INTEGRATED
QUALITY & ENVIRONMENTAL
MANAGEMENT SYSTEM
POLICY MANUAL

ISO 14001:2015
ISO 9001:2015

Head office	**London West End Office**
3 Bansons Yard	3rd Floor South
High Street	14 – 18 Heddon Street
Ongar, Essex	London
CM5 9AA	W1
IMS Copy Number 1	IMS Copy Number 2

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1.0   UNDERSTANDING THE ORGANISATION AND ITS CONTEXT

The foundations of Property Support Services (PSS) were laid 40 years ago. Born out of family values, we have since evolved to become more than a family business. The morals remain but the structure has advanced in line with today's more demanding environment.

With a diverse and enviable client list that represents some of the biggest names in the public and private sector, retail and leisure, educational establishments and entertainment venues, we are extremely honoured to be associated with the companies who choose to work with us.

We have no doubt that the reason PSS continues to grow is because of our passion and commitment to service delivery and our unwavering approach to "be there for your client". We are strong believers that visibility and service go hand in hand and maintaining clear and open channels of communication between us and our clients is a hallmark of PSS.

Our focus is on developing long term relationships with our customers and creating opportunities to all our employees through training and motivation.

Our services are provided to customers within the UK.

Mick Rust, our Managing Director recognises the forces that are present for the business and how they relate to us.
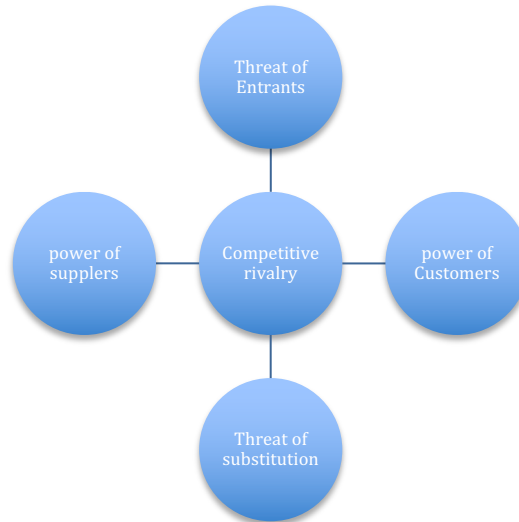
The size of the business and the involvement of Mick Rust and the other Senior Managers in all aspects of the business means that we have a good general understanding of the business and its context. To provide a consistent approach to determining and reviewing the context we have in place a process that identifies the external and internal issues that are relevant to the business, its purpose and its strategic direction.

The process is -

Annually:

- We undertake a SWOT review (Strengths. Weaknesses. Opportunities. Threats) to look at internal issues.

- We undertake a PESTLE review (Political. Environmental. Social, Technological. Legal. Ethical) to look at external issues.

- We consider the environmental issues that we may affect as a business and those environmental conditions that may affect or impact on us. We do this via:

- PESTLE/SWOT Analysis
- Reviews of our environmental aspects and impacts,
- Reviews of our legal compliance obligations
- Review of future changes in statutory and regulatory requirements, when they become known to us.

We review changes in external/internal issues that are relevant to the management system as part of the management review.

Adhoc basis:

1. Where it is identified that a potentially significant issue arises / becomes known, then a review of the SWOT/PESTLE, Environmental aspects/impacts, legal compliance obligations and statutory/regulatory requirements position may be undertaken at the request of the top management.

Refer to: IMS Supplementary document

2.0　UNDERSTANDING THE NEEDS AND EXPECTATIONS OF　INTERESTED PARTIES

We conduct an annual exercise of stakeholder/interested party needs and expectations. This is done to ensure that we remain aware of potential changes in expectations that we should consider.

We undertake this exercise in order to understand and anticipate needs or expectations affecting customer requirements and customer satisfaction and to determine the needs and expectations that may become environmental compliance obligations.

Refer to: IMS Supplementary document

3.0　DETERMINING THE SCOPE OF THE INTEGRATED MANAGEMENT SYSTEM

In determining the scope of the integrated management system we have considered what we do, where we do it from, what elements of our activities fall within the requirements of 9001:2015, 14001:2015 and those that do not.

The system covers:

- **Contractual Commercial Cleaning.**

Which we provide to clients within the UK, from our facility in Ongar, CM5 9AA at customer's locations.

Deemed not applicable to the management system:

- Design and development of product – We do not design or develop any product therefore this element is deemed not applicable to our system.

- Post-delivery activities – We have determined that our services have no post-delivery element to them and are therefore this element is deemed not applicable

The scope of the system is:

Contractual Commercial Cleaning

4.0 INTEGRATED MANAGEMENT SYSTEM AND ITS PROCESSES

We have established, implemented, maintain and strive to improve this integrated management system, including the processes needed and their interactions, in accordance with the requirements of 9001:2015 and 14001:2015.

