

Rodger (Builders) Limited	
Quality and Environmental Policy Manual	
N° of Pages: 24.	Issue 5.

Quality and Environmental Policy Manual

Rodger (Builders) Limited
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Section B

Distribution

Copies of the manual, related procedures and Quality forms will be distributed on CD to:

Site Engineers
Department Managers
Office – for reference

A hard copy will be retained in the office and will carry “Approval” signatures.

Uncontrolled copies may be issued by request of Clients.

William Rodger, **Director**.

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Section C

Company profile

Rodger (Builders) Ltd was established in 1847 and is both owned and operated by the Rodger family. The Company was incorporated under the Companies Act of 1929 in June 1934 and specialises in those areas of construction and building where there are onerous design, specification and access/ time constraints.

The company has adequate labour plant and machinery to enable them to carry out all types of civil engineering contracts and has the ability to offer a complete haulage package.

The labour force, in excess of 55 on site, includes a team of joiners both shuttering and finishing, a tar squad, a concrete squad, pipe layers, plant operators, lorry drivers and general labourers.

The Company offers a design and build service, a project management service or a straightforward tender price for any project. The breadth of experience encompasses individual bespoke homes to large industrial units, housing and industrial estates and accommodation works. Farm & Estate services include hard and soft landscaping for public parks, golf courses and private gardens, drive surfacing, shed erection, sewage and drainage systems, hill roads, river protection, fishing improvements, pond work, indoor and outdoor dressage arena construction.

On the Civils side the Company's particular forte is complex reinforced concrete structures involved in bridges, sewage works or foundations etc. The building operation excels in bespoke homes and industrial units where a total package can be offered from CAD design through construction to completion of the hard landscaping including all drawings and obtaining the usual statutory permissions.

Projects can range from a one-day plant hire to a turnkey project valued at £5,000,000.

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Section D

Quality and Environmental Policy Statement

We, as a company, are committed to the following:

- Compliance with all statutory and regulatory requirements related to our activities, products and services and their environmental aspects.
- Identifying quality and environmental objectives by review and audit of our processes both in house and on site.
- Formally setting objectives based on the results of the process reviews and their significance in relation to their impact on the environment and the continual improvement of the quality and environmental management system.
- Implementing management programmes to achieve these objectives.
- Investing in a well trained and motivated workforce.
- Working closely with our suppliers and customers to ensure mutual understanding and benefit.
- Reviewing our policy and objectives as part of the management review Process.
- Communicating this policy to all persons working for or on behalf of the organisation.
- Preventing Pollution to the environment.

We operate under a quality and environmental management system in compliance with BS EN ISO 9001:2000 and BS EN ISO 14001:2004 and maintain it through registration and annual review. We comply with all statutory and regulatory requirements and aim to continually improve our quality and environmental management processes.

The Directors confirm their commitment and support, along with that of all employees and those working on behalf of the company, to the above policy statement and the effective application and continual improvement of the Quality and Environmental Management System.

Signed:

Director.

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Section E

Quality and Environmental Objectives

Rodger (Builders) Limited is committed to providing its customers with high quality products and service. This commitment to quality and the environment encompasses all processes required to achieve product/ service realisation and customer satisfaction.

The company sees the following ongoing objectives as being fundamental to achieving the above:

- Attain and maintain the levels of competency and awareness necessary to achieve product and service quality.
- Continually review and improve the quality and environmental systems and processes.
- Review aspects and impacts by their significance rating and set objectives based on reducing the most significant ratings.
- Products and services meet customer needs and are delivered on time.
- Monitor customer satisfaction levels.
- Comply with applicable statutory and regulative requirements.
- Prevent pollution to the environment.

The above objectives are reviewed and targets for completion of agreed actions are set during the “Management Review” process.

Signed:

Director.

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Section F

Organisation Structure

The Organisation Structure is reviewed at the Management Review meeting and published in the minutes thereto. Changes made between reviews will be published under the hand of the Director responsible for Quality and Environmental matters and a copy will be appended to the latest Review minutes.

