*This template is intended as a tool to prepare records of Management Review Meetings. Please complete each section; this form may be used as the final report, or used as a template to type and publish more formal Management Review Meeting records. At all stages, management must consider proper, proactive measures to take to improve the company, and where it is necessary to apply preventive action. CAR Forms filed in last section of this template.*

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| **MR Ref:** **MR15 Date of Review:** 19/12/23 **Recorded by:** Lee Payne |

**In attendance:**

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| **NAME** |  | **TITLE** |
| Lee Payne |  | Commercial Manager |
| David Bullock |  | Managing Director |
| Lee Ratcliff |  | Operations Director |
| Bill Hamilton |  | Financial Controller |
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**Absent:**

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| **NAME** |  | **TITLE** |
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*For absent members, the minutes of this meeting must be sent to them afterwards, and opportunity for review and comment given. Any comments, changes, or additional inputs from these individuals must be incorporated into the final minutes or issued as an addendum.*

1. **Follow-up actions from previous management reviews**

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| **Action** |  | **Result** |
| ISO stage 2 audit outcomes |  | Pleasingly all stage 2 audits completed successfully. Rec-certification of 9001 also completed with one minor NCR raised which was managed through CAR17 |
| BF72 VYL fault |  | Fault has now been resolved by manufacturer. To be monitored via fleet management processes |
| Potential relocation |  | Negotiations still ongoing. Continue to explore any opportunities that arise |
| ERP system |  | Funding in place. Introduction to be postponed for this moment in time due to workload. |
| Requirement for Hardware Engineer |  | No requirement as yet. To be monitored |
| Helen Medcalf's replacement |  | Any replacement to be placed on hold due to budgetry restraints. |
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1. **Results of Internal and External Audits**

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| **Internal Audits** |  | **Recommendations** |
| IA005 |  | 1 Minor NCR - CAR11 raised and closed |
| IA006 |  | No NCR raised |
| IA007 |  | No NCR raised |
| IA008 |  | No NCR raised |
| IA008 |  | No NCR raised |
| IA009 |  | 1 OFI - CAR12 |
| IA010 |  | No NCR raised |
| IA011 |  | No NCR raised |
| IA012 |  | No NCR raised |
| IA013 |  | No NCR raised |
| IA014 |  | No NCR raised |
| IA015 |  | 1 Minor NCR - CAR13 |
| IA016 |  | 1 Minor NCR - CAR15 |
| IA017 |  | No NCR raised |
| IA018 |  | No NCR raised |
| IA019 |  | No NCR raised |
| IA020 |  | No NCR raised |
| IA021 |  | 1 OFI - CAR14 |
| IA022 |  | 1 OFI - CAR16 |
| IA023 |  | No NCR raised |
| IA024 |  | No NCR raised |
| IA025 |  | No NCR raised |
| IA026 |  | No NCR raised |
| IA027 |  | No NCR raised |
| IA028 |  | No NCR raised |
| IA029 |  | No NCR raised |
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| **External Audits** |  | **Recommendations** |
| 09/10/23 - ISO 9001:2015 NHSS8 - Stage 2 |  | No NCR raised |
| 23/10/23 - ISO 14001:2015 - Stage 2 |  | No NCR raised |
| 25/10/23 - ISO 45001:2018 - Stage 2 |  | No NCR raised |
| 21/11/23 - ISO 9001:2015 Recertification |  | 1 minor NCR raised - CAR17 raised |
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1. **Review of Risk Assessments**

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| **Risk Assessment** |  | **Recommendations** |
| RA001 |  | Reviewed and confirmed |
| RA002 |  | Reviewed and confirmed |
| RA003 |  | Reviewed and confirmed |
| RA004 |  | Reviewed and confirmed |
| RA005 |  | Reviewed and confirmed |
| RA006 |  | Reviewed and confirmed |
| RA007 |  | Reviewed and confirmed |
| RA008 |  | Reviewed and confirmed |
| RA009 |  | Reviewed and confirmed |
| RA010 |  | Reviewed and confirmed |
| RA011 |  | Reviewed and confirmed |
| RA012 |  | Reviewed and confirmed |
| RA013 |  | Reviewed and confirmed |
| RA014 |  | Reviewed and confirmed |
| RA015 |  | Reviewed and confirmed |
| RA016 |  | Reviewed and confirmed |
| RA017 |  | Reviewed and confirmed |
| RA018 |  | Reviewed and confirmed |
| RA019 |  | Reviewed and confirmed |
| RA020 |  | Reviewed and confirmed |
| RA021 |  | Reviewed and confirmed |
| RA022 |  | Reviewed and confirmed |
| RA023 |  | Reviewed and confirmed |
| RA024 |  | Reviewed and confirmed |
| RA026 |  | Reviewed and confirmed |