4.1 Process approach

The following has been determined:

- The inputs required and the outputs expected from each process
- The sequence and interaction of these processes
- The risks to conformity of goods and services and customer satisfaction if unintended outputs are delivered or process interaction is ineffective
- The criteria, methods, measurements, and related performance indicators needed to ensure that both the operation and control of these processes are effective;
- The resources required to ensure their availability

The identified processes:

- Have assigned owners with responsibilities and authorities for the processes
- Are monitored, analysed and changed, if needed, ensuring that they continue to deliver the intended requirements
- Reviewed, to allow improvement of these processes where it is necessary

Refer to: IMS Supplementary document

5.0   LEADERSHIP
5.1   LEADERSHIP AND COMMITMENT

Our top management demonstrate leadership, commitment and accountability with respect to the integrated management system by:

- Ensuring that policies and objectives are established and are compatible with our strategic direction and context
- Ensuring the policies are understood and followed
- Ensuring the integration of the system requirements into the business processes
- Promoting awareness of the process approach
- Ensuring that the resources needed for the system are available
- Communicating the importance of effective integrated management system management and of conforming to the system requirements and the requirements of goods and services
- Ensuring that the system achieves its intended outputs
- Engaging, directing and supporting employees to contribute to the effectiveness of the system
- Promoting improvement and innovation
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility

5.1.1 CUSTOMER FOCUS

We have no doubt that the reason PSS continues to grow is because of our passion and commitment to service delivery and our unwavering approach to "be there for your client". We are strong believers that visibility and service go hand in hand and maintaining clear and open channels of communication between us and our clients is a hallmark of PSS.

We believe lasting relationships are built on clarity, complete honesty and trust. In these times of intense competition, narrow margins and cost cutting, the temptation to cut corners is stronger than ever but at PSS honesty is a fundamental principle; we have a deep duty of care to our clients and believe in absolute transparency in our work.

We have in place a process for enquiry and order handling, with a focus on enhancing customer satisfaction.

This process takes into consideration:

- Customer requirements and how to meet them
- Risks which can affect conformity of goods and services and customer satisfaction are identified and addressed
- Any applicable compliance obligations, statutory and regulatory requirements
- Matching staff to contracts

We believe lasting relationships are built on clarity, complete honesty and trust. We have in place a process for enquiry and order handling, with a focus on enhancing customer satisfaction.

Refer to: Section 8 – Operations

5.2   INTEGRATED MANAGEMENT SYSTEM POLICY

It is our policy to develop and organise our systems of management in such a way that they comply with the requirements of ISO 9001:2015 and 14001:2015, any statutory, regulatory or compliance obligations and are clearly focused upon providing assurance to clients that their requirements and specifications will be met in full.

The management of quality and environment involves every aspect of the business and Mick Rust will ensure that everyone associated with the business are fully aware of the need to support the operation of the integrated management system. Our relationships are driven by integrity; honesty & fairness maintained through respect & communication and built on accountability, performance, perseverance & achievement. We will use innovation, training & technology to continuously improve and promote advancement & development through teamwork, recognition & reward. These values will help us reach our goal of achieving excellence.

We are committed to:

➢   The continual improvement of the integrated management system.

➢   Satisfying all applicable regulatory, customer and other requirements

➢   Fulfilling our compliance obligations

➢   Establishing and monitoring appropriate objectives and to use these to develop the company

➢   The protection of the environment, including the prevention of pollution

➢   Ensuring that all members of staff or anyone working on our behalf understand the importance placed on the management system, this policy, the objectives and their role in supporting them;

➢   Ensuring the policy is publically available to any interested parties

➢   Reviewing this policy for continuing suitability.

This Policy is Authorised for issue by:

…………………………   19/04/2024……

Mike Jones   Date
Managing Director

Note:

Standalone version of this policy are displayed within the facility and the policy is publicly available to any interested parties on request via the Operational Support Manager.

5.3   ORGANISATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES

We as a business have a management structure appropriate to the ethos and commitment determined by Mick Rust, our Managing Director.

Angus Pearce, the Operational Support Manager amongst other tasks, is responsible for the maintenance of the integrated management system.

Individual members of staff are employed on the basis of education, training and experience and are expected to complete the tasks assigned to them with the minimum of supervision.

We have communication flows to ensure that responses to enquiries; the planning and fulfilment of client answering services scripts and processes all happen in sequence and at a time that ensures that the service is delivered to times agreed with the client.

Top management have ensured that the responsibilities and authorities for relevant roles are assigned and communicated and are accountable for the effectiveness of the integrated management system and have assigned responsibility and authority.

MANAGING DIRECTOR
Specific responsibilities are:

- The overall commercial, operational and performance of the company.
- Promoting awareness of the process approach
- Approval of the Integrated Management System

CHIEF OPERATING OFFICER
Specific responsibilities are:

- To ensure all aspects of daily operations run effectively and efficiently
- Planning by prioritizing customer, employee and organisational requirements and ensuring the integrated management is adhered to by all members of staff.
- Maintaining and monitoring staffing levels, Knowledge, skills, attributes, expectations and motivation, to fulfil organisational requirements.
- Ensuring that all work done, meets the required standards and is done in accordance with the company's documented processes.

OPERATIONAL SUPPORT MANAGER
Specific responsibilities are:

- Acting as the company's Integrated Management System "Representative". He has the overall authority, responsibility and accountability to maintain the system to meet the requirements of ISO9001:2015 and ISO14001:2015, as applied to the company's strategic direction, activities and context.
- Supporting the MD in promoting the awareness of the process approach.
- Convening the management review meetings and ensuring that the system audits are conducted in accordance with requirements.
- Assisting the COO with ensuring that all the aspects of the daily operations are being performed as they should be.

- Co-ordination and management of all sub-contractors ensuring that their documentation is in place.
- Liaison with the COO and provide support to operations Managers
- Providing Health & Safety support and advice to the company.

OPERATIONAL MANAGERS
Specific responsibilities are:

- To plan, direct and co-ordinate the operations of the company.
- To ensure all Supervisors, Managers and Operatives have undertaken sufficient training and are competent to complete their roles and that this has been recorded and documented.
- To audit and inspect sites to ensure completed tasks have been carried out to the required standards and that all H&S procedures are implemented ad documentation is in place and available on site.