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1. / (1.) SCOPE.

The scope of Quality and Environmental Management System incorporates the following:

- The provision of building and civil engineering services;
- Plant, lorry and crane hire.

1.1 General.

The organisation will conform to all applicable legislative and regulatory requirements while carrying out the activities as described in clause 1 the scope of this document.

1.2 Application.

ISO 9001:2000 section 7.3 Design and Development is excluded from the scope of this manual.

Rodger (Builders) Limited does not have a design capability and therefore any design requirement, as part of a contract from a customer, will be sub-contracted to a professional design house.

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2. / (2.) NORMATIVE REFERENCE.

The following normative documents contain provisions which constitute provisions of BS EN ISO 9001:2000:

- BS EN ISO 9000:2000 Quality Management Systems - Fundamentals and Vocabulary.
- BS EN ISO 9004: 2000 Quality Management Systems - Guidelines for Performance Improvements.

No normative references are cited for ISO 14001:2004.

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3. / (3.) TERMS AND DEFINITIONS.

For the purposes of this document, the following terms and definitions apply.

Competent Person

A person assessed as having the necessary education, training, skills, experience and technical knowledge to undertake work and avoid danger within the scope of work outlined in clause 1 of this manual.

Customer: The body and its nominated representative engaging the Organisation for the purpose of the work described in the scope of this Manual. (The main contractor where the Organisation is a sub-contractor).

Environment

The surroundings in which an organisation operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelation.

Environmental aspect

An element of an organisation's activities, products or services that can interact with the environment.

Environmental impact

Any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organisation's environmental aspects.

Environmental performance

Measurable results of an organisation's management of its environmental aspects.

Interested party

A person or group concerned with or affected by the quality/ environmental performance of an organisation.

Organisation

The company to which these international standards apply.

Product

The result of a process and may also be applied to a service. The following describes the supply chain:

Supplier \longrightarrow Organisation \longrightarrow Customer (interested parties).

“Shall”/ “Will”

Used to indicate a requirement strictly to be followed in order to conform to the standard and from which no deviation is permitted.

Supplier

Means vendor and is now used instead of the previous term sub-contractor.

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4. / (4.) QUALITY AND ENVIRONMENTAL MANAGEMENT SYSTEM REQUIREMENTS.

4.1 / (4.1) General requirements.

Rodger (Builders) Limited has an integrated quality and environmental management system in order to continually improve its quality and environmental systems and processes and meet the requirements of its customers and other interested parties.

The system is structured in accordance with BS EN ISO 9001:2000 and BS EN ISO 14001:2004 and its scope is defined in clause 1 of this manual.

The company realises the importance of having its key processes documented in order to achieve consistency in supply of good quality services.

The system is structured as follows:

Level 1. The Quality and Environmental Policy Manual (This document): defines the organisation's approach and responsibilities.

Level 2. The Operating Procedures: Define what is to be done, when and by whom.

Level 3. Forms, Records etc: These results demonstrate that the system is operating.

4.2 Documentation requirements.

4.2.1 / (4.4.4) General.

This manual contains the company's Policy (section D) and the company's Objectives (section E). A second manual contains the company's operating procedures. These documents are available to all staff.

4.2.2 / (4.4.4) The quality and environmental policy manual.

This manual describes the scope of the management system (clause 1) and references operating procedures, where applicable, which describe how the system is implemented. Section 7.3, Design and Development, is excluded as described in section 1 the scope of this manual.

An index showing the interaction between the ISO standards, the Quality and Environmental Policy Manual and the Operating Procedures is shown as an appendix to this manual.

4.2.3 / (4.4.5) Control of documents.

All documentation used as part of the management system is subject to control and is administered and maintained therefore in accordance with the "Control of documents procedure" OP01. This procedure describes the approval and issue of documents, how changes are made, revision levels identified and obsolete documents retrieved.

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4.2.4 / (4.5.4) Control of records.

