*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:** **MR16 Date of Review:** 11/06/2024 **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** |
| Some vans are now becoming old though we have a requirement to increase the fleet. Disposal and acquisition options to be explored |  | SWB van acquired in April - KM73 UMW  SWB van acquired in April - WD73 OGL  SWB van disposed in May - BF64 XMY  Net increase of 1 |
| Continued need for yard space and larger storage. Negotiations still taking place regarding potential relocation. |  | Ongoing |
| Session arranged for 04/01/24 to agree 2024 objectives and targets. |  | Session held, new targets and objectives issued as part of IMD004\_B\_01 - HESQ Objectives & Targets Program |
| Potential ERP system will change the way or working and therefore would have a impact on the IMS. To be kept under review. |  | ERP system introduction put on hold due to suitability of identified system. |
| Design management process could do with a review. Lee Payne assigned to this task (relates to CAR15). |  | Ongoing |
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1. **Results of Internal and External Audits**

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| **Internal Audits** |  | **Recommendations** |
| IA030 |  | No NCR raised |
| IA032 |  | No NCR raised |
| IA034 |  | No NCR raised |
| IA036 |  | No NCR raised |
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| **External Audits** |  | **Recommendations** |
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1. **Review of Risk Assessments**

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| **Risk Assessment** |  | **Recommendations** |
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No Risk assessments to be reviewed.

1. **Consultation and Participation of Workers**

Second bi-annual SHEQ team meeting held with staff (HSEQ02). Lee Payne said that it had seemingly been well received and provided another opportunity to explain the IMS and various aspects of it again which is always good.

Reviewed IMD013 Communication matrix. No changes.

One toolbox talk has been held:

- PPE - 25/04/924 (following CAR19)

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

No tangible customer feedback received since last MRM.

Lee Payne confirmed that the last feddback was cascaded as part of the SHEQ meeting in March (HSEQ02).

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:**

It was discussed that due to the age of the small regid HIAB, we should investigate the cost and timescales of a replacement unit. Dave Bullock to get quotes from Macs and Lee Payne to subsequently get finance options.

**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.

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

None.

**HUMAN RESOURCES & TRAINING NEEDS:**

No need to recruit a Hardware Engineer at this moment in time.

Investigate the possibility of recruiting apprentices to work on engineering duties. Dave Bullock to investigate.

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 and COSHH assessments published and trained out 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.

Incident ID 1 discussed and analysis and findings reviewed.

No complaints.

**REVIEW OF MAINTENANCE ACTIVITIES**

Asset & Preventative Maintenance Register on Airtable reviewed.

No items with maintenance overdue.

various Items due in the next 30 days including all ladders, air conditioning units, roller shutters and sectional doors. Lee Payne confirmed, time allocated or providers have been contacted to carry out the PM.

Pleasingly, the Asset & Preventative Maintenance Register is working well.

LP mentioned that when PAT testing was carried out last year, all portable appliances were marked as to be retested in 12 months and this means all appliances are currently due again in July. Whilst the test from last year covers us from a statutory point-of-view, LP raised if we should revise the plan for a July retest to December when the engineer can more easily be assigned to the task. DB and LR both agreed and ratified.

**REVIEW EMERGENCY PREPAREDNESS**

IMD021\_A\_01 Emergency Preparedness and Response Plan and IMD043\_A\_01 - Fire and Emergency Evacuation Plan documents reviewed. No changes.

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). Agreed to extend due date to 31/12/24

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

New & Open

CAR21 - Due by 21/07/24

CAR23 - Due by 21/07/24

CAR24 - Due by 21/07/24

New & Closed

CAR18

CAR19

CAR20

CAR22

CAR25

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.**

Objectives and targets reviewed for 2024. Current performance against them reviewed.

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**.**

System is performing well with no real issues

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). - ongoing.

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:**

16/12/24

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. It was discussed that due to the age of the small rigid HIAB, we should investigate the cost and timescales of a replacement unit. Dave Bullock to get quotes from Macs and Lee Payne to subsequently get finance options.
3. Continued need for yard space and larger storage. Negotiations still taking place regarding potential relocation.
4. Investigate the possibility of recruiting apprentices to work on engineering duties. Dave Bullock to investigate.
5. Design management process could do with a review. Lee Payne assigned to this task (relates to CAR15)