OFFICE MANAGER
Specific responsibilities are:
- To support Operations by maintaining effective and efficient office systems and to support and supervise office staff.
- Ensuring all aspects of office administration is carried out by the administration relevant to their specific roles, especially with regard to the processing of enquiries and orders and maintaining customer records.
- Maintaining customer files and records
- Developing and maintaining the company's Approved Suppliers List.

PROCESS OWNERS
Any individual within the business that act as a process owner is responsible for:

1. Understanding the process that they are owners of
2. Knowing the risks that could effect the process
3. Knowing the objectives of the process
4. Knowing how the process is monitored/measured
5. What opportunities there are within the process

STAFF
It is the responsibility of all staff to ensure that suitable records are maintained, systems are adhered to and that the Documented management System is up to date and effective.

CONSULTANT
Specific responsibilities are:

- Providing the company with management advice, primarily but not exclusively, with the aim of achieving and maintaining third-party approval for the company.
- Supporting the Operational Support Manager with the integrated management system.
- Producing the internal audit schedule and conducting or supervising the audits.
- Ensuring that the audits are recorded and the necessary corrective actions are carried out within the agreed timescales.
- Ensuring the management system conforms to the requirements of the applicable standards and compliance obligations
- Ensuring that the processes interact and are delivering their intended outputs

- Reporting on the performance of the integrated management system to Top management and any need for improvement

Refer to organisation chart

6.0   PLANNING
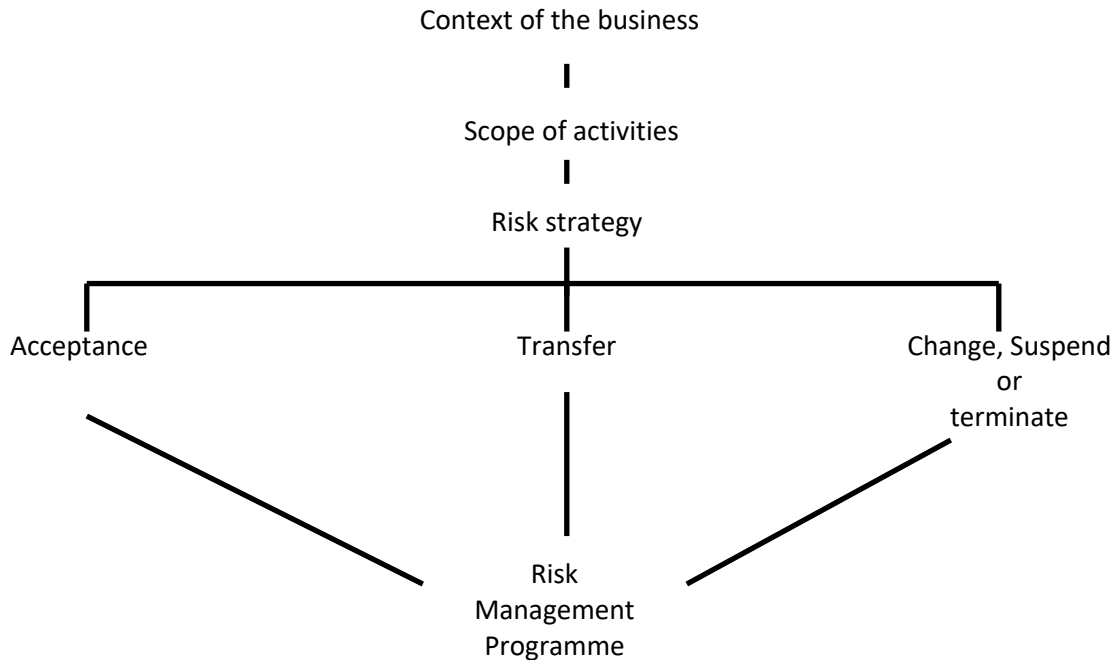## 6.1   ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES

Planning takes into consideration the context of our business and the needs/expectations of interested parties, our compliance obligations and the need to prevent or reduce any external environmental issues that can affect us as a business.

We also have a requirement to:

- Determine the risks and opportunities and where needed, address them.
- Determine potential environmental emergency situations, including those that can have an environmental impact.

Any actions taken to address risks and opportunities are to be proportionate to the potential effects on conformity of goods and services, the environment and customer satisfaction.

The risk appetite of the business is determined by Mick Rust, in relation to the following: risk avoidance, risk mitigation or risk acceptance.

Context of the business

Scope of activities

Risk strategy

Acceptance   Transfer   Change, Suspend or terminate

Risk Management Programme

The outcome of the planning consideration should:

- Assure the quality management system can achieve its intended outcome(s)

- Assure that the organisation can consistently achieve conformity of goods and services and customer satisfaction
- Prevent, or reduce, undesired effects
- Achieve improvement

We have planned:

Actions to address these risks and opportunities, and how to integrate and implement the actions into its quality management system processes and evaluate the effectiveness of these actions.

6.1.2   ENVIRONMENTAL ASPECTS

We have examined our activities to determine its significant environmental aspects and will continue to review them.

The relative significance of the aspects is a factor that is used to determine objectives, targets and operational controls.

We will take action to address our significant environmental aspects (scored as 15 or above) and evaluate the effectiveness of any actions taken.

The Environmental Aspects Register will be reviewed and updated at least annually or in the event of any planned or new developments in the business.

Refer to Assessment of Significant Aspects

6.1.3 COMPLIANCE OBLIGATIONS

We have determined at a sufficiently detailed level the compliance obligations related to our environmental aspects and how to apply these. Our compliance obligations include legal requirements that we must comply with in the UK and other requirements such as but not limited to:

- Agreements with public authorities or customers
- Organisational requirements
- Voluntary principles or codes of practice
- Obligations arising under contractual arrangements with the organization

We also take these in to consideration when establishing, implementing, maintaining and continually improving our integrated management system.