Records and data are controlled in accordance with the “Control of records procedure” OP02. This procedure outlines the responsibilities and the conditions under which records/ data should be stored, the retention period and the authority for and method of disposal. These records provide evidence that the management system is being operated effectively.

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5. / (4.4.1) MANAGEMENT RESPONSIBILITY

5.1 / (4.2 / 4.4.1) Management commitment.

The management at Rodger (Builders) Ltd is committed to the ongoing application and development of the quality and environmental management system.

The importance of meeting customer requirements as well as applicable statutory and regulatory requirements is communicated to the organisation by means of the “Management Review” and on-site communication with their employees and sub-contractors. They have established both a Quality Policy and Quality Objectives (refer to sections D and E of this manual), which are reviewed as part of the company’s “Management Review”.

A management representative has been appointed who will have the following responsibilities:

- Implementing and maintaining the management system in compliance with ISO 9001: 2000 and ISO 14001:2004.
- Reporting to top management on recommendations for improvement via the “Management Review”.

5.2 / (4.3.1 / 4.3.2 / 4.6) Customer focus / Environmental aspects.

Quality and Environmental aspects are determined during an initial review of the customer’s requirements and take into account applicable legislative and regulatory compliance. This process is documented in the “Legal and other requirements procedure” OP03 and the “Environmental aspects procedure” OP12.

5.3 / (4.2) Quality and environmental policy.

The Policy, section D of this manual has been developed by top management in line with relevant legislation and regulations and the company’s quality and environmental objectives. The policy is reviewed as part of the management review process.

5.4 / (4.3) Planning.

5.4.1 / (4.3.3) Objectives, targets and programmes.

The company has set objectives (section E of this manual) which take account of environmental requirements, are consistent with the quality and environmental policy and are fundamental to the successful operation of the business.

Targets and programmes have been implemented which are consistent with the quality and environmental policy, legal and other requirements to which the company subscribes and the prevention of pollution. The programmes include timescales and the means by which objective and targets will be achieved along with those persons responsible for achieving them.

These measures will highlight system effectiveness and aid continual improvement.

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5.4.2 / (4.3.3) Quality and environmental management system planning.

The Directors have set in place systems, processes and actions which will measure the Organisation's performance against its quality objectives.

5.5 Responsibility authority and communication.

5.5.1 / (4.4.1) Responsibility and authority.

An organisation chart showing key personnel and their areas of responsibility is included in this manual under section F.

5.5.2 / (4.4.1) Management representative.

The quality and environmental representative is responsible for the following:

- The implementation and maintenance of the QMS / EMS in line with the requirements of ISO 9001:2000 and ISO 14001:2004.
- Reporting to top management on the performance of the QMS / EMS for review, including recommendations for improvement.
- Promoting the awareness of customer requirements throughout the organisation.

5.5.3 / (4.4.3) Communication.

Managed communication is achieved through a series of meetings, briefings, tool-box talks, method statements and management reviews. This process is detailed in the procedure for "Communication" OP04.

5.6 / (4.6) Management review.

5.6.1 / (4.6) General.

A Management review meeting is held annually to ensure the continuing adequacy and effectiveness of the quality and environmental management system, its policy and objectives. The reviews are carried out in accordance with the "Management review procedure" OP05.

5.6.2 / (4.6) Review input.

The review operates to a standard agenda supplemented by additional items as required. The quality and environmental representative issues the agenda prior to the meeting so that those attending are fully briefed and can contribute to the activity.

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5.6.3 / (4.6) Review output.

Minutes of the review are taken and include information on all the key metrics consistent with the company's quality and environmental policy and objectives. Actions arising from the review, those responsible and planned completion dates are issued as part of the company's commitment to continual improvement.

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6. / (4.4.1) RESOURCE MANAGEMENT.

6.1 / (4.4.1) Provision of resources.

The Directors are responsible for the provision and allocation of resources in order to ensure that each function is able to operate effectively and that quality, environmental and customer requirements are met.

6.2 / (4.4.1) Human resources.

6.2.1 / (4.4.2) General.