Risk assessments uoloaded to Risk and PUWER Assessment Register on Airtable

1. **Consultation and Participation of Workers**

First bi-annual SHEQ team meeting held with staff (HSEQ01). Was positively received by those that attended.No actions arising

Reviewed IMD013 Communication matrix. No changes.

Various toolbox talks have been held:

- Changing Forkilft Truck LPG Cylinder - 23/10/23

- Environmental Awareness - 12/10/23

- Fire & Emergency Evacuation - 12/10/23 and 20/10/23

- Hand pallet truck - 23/10/23

- Housekeeping - 23/10/23

- Noise - 23/10/23

- Use of Knives - 23/10/23

- Working from Height - Falling Objects - 22/09/23

1. **Review customer feedback.** *Discuss customer feedback, customer satisfaction and complaints not already discussed as part of the CAR system review.*

Lee Ratcliff fed back that he has spoken to James Goodwin of Colas and John McDonagh of McCanns and both have asked to pass on their thanks to the team for their continued professionalism and quality of work.

Lee Payne explained that an agenda item has now been added to the bi-annual SHEQ meeting to allow for this feedback to be trickled to the team but has asked for Dave Bullock to pass this specific feedback on to the team as it will be a while until the next meeting.

No complaints received.

1. **Review of internal and external issues of concern.** *Review the IMD001 Interested Parties and Analysis and update it with any new or revised issues of concern.*

IMD001\_A\_01 reviewed. No updates/changes.

1. **Review continuing suitability and the effectiveness of conformance to NHSS8**

No CARs raised relating to NHSS8. Suitability and effectiveness agreed to be conforming.

1. **Review Legal and Other Requirements.** *Review any new legislation and register & changing circumstances on IMD002 Legal Register & Evaluation of Compliance*

IMD002\_A\_01 Legal Register & Evaluation of Compliance reviewed and accepted to be correct with no changes.

1. **Review Environmental of Aspects & Impacts.** *Review of significant impacts & changing circumstances on IMD003 Environment Aspects Register.*

IMD003\_A\_01 Environment Aspect Register reviewed and accepted to be correct with no changes.

1. **Review of resources needed to maintain and improve the effectiveness of the company and its integrated management system.** *Discuss resource needs for each of the following points.*

**EQUIPMENT RESOURCES REQUIREMENTS:**

Lifting bags procured for safe lfting of sign bracketery.

Some vans are now becoming old though we have a requirement to increase the fleet. Disposal and acquisition options to be explored.

**WORK ENVIRONMENT & INFRASTRUCTURE REQUIREMENTS:**

Continued need for yard space and larger storage. Negotiations still taking place regarding potential relocation. All members of SMT involved in the project.

Advanced discussions taking place regarding the purchase of an ERP system.

**INTEGRATED MANAGEMENT SYSTEM & OTHER RESOURCE REQUIREMENTS:**

None.

**HUMAN RESOURCES & TRAINING NEEDS:**

Depending on the outcome of the national Highways tender, we will need to recruit a Hardware Engineer.

Admin duties from Helen Medcalf leaving will be picked up by Lee Payne, Paul Rye and Matt Davidson.

Training requirements continue to be managed by Dan McCann using SkillStation and HERS portal. Training expiring in 30 and 60 days reviewed.

1. **Review of the effectiveness of training and training programs in place.** *Include opportunities for improvement for training.*

All staff key skills and accreditations remain up to date.

1. **Review of suppliers.** *Discuss issues regarding suppliers of critical materials, hardware or software. Review supplier performance and any quality or delivery issues. Review open supplier corrective action notices issued since last meeting. Note any trends for individual suppliers. Indicate changes of supplier status or restrictions.*

No CARs raised relating to suppliers.

1. **Review Operational Controls:**

**OPERATIONAL CONTROLS [HSEQ]**

Risk assessments now created and have been approved and trained out to relevant staff.

Likewise, COSHH assessments are also created, approved and trained to relevant staff.

**PROCESS PERFORMANCE AND PRODUCT CONFORMITY**

No NCR's.

**REVIEW OF INCIDENTS, ACCIDENTS AND COMPLAINTS STATISTICS [CAUSE ANALYSIS]**

Incident Register on Airtable reviewed. No incidents or accidents.

No complaints.

**REVIEW OF MAINTENANCE ACTIVITIES**

Asset & Preventative Maintenance Register on Airtable reviewed.

No items with maintenance overdue.

No Items due in the next 30 days either

**REVIEW EMERGENCY PREPAREDNESS**

IMD021\_A\_01 Emergency Preparedness and Response Plan and IMD043\_A\_01 - Fire and Emergency Evacuation Plan documents reviewed.

Fire drill completed on 13/10/23

1. **Review of the HSEQ Policies for current adequacy, and the need for changes to it.** Review the Policies to ensure it still represents the company’s goals.

HSEQ Polices reviewed and accepted as is.

HSEQ Polices need revision. Following changes recommended:

1. **Review of risks.** *Review the Risk Register within IMD001 Interested Parties and Analysis with a focus on managing the negative risks indicated therein, and assessing the effectiveness of actions taken to date.*

IMD001\_A\_01 - Interested Parties and Analysis reviewed and accepted as is.

1. **Review of opportunities.** *Review the Opportunity Register within IMD001 Interested Parties and Analysis with a focus on managing the positive opportunities indicated therein, and assessing the effectiveness of actions taken to date.*

IMD001\_A\_01 - Interested Parties and Analysis reviewed and accepted as is.

1. **Status of corrective and preventive actions via the CAR System.** *Review overdue CARs. Review trends indicated by the CARs filed.*

Corrective Actions Register on Airtable reviewed.

Open

CAR12 - Assigned to Lee Payne - Due 31/10/24 (low priority)

CAR15 - Assigned to Lee Payne - Due 31/03/24 (medium prority)

CAR16 - Assigned to Lee Payne - Due 31/10/24 (low prority)

No indentifiable trend identified.

Lee Payne to continue manage CAR system.

1. **Review Progress on Objectives and Targets and the extent in which objectives and targets have been met.**

Pleasingly all objectives and targets for 2023 have been met.

Session arranged for 04/01/24 to agree 2024 objectives and targets.

1. **Update the Strategic Direction of the company***. Include or attach the updated Strategic Direction.*

No change

1. **Discuss the overall performance of the IMS any changes to the company that may affect the IMS system.** Include new opportunities for improvement**.**

The recent re-certification of 9001:2015 and the successful completion of stage 2 for ISO 45001 and 14001 shows our enhanced IMS meets the standards and that we have a system to drive the business forward.

Potential ERP system will change the way or working and therefore would have a impact on the IMS. To be kept under review.

1. **Note other recommendations for improvement to the company’s products, services, and/or IMS.** *Include explanation of any changes to the IMS that have been deemed necessary.*

Design management process could do with a review. Lee Payne assigned to this task (relates to CAR15).

1. **Review environmental management performance.** *Use Environment Management Log to identify issues, areas of improvement and trends*

No issues or areas of improvement and trends identified.

1. **Review and discuss any amendments to environmental management procedures to ensure effectiveness in reducing/preventing significant impacts on the environment**

System seems to be working well with no issues arising.

1. **Note follow-up activities from prior Management Review issues.**

As item 1

1. **Set date for next Management Review:**

11/06/24

1. **CARs FILED:**

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| **Line Item or**  **CAR #** | **Corrective / Preventive OFI?** | **Nature of Issue** |
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1. **ITEMS FOR FOLLOW-UP AT NEXT MEETING***: Read through the entire minutes above and copy any items that need to be looked at again, or followed up on, at the next meeting.*
2. Some vans are now becoming old though we have a requirement to increase the fleet. Disposal and acquisition options to be explored.
3. Continued need for yard space and larger storage. Negotiations still taking place regarding potential relocation.
4. Session arranged for 04/01/24 to agree 2024 objectives and targets.
5. Potential ERP system will change the way or working and therefore would have a impact on the IMS. To be kept under review.
6. Design management process could do with a review. Lee Payne assigned to this task (relates to CAR15).