This is documented in our assessment of legal and other requirements

We will take action to address our compliance obligations and evaluate the effectiveness of any actions taken.

6.2   OBJECTIVES AND PLANNING TO ACHIEVE THEM

We have established objectives at relevant functions, levels and processes.

The objectives are to be:

- Consistent with the Integrated management system policy
- Relevant to conformity of goods and services and customer satisfaction
- Measurable
- Designed to take into account applicable requirements, such as environmental aspects and compliance obligations
- Monitored, communicated, and updated as appropriate

Documented information is retained on the objectives.

When planning how to achieve our objectives, we have determined:

- What will be done
- What resources will be required
- Who will be responsible
- When it will be completed
- How the results will be evaluated

6.3   PLANNING OF CHANGES

We understand that change has as an impact on what we do. If change is made without effective consideration on its potential impact, these changes could be detrimental to what we do.

We therefore, undertake change in a planned and systematic manner, identifying risks and opportunities and reviewing the potential consequences of change.

Refer to change management process

7   SUPPORT
7.1   RESOURCES
7.1.1 GENERAL

We determine and provide the resources needed for the establishment, implementation, maintenance and improvement of the integrated management system and consider:

a) The existing internal resources, capabilities and limitations

b) The identification which goods and services are to be sourced externally

It is our policy to have sufficient internal resources to cover our activities.

7.1.2 PEOPLE

We have determined and continue review the requirements we have as a business regarding the people we need for the effective implementation of our integrated management system and for the operation and control of its processes.

Mick Rust provides the management of the business and consider the appropriate levels of staffing required.

7.1.3 INFRASTRUCTURE

We have determined, provide and maintain the infrastructure necessary for our operations at both our Ongar head office, London West End office and the sites we work at to assure conformity of our services and customer satisfaction.

We have determined the infrastructure to include:

- Buildings and associated utilities
- Equipment including hardware and software
- Communication and information systems

7.1.4 PROCESS ENVIRONMENT

We have determined, provide and maintain the environment necessary for our operational activities. We do this to assure the conformity of the services we provide and therefore customer satisfaction.

Our facilities in Ongar and London's West End which are our administration centres. We operate at customer's premises and where practicable consider their suitability in terms of working/process environment.

Mick Rust responds to changes in needs appropriately as the business develops and as circumstances change.

Note:

The process environment includes physical, social, psychological and environmental factors (such as temperature, recognition schemes, ergonomics and atmospheric composition).

7.1.5 MONITORING AND MEASURING RESOURCES

We do operate in circumstances that require us to make use of equipment to confirm the accuracy of measurement.

These are:

- Time & Attendance System (TimeStation Application - used to monitor the time spent on site by employees)

- Portable Appliance Testers

For PAT we have two trained staff who provide the in-house testing of the appliances. We maintain a register of equipment on each site. And the status of testing is tracked by the Contracts Manager

 The PAT equipment is calibrated to traceable National standards.

7.1.6 ORGANISATIONAL KNOWLEDGE

Determined from Mick's extensive knowledge of the industry, business and clients we understand the knowledge required to perform our activities.

In general terms we have identified that there is a need for knowledge and skills at various stages of the processes.

These are:

Understanding customer requirements and sales order processing
Site surveys/inspections
Contract mobilisation
Contract Operations
Staff recruitment (Cleaners)
Purchase order processing
Supplier/Partner monitoring
Goods inwards processing
Non-conformity and corrective action

Office Administration activities have been determined by Mick Rust and deemed to be of lower risk than the operational processes.

Refer to training records

Where addressing changing needs and trends we take into account our current knowledge base and determine how to acquire or access the necessary additional knowledge.

7.2 COMPETENCE

We have:

a) determined the necessary competence of person(s) doing work under our control that affects our performance, and
b) ensured that these persons are competent on the basis of appropriate education, training, or experience;
c) where applicable, we will take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken, and
d) retain appropriate documented information as evidence of competence

We recognise that staff and management, should be competent to go about their work based on their appropriate knowledge, experience, skills and attitude. People are trained to the extent necessary to undertake their assigned activities/responsibilities effectively including any needs

associated with our environmental aspects. We have determined the necessary competences for all staff and will continue to review the competence needs as changes to the business dictate.

We generally recruit staff capable of meeting the technical skill and experience of our activities. Mick Rust is responsible for determining the required competence for employees performing specific tasks and for recommending the training needs of those staff.

The following outlines staff training:

1.   New direct employees and temporary staff receive induction training, including an introduction to the IMS, and the appropriate line Manager gives 'on the job' training.

2.   When the Manager is satisfied that the new or re-trained employee is competent and has a sound knowledge of the operational requirements, this is recorded on the Training Record

3.   Training records are reviewed annually at the Management Review to ensure that the employees are best fitted for the competences required and that any training given or received during the relevant period was effective.

4.   Direct line management maintain the staff training and personal records

5.   Tool-box talks cover Spillage control, silica dust, environmental awareness, emergency preparedness, etc

7.3 AWARENESS

Everyone working under our control (both directly employed staff, or sub-contractors or other partners) is made aware of:

- The integrated management system policy
- Relevant objectives
- Our significant environmental aspects
- Their contribution to the effectiveness of the management system, including the benefits of improved performance
- The implications of not conforming to the integrated management system requirements or not fulfilling our compliance obligations

7.4 COMMUNICATION

We have determined the need for internal and external communications relevant to the integrated management system including:

- On what we will communicate
- When to communicate, and with whom to communicate

Internally:

- Relevant information on the management system, including changes.

- The IMS Policy
- The objectives (to relevant levels) or performance against them

Externally:

- The integrated policy will be communicated to any interested parties who request it and is publicly available.
- We will not publicly communicate our objectives or performance against them.

7.5   DOCUMENTED INFORMATION
7.5.1 GENERAL

Our integrated management system includes:

- Documented information required by 9001:2015 and 14001:2015
- Documented information determined by us as being necessary for the effectiveness of the management system

We have determined the extent of documented information for the management system taking into account:

- The size of our organisation and activities, processes, goods and services
- The complexity of our processes and their interactions
- The competence of staff and people working on our behalf

7.5.2 Creating and updating

In creating and updating documented information we ensure appropriate:

- Identification and description (e.g. a title, date, author, or reference number)
- Format (e.g. language, software version, graphics) and media (e.g. paper, electronic)
- Review and approval for suitability and adequacy

Refer to the Documented Information Procedure

7.5.3 Control of documented Information

Documented information required by the management system and by 9001:2015/14001:2015 is controlled to ensure:

- It is available and suitable for use, where and when it is needed
- It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity)

For the control of documented information the following activities are addressed:

- Distribution, access, retrieval and use

- Storage and preservation, including preservation of legibility

- Control of changes (e.g. version control)
- Retention and disposition

There will be documented information of external origin necessary for the planning and operation of the quality management system that we must been identify and control as appropriate.

Access regarding the permission to view the documented information, or the permission and authority to view and change the documented information is controlled.

The procedure also covers: System access, Protection, Back-ups and Data recovery.

Refer to the Documented Information Procedure

8.0 OPERATION
8.1 OPERATIONAL PLANNING AND CONTROL

We have planned and control the processes needed to meet requirements and to implement the actions determined regarding risks and opportunities.
We have:

- Determined the requirements for the product/services
- Established criteria for the processes and acceptance of product/services
- Determined the resources needed
- Implemented control of the processes in accordance with the criteria, and
- Retain documented information to the extent necessary to have confidence that the processes have been carried out as planned

Planned changes are reviewed and also the consequences of unintended
Process undertaken by external providers are controlled.

Where process risks, (ie potential problems or errors), become known during planning for change, or following unintended change, they are considered by the Operational Support Manager to ensure requirements continue to be met.

The following section covers how we determine the requirements of products and services, communicate with customers, review the requirements related to the goods and services, purchase, manufacture and otherwise control our operational activities.

Consistent with a life cycle perspective we shall;

a) Establish controls as appropriate to ensure that our environmental requirements are addressed in the design and development process considering each life cycle stage

b) Determine our environmental requirements for the procurement of goods and services as appropriate and communicate these to providers and contractors

c) Consider the need to provide information about potential significant environmental impacts associated with the transportation of delivery, use end of life treatment and final disposal of our products
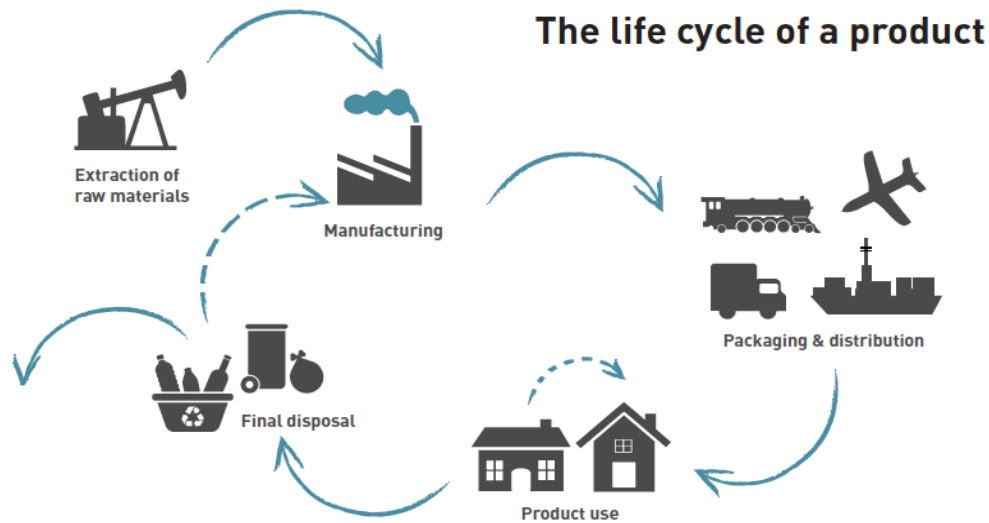
8.2 EMERGENCY PREPAREDNESS AND RESPONSE

We have a process for emergency preparedness and response, including specific actions for planned scenarios. We plan actions to prevent or mitigate environmental impacts from emergency situations as well as responding to them and taking actions appropriate to the emergency and potential environmental impact when they do occur. We have a testing schedule in place to test the planned actions. We will periodically review and revise the planned actions, especially after the occurrence of emergency situations or tests. We provide information and training on emergency preparedness and response for employees who are deemed to require it. Both the procedures and testing records are retained as documented information in the system.

Refer to the Emergency Preparedness & Response Procedure along with the Reporting Incidents Procedure

8.3 OPERATIONAL PROCESSES

The core activities have been structured so that they operate in an efficient and effective manner.

We ensure provision of information that describes the processes, suitable handling, monitoring and inspection of the services at various stages of the respective processes. We make use of an industry specific software programme (CLEANLINK) in the administration operations. The following Processes cover ' Operational Processes' and are driven by the CLEANLINK system.

8.3.1 DETERMINATION OF REQUIREMENTS OF PRODUCTS AND SERVICES
8.3.1.1 CUSTOMER COMMUNICATION

We understand that is a key element of what we do, to determine the requirements relating to the goods and services we provide. We have processes for the interaction with customers that determine:

- Goods and Services information
- Enquiries, Contracts or order handling, including amendments
- Customer feedback, including customer complaints
- The handling of customer property, if applicable
- The specific requirements for contingency actions, where relevant

8.3.2 DETERMINATION OF REQUIREMENTS RELATED TO THE GOODS AND SERVICES

Consideration of the risks to the business of working with any customer is an on going process undertaken by the Managing Director.

We determine as applicable:

- Requirements specified by the customer including the requirements for delivery and post-delivery activities
- Requirements not stated by the customer but necessary for the specified or intended use, where we know it
- Statutory and regulatory requirements applicable to the goods and services
- Any additional requirements we consider necessary.

Refer to the CLEANLINK System

8.3.3 REVIEW OF REQUIREMENTS RELATED TO THE GOODS AND SERVICES

Requirements related to the goods and service are reviewed and is conducted prior to our commitment to supply goods and services to our the customers (e.g, acceptance of contracts or orders, acceptance of changes to contracts or orders) to ensure that:

- Goods and services requirements are defined and agreed
- Contract or order requirements differing from those previously expressed are resolved
- We are able to meet the defined requirements

The Directors have a close working knowledge of capability and capacity to undertake any work and ensure that the requirements can be met before committing to supply. Results of the review are maintained.

Where the customer does not provide a documented statement of their requirements, the customer requirements shall be confirmed by us before acceptance. We do this to mitigate any problems which may arise from any misunderstanding of what is being requested by the customer and what is being provided by us.

Where requirements for goods and services are changed, we ensure that relevant documented information is amended and that relevant people are made aware of the changed requirements.

Refer to the CLEANLINK System

8.3.4 CONTRACTUAL COMMERCIAL CLEANING ACTIVITIES

All commercial cleaning will be carefully planned. Wherever it is practical a standard approach will be adopted using the various training procedures associated with equipment and various cleaning practices. Where manufacturer's instructions are provided (e.g. for cleaning equipment or materials) these will normally be followed.

Our main office will be the focal point for all planning and the Sales team will agree the cleaning specifications in conjunction with Contracts Managers. Most staff are subject to T.U.P.E. The Contracts Manager will co-ordinate the procurement of the appropriate staff for new cleaning contracts and co-ordinate the commencement of the contract in conjunction with the Office manager and office staff.

A site pack is produced and kept at each contract location. The site pack is a controlled document containing information needed for the effective operation of the contract.

Material controls will ensure that all purchased materials and equipment will conform to specification, be appropriately stored, and properly issued.

A programme of electrical equipment safety checking will be carried out by our in-house PAT staff

Visits to sites are conducted by the Contract Manager as and when required.

Customers are contacted by Contract Managers in agreed intervals and tasks are set up in SAP to guide Relationship Managers to contact customers.

Appropriate performance data (e.g. NCRs, entries in site notebook, iAuditor, correspondence, site visit reports, etc.) will be collected and the performance of the Cleaning Staff monitored to ensure that the Company's ability to consistently satisfy the client's requirements can be verified. The appearance of adverse trends will be looked for in order that any appropriate corrective action can be taken in good time.

9.0 DESIGN AND DEVELOPMENT OF OUR SERVICES
Process owners – Managing Director

Although we deem the design of product to be not applicable to our system, we design and develop our services in a way that is appropriate to ensure that they can be provided consistently and effectively.

The stages we consider are:

- **Planning**

   Our services are not complicated to design and develop. The experience of the Managing Director means that there is no need for long consideration to what we do when designing and developing the services we offer.

- We consider the design and development stages, including any reviews required to make sure the services will deliver what it is expected.

- We consider how we can verify that the service we design and develop will meet expectations and also how to validate the service we design and develop to ensure it performs as expected.

- We assign to key staff the responsibilities and authorities in the design and development process.

- We consider the internal and external resources we need for the design and development of our services.

- We consider the various roles between people involved in the design and development process and ensure that there is control in place so that these interfaces are effective.

- We consider the need for involvement of customers and users in the design and development process.

- We consider if there are any requirements for subsequent needs of services.

- We consider the level of control expected for the design and development process by customers and other relevant interested parties.

- We consider what documented information is needed to demonstrate that design and development requirements have been met.

- **Inputs**

We shall determine the requirements essential for the specific types of services to be designed and developed and shall consider:

- functional and performance requirements

- information derived from previous similar design and development activities;

- statutory and regulatory requirements;

- standards or codes of practice that the organisation has committed to implement;

- potential consequences of failure due to the nature of the products and services.

Our inputs shall be adequate for design and development purposes, complete and unambiguous. Conflicting design and development inputs shall be resolved. We shall retain documented information on design and development inputs.

- **Controls**

We shall apply controls to the design and development process to ensure that:

- The results to be achieved are defined

- Reviews are conducted to evaluate the ability of the results of design and development to

meet requirements

- Verification activities are conducted to ensure that the design and development outputs meet the input requirements

- Validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use

- Any necessary actions are taken on problems determined during the reviews, or verification and validation activities

- Documented information of these activities is retained.

- **Outputs**

We shall 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.

We shall retain documented information on design and development outputs.

- **Changes**

We shall identify, review and control changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.

We shall retain documented information on:

- Design and development changes
- The results of reviews
- The authorisation of the changes
- The actions taken to prevent adverse impacts

10.0 CONTROL OF CHANGES

When we undertake significant change, we shall undertake it in a planned and systematic manner, taking account of the review of the potential consequences of changes and taking action as necessary, to ensure the integrity of goods and services are maintained.

Documented information describing the results of the review of changes, the personnel authorizing the change and any necessary actions shall be maintained.

Very minor or temporary change will be considered as to the risks that the change may have on the business. If the risk is deemed to be low (i.e no significant impact) then change will not be documented.

Refer to the Change Management procedure

11.0 RELEASE OF PRODUCTS AND SERVICES

We check at appropriate stages within the activities and processes to verify that service requirements have been met. Evidence of conformity with the acceptance criteria are maintained.

The release of services to the client shall not proceed until the planned arrangements for verification of conformity have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

12.0 CONTROL OF NONCONFORMING PROCESS OUTPUTS, PRODUCTS AND SERVICES

We ensure that our services which do not conform to requirements are identified and controlled to prevent their unintended use or delivery that will have a negative impact on the customer.

We take actions (including corrections if needed) appropriate to the nature of the nonconformity and its effects. This applies during the provision of the services.

When the nonconforming services have been delivered to the customer, we shall also take appropriate correction to assure that customer satisfaction is achieved.

Appropriate corrective actions shall be implemented.

When the nonconforming services are corrected it shall be subject to re-verification to demonstrate conformity to the requirements.

Documented information describing the nature of nonconformities and any subsequent actions taken, including concessions obtained, shall be maintained.

Process:
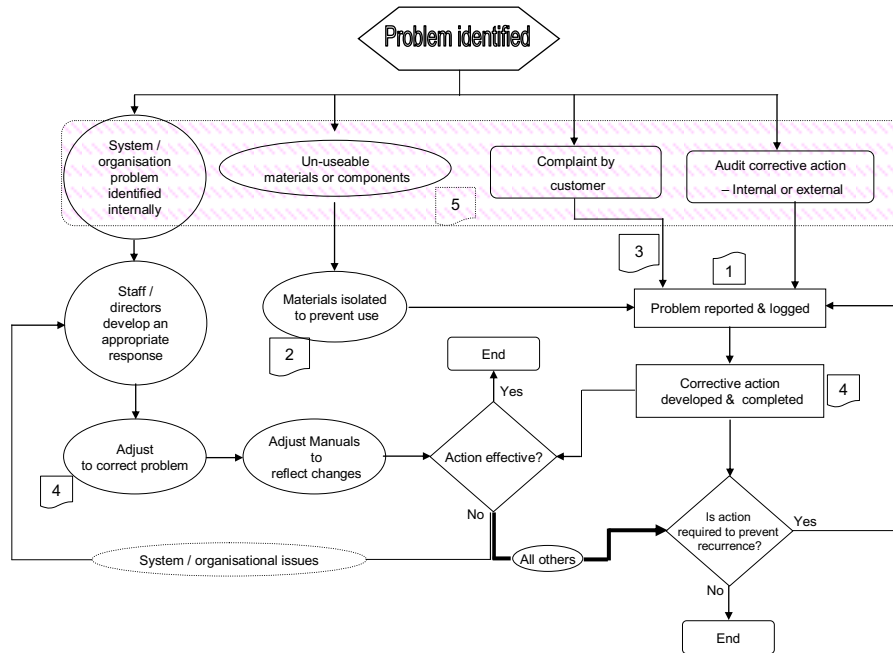
Notes:

- The staff member or anyone working on our behalf identifying a problem should take responsibility for ensuring the problem is logged on the appropriate record; corrective action started promptly and that the problem reported to their Line Manager or Operational Support Manager.
- Notes and records should be generated during the corrective action / service adjustment and filed appropriately.
- The need for, and development of, corrective actions will be reported to the management review meetings.
- Ensure processes, diagrams and procedures are updated (when appropriate) to reflect any changes.
- Typical problem sources.

13.0 PERFORMANCE EVALUATION
Monitoring, measurement, analysis and evaluation

It is important for us to measure our performance against our objectives and other factors such as how well our processes are performing.

We take into consideration the risks and opportunities we have identified and shall:

- Determine what needs to be monitored and measured in order to demonstrate conformity of goods and services to requirements and of our environmental compliance obligations
- Evaluate the performance of processes
- Ensure conformity, performance and effectiveness of the integrated management system
- Evaluate customer satisfaction
- Evaluate the performance of external providers
- Determine the methods for monitoring, measurement, analysis and evaluation, as applicable, to ensure valid results
- Determine when the monitoring and measuring shall be performed
- Determine when the results from monitoring and measurement shall be analysed and evaluated

- Determine what performance indicators of the integrated management system are needed

We have established processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

We retain appropriate documented information as evidence of the results. These are used by Mick Rust and those who are responsible for a process to demonstrate that it is effective. If the performance evaluation is indicating that there is a problem, then steps can be taken to improve the situation.

13.1 EVALUATION OF COMPLIANCE

Evaluation of compliance against legislation, Compliance obligations and other applicable requirements is undertaken at least annually by audit. Records of the results of the evaluations are kept.

Refer to Internal Audit process

14.0 ANALYSIS AND EVALUATION OF DATA

Mick Rust understands the business and is active in the day to day running of the business. This hands on approach means that he is well placed to see how the business is doing. The use of analysis and evaluation of appropriate data arising from monitoring, measurement and other relevant sources is undertaken to support the decision making processes. The degree to which this happens varies.

The results of analysis and evaluation are used:

1) To determine the suitability, adequacy and effectiveness of the integrated management system
2) To assure that the goods and services can consistently meet customer requirements
3) To ensure that the operation and control of processes is effective
4) To identify improvements within the integrated management system

The results of analysis and evaluation are used as an input to the management review.

15.0 INTERNAL AUDIT
Process owner – Operational Support Manager

Internal audits are conducted at defined intervals to determine whether the Management System conforms to planned arrangements, to 9001:2015, 14001:2015 and to the requirements we have established, as well as being effectively implemented and maintained, taking into consideration the overall objectives of the business, the objectives for the processes and any related risks to the processes.

The procedure describes the planning, scheduling, conduct, implementation and verification of Internal Audits. It also provides definitions for major and minor non-conformances, observations and opportunities for improvement.

Refer to Internal Audit process

16.0 MANAGEMENT REVIEW
Process owner – Operational Support Manager

A formal Management Review is held at least once per year, with additional reviews if deemed necessary by senior management. The reviews consider the continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the company and opportunities for improvement. The review follows an agenda and is minuted.

The Agenda is based on the following inputs and outputs:

The status of actions from previous management reviews

Changes in external and internal issues that are relevant to the integrated management system including any compliance obligations

Significant environmental aspects

Information on the performance and effectiveness of the integrated management system, including trends in:

Customer satisfaction and feedback from relevant interested parties

The extent to which objectives have been met

Process performance and conformity of products and services

Nonconformities and corrective actions

Monitoring and measurement results

Audit results

The performance of external providers

The adequacy of resources

The effectiveness of actions taken to address risks and opportunities

Opportunities for improvement

17.0 IMPROVEMENT

Improvement is an area that we must consider as a business. The Managing Director determines and selects opportunities for improvement and implements any necessary actions to meet internal and external customer expectations and enhance customer satisfaction.

Areas where improvement opportunities can be focused shall include:

- Improving our products and services to meet current requirements, future needs and future expectations

- The correction, prevention or reduction of undesired effects

- Improvement in the performance and effectiveness of the integrated management system.

18.0 NONCONFORMITY AND CORRECTIVE ACTION

We react to nonconformity when it occurs either from one of our internal processes, or as a result of a complaint by taking action to control and correct the nonconformity and then to evaluate and deal with the consequences of the nonconformity.

Once the immediate action to control and correct the nonconformity has been undertaken a process of evaluating the need for action to eliminate the original causes of the nonconformity is undertaken so that it does not recur/occur elsewhere. We do this by:

- Reviewing and analysing the nonconformity
- Determining the cause of the nonconformity
- Determining if similar nonconformities exist, or could potentially occur
- Implementing any action needed
- Reviewing the effectiveness of any corrective action we have taken
- Make changes to our system if necessary

We shall retain documented information on the nature of the nonconformities and any subsequent actions taken and the results of any corrective action

Key to the nonconformity and corrective action process is the Plan-Do-Check-Act cycle.

ACT
React to the nonconformity (and as applicable):
1) Take action to control and correct it
2) Deal with the immediate consequences

PLAN
Evaluate the need for action to eliminate the causes of the nonconformity (in order that it does not recur or occur elsewhere) by:
1) Reviewing the nonconformity
2) Determining the causes of the nonconformity
3) Determining if similar nonconformities exist, or could potentially occur.
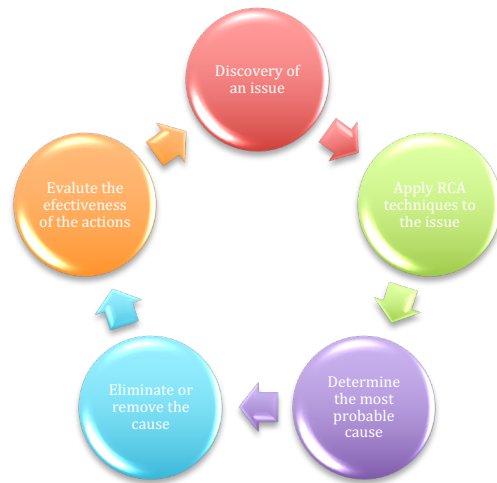

DO
Implement any action needed
- make changes to the quality management system, if necessary

CHECK
Review the effectiveness of any corrective action taken
Corrective actions shall be appropriate to the effects of the nonconformities encountered.

Root Cause
Analysis cycle:

19.0 CONTINUAL IMPROVEMENT

We strive to improve the suitability, adequacy and effectiveness of our Integrated management system. Improvements are supported by responses, as appropriate and consider:

- Results of analysis of data
- Outputs from management reviews
- Changes in the context of the organisation
- Changes in identified risk and new opportunities
- Changes in environmental consequences and actions to mitigate environmental impacts

Potential improvements are evaluated, prioritised and implementation determined by the Managing Manager in consultation with Senior Management.

END OF IMS POLICY MANUAL

Amendment Record Sheet

Page	Amended	Reason	Issue	Initials / date
All	All	The quality and environmental systems have been integrated and amended to meet the requirements of both ISO 9001:2015 and ISO14001:2015. The system has been reset to issue 1.	1	MR NOVEMBER 2018
5	Section 3	The IMS Manual has been amended to change the scope of activities to state the revised scope of "Contractual Commercial Cleaning". The IMS Manual has been re-issued.	2	MR August 2019
8	Assessment of significant aspects	Added single use plastics as an environmental impacts aspect	3	AP December 2019
7	Date and signature	Policy reviewed and resigned due to time	4	AP June 2021