Personnel are assigned to their role on the basis of their competences i.e. they have the appropriate education, training, skills and/ or experience to carry out that function. Training and development, provided by the company, is also relevant.

6.2.2 / (4.4.2) Competence, training and awareness.

Review and evaluation of training records ensure that all personnel have the appropriate skills and knowledge to carry out their assigned tasks. A process and system audit measures the effectiveness of training. This is documented in the procedure for "Competence, training and awareness" OP06.

6.3 / (4.4.1) Infrastructure.

Adequate facilities, support services and plant are provided at the work place to ensure the conformity of the Company's services. All necessary steps are taken to ensure the safety and welfare of the Company's employees and sub-contractors in their field of operation.

6.4 Work environment.

The company aims to promote a safe, clean and healthy working environment and works within all applicable legislative and regulatory requirements pertaining to its environmental aspects and health and safety at work.

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7. / (4.4) PRODUCT REALISATION.

7.1 / (4.4.6) Operational control.

Top management ensure an effective and efficient operation by ensuring the following:

- A quality and environmental policy and objectives have been set and a schedule of audits has been created and maintained.
- A review of customer requirements including the organisation's ability to meet those requirements.
- Resources and equipment specific to the product or service are in place.
- Documented procedures, which stipulate the operating criteria, are in place to cover situations where their absence could lead to deviations from the quality and environmental policy and objectives.
- Method statements are issued which identify significant environmental aspects associated with a particular operation and these are communicated to suppliers and contractors as necessary.
- Validation and verification processes specific to the product or service are in place including the criteria for acceptance.
- Records are maintained.

These measures provide compliance with the standards and continual improvement in meeting the customer's requirements.

The control measures are documented in the "Operational control procedure" OP07.

7.2 Customer related processes.

7.2.1 / (4.3.1 / 4.3.2 / 4.4.6) Determination of requirements related to the product.

A review is carried out to determine the relevant regulatory or legal requirements together with the company's ability to fulfil the customer's requirements in this instance. Refer to the operating procedure Legal and Other Requirements OP03.

7.2.2 / (4.3.1 / 4.4.6) Review of requirements related to the product.

A review is carried out prior to a quotation being submitted and again on receipt of an order to ensure that customer requirements, environmental aspects and associated legal requirements are understood.

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7.2.3 / (4.4.3) Customer communication.

Communication with the customer takes place through telephone, fax and/ or e-mail communications and meetings with our Directors and / or Site Agents. Typically this may happen during the enquiry stage, when an order is placed, the product realisation stage and when customer complaints are received.

7.3 Design and development (This section is excluded as per section 1.2 of this manual).

7.4 Purchasing.

7.4.1 / (4.4.6) Purchasing process.

Purchases are made from selected suppliers in accordance with the criteria laid down by top management.

7.4.2 / (4.4.6) Purchasing information.

Purchases are made from preferred suppliers by means of a phone call, fax or e-mail. Significant purchases shall be covered by means of a Purchase Order (PO). Records of all purchase transactions are kept.

7.4.3 / (4.4.6) Verification of purchased product.

Purchased goods, on receipt, are verified against the Purchase Order.

7.5 Production and service provision.

7.5.1 / (4.4.6) Control of production and service provision.

Production and service is carried out using trained and competent personnel. There is adequate provision of suitable production and service equipment and method statements are issued, to aid operational control, as necessary.

7.5.2 / (4.4.6) Validation of processes for production and service provision.

All process output is capable of being verified by inspection and/ or test.

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7.5.3 Identification and traceability.

Each contract is uniquely referenced and all documentation produced by the Company records this unique reference and where necessary the name of the contract. Records of each contract are retained within a filing system that allows the tracing back of individual contract records. Materials are identified where practicable and non conforming items are identified with suitable labels or tags.

7.5.4 Customer property.

Customer property, this may include intellectual property, is inspected stored and maintained in the same manner as purchased materials. Items found to be unsuitable are reported to the customer and records of this process maintained. Customer confidