement plans for customer satisfaction.

#### 9.1.3 Analysis & Evaluation

The SMT will determine, collect, analyse and evaluate data where relevant from monitoring and measuring to demonstrate the suitability and the effectiveness of the IMS. The data will be analysed during Management Reviews and, as and when needed to provide information to evaluate and identify where continual improvements can be made on the effectiveness of the IMS.

The output of the analysis and evaluation is used to:

- Demonstrate conformity of products and services to requirements.
- Assess and enhance customer satisfaction.
- Ensure conformity and effectiveness of the IMS.
- Demonstrate that planning has been successfully implemented.
- Assess the effectiveness of actions taken to address risks and opportunities.
- Assess the performance of external provider[s].
- Determine the need or opportunities for improvements within the IMS.

INFRATEC has established, implemented and maintains process[s] needed to evaluate data in fulfilment of its compliance obligations.

#### 9.1.4 Evaluation of compliance

The SMT will take a lead role in ensuring that compliance in all areas is reviewed, controlled, and maintained. The level of compliance and areas of compliance will be determined by the SMT and reviewed at regular intervals.

The Company use the services of an external consultant to update or amend the legal register as required at which time an evaluation is carried out. Evaluation of compliance will be managed in the following ways:

- Continual monitoring of HSEQ requirements.
- Reviews at all levels of the business to ensure local, national, and international compliance is monitored.
- Implement processes in the business to evaluate compliance.
- Implement processes to correct any compliance deficiencies and prevent recurrence

## 9.0 Performance Evaluation

### 9.2 Internal Audit

#### 9.2.1 General

INFRATEC conduct internal audits at planned intervals to provide information on whether the IMS conforms to:

- The Company's requirements for our IMS.
- The requirements of the international standards BS ISO 45001:2018, BS EN ISO 14001:2015, BS EN ISO 9001:2015 and NHSS8.
- Ensure the integrated management system is effectively implemented and maintained.

#### 9.2.2 Internal Audit Programme

INFRATEC plan, establish, implement and maintain an audit programme [\[IMD 025 HSEQ Internal Audit Schedule\]](#) which will take into consideration the importance of the processes concerned, changes affecting The Company, and the results of previous audits.

To ensure the Internal Audit Programme is effective INFRATEC will:

- Define the audit criteria and scope for each audit.
- Select auditors and conduct audits to ensure objectivity and impartiality of the audit process.
- Ensure that the results of the audits are reported to relevant management.
- Take appropriate correction and corrective action without undue delay.
- Retain documented information as evidence of the implementation of the audit programme and the audit results.

Periodic internal audits are conducted to determine whether the IMS conforms to planned arrangements for Occupational Health and Safety, Environmental and Quality Management and the requirements of the associated International Standards.

These audits are to assess the strengths and weaknesses of the IMS and review the efficiency and effectiveness of other activities and support processes, internal audits are carried out at least annually.

The scheduling of internal audits is flexible to allow for changes in emphasis and based on the findings of previous audits and input from auditees and other interested parties.

Internal audits will typically address adequate documentation, effective implementation, capability of processes, key characteristics of operations to meet objectives, competence of people, and opportunities for improvement.

Internal audits will include the scope of NHSS8 and will include on site activities at least every twelve months, where contracts do not provide continuous working on site throughout a full year, visits shall be conducted on a pro-rata basis to ensure a consistent approach across site activities.

Audits are scheduled based on the status and importance of the activity. Audits and follow-up actions are carried out by trained personnel any new Auditors will receive appropriate training.

The Compliance Manager may reduce or increase the time scale between audits depending upon the importance of the audit criteria and previous audit results.

The nominated Auditor will review the appropriate documents prior to the audit, and prepare an [\[IMD 026 Internal Audit Check List Report\]](#) designed to look for objective evidence of compliance, which may include any relevant findings from previous audits. The Auditor will ensure that all relevant references have been included in the audit documentation ensuring objective evidence is obtained.

The Auditor will conduct the audit using the Audit Checklist as a guide. Concise and precise statements of the evidence seen to support compliance or non-compliance must be entered, with relevance to documents, processes, dates, and personnel interviewed during the audit.

The Auditor will complete internal audit checklist, stating the results of the audit.

The internal audit checklist will be sent to the Compliance Manager and the auditee, if an Audit identifies further actions to be carried out, a follow up audit will be arranged.

The Compliance Manager will ensure that all records of internal audits are retained for discussion at the management review meeting prior to filing. Internal audits are reviewed annually by the Compliance Manager to address updates, improvements and feed back into the system.

## 9.0 Performance Evaluation

### 9.3 Management Review

INFRATEC Management Review process is planned and includes the following considerations:

At least Annually the Managing Director will organise a management meeting with the SMT to review performance, issues and improvements.

The SMT reviews the IMS at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. The review includes assessing opportunities for improvement, and the need for changes to the IMS, including the HSEQ policies and objectives.

These Management Review Meetings will periodically include the following inputs when applicable along with any other business, each input will be reviewed at least annually:

#### Review Inputs

- Follow-up actions from previous management reviews.
- Results of Internal and External Audit Findings and evaluations of compliance with legal requirements and with other requirements and recommendations for future Audits.
- Review of Risk Assessments.
- Consultation and Participation of Workers [HSEQ Meeting outputs].
- Review of Customer feedback [including Concerns/complaints/communication[s] from other external interested parties]
- Review information about other external and internal issues. These may include positive/negative factors or conditions for consideration arising from [External context i.e. legal, technological, competitive, market, cultural, social and economic environments, whether, national, regional or local. As well as internal context i.e. considering issues related to values, culture, knowledge and performance of the organisation].
- Review continuing suitability and the effectiveness of conformance to NHSS8.
- Review Legal and Other Requirements [New Legislation and Register & changing circumstances]
- Register Environmental of Aspects & Impacts [Review of Significant Impacts & changing circumstances]
- Review Progress on Objectives and Targets and process Performance. [The extent to which objectives and targets have been met]
- Review of Resources and Training.
- Review resource usage
- Review of Supplier Performance.
- Status of preventive and corrective actions.
- Review Operational Controls:
  - Operational Controls [HSEQ].
  - Process performance and product conformity.
  - Review of Incidents, Accidents and Complaints Statistics [Cause Analysis].
  - Review of Maintenance Activities.
  - Review Emergency Preparedness.
- Changes that could affect the IMS [consideration of relevant changes in external and internal issues] .
- Recommendations for improvement.
- A.O.B.

#### Review Outputs

The primary outputs of Management Review Meetings are management actions or corrective action logs to make changes or improvements to our IMS and the provision of resources needed to implement these actions.

Responsibilities for required actions are assigned to members of the SMT. Any decisions made during the meeting, assigned actions, and their due dates are recorded After the Management Review meeting, output is prioritized by the Managing Director, output may include but not be limited to the following:

- Review HSEQ Policies and Organisation.
- Improvement of the effectiveness of the integrated management system and its processes.
- Improvement of product related to customer requirements.
- Resource needs.
- HSEQ Objectives and Time Scales. [Continual Improvement].

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

**NOTE:** - The above inputs will be reviewed by SMT at least annually and when applicable. along with any other business, at other SMT meetings. Records from management reviews are maintained.

## 10 Improvement

### 10.1 General

INFRATEC has determined and selected opportunities for improvement and implement necessary actions to achieve the intended outcomes of its IMS.

These will include:

- Improving occupational health & safety, environmental impacts, products and services to meet requirements as well as to address future needs and expectations.
- Correcting, preventing, or reducing undesired effects.
- Improving the performance and effectiveness of the IMS.

### 10.2 Incident, nonconformity and corrective action

INFRATEC has established, implement and maintain a process[s], including reporting, investigating and taking action, to determine and manage incidents and nonconformities.

- When an incident or a nonconformity occurs, including any arising from complaints, The Company will:
  - React in a timely manner to the incident or nonconformity and, as applicable:
    - take action to control and correct it.
- Deal with the consequences, including mitigating adverse impacts.
- Evaluate, with the participation of workers and the involvement of other relevant interested parties, the need for corrective action to eliminate the root cause[s] of the incident or nonconformity, in order that it does not recur or occur elsewhere, by:
  - Investigating the incident or reviewing the nonconformity;
  - Determining the cause[s] of the incident or nonconformity;
  - Determining if similar incidents or nonconformities exist, have occurred, or could potentially occur.
- Review existing assessments of occupational health & safety risks and other risks, as appropriate.
- Determine and implement any action needed, including corrective action, in accordance with the hierarchy of controls and the management of change.
- Assess occupational health & safety risks that relate to new or changed hazards, prior to taking action.
- Review the effectiveness of any action taken, including corrective action;
- Update risks and opportunities determined during planning if necessary
- Make changes to the IMS, if necessary.

Corrective actions will be appropriate to the significance of the effects or potential effects of the incidents or nonconformities encountered, including the environmental impact[s].

The Company will retain documented information on [\[IMD 031 Corrective Action Request Form\]](#) as evidence of the nature of the incident or nonconformities and any subsequent actions taken and the results of any action and corrective action, including their effectiveness.

Where applicable The Company will communicate this documented information to relevant workers, and other relevant interested parties.

Complaints received via the HEA, as administrator of HERS, or via the SSAC will be investigated and corrective action completed as soon as practicable and no later than six months from the date of being advised of the complaint.

Corrective action following HEA Technical Audits shall be completed as soon as practicable and no later than six months from the date of the audit.

### 10.3 Continual improvement

INFRATEC will continually improve the suitability, adequacy and effectiveness of the IMS by:

- Enhancing Occupational Health & Safety, Environmental and Quality performance.
- The Analysis incidents, nonconformities, environmental impacts, near miss reporting and corrective actions.
- Promoting a culture that supports the IMS.
- Promoting the participation of workers in implementing actions for the continual improvement of the IMS.
- Communicating the relevant results of continual improvement to workers.
- Maintaining and retaining documented information as evidence of continual improvement.

INFRATEC will maintain and retain documented information as evidence of continual improvement on [\[IMD 036 Continuous Improvement Log\]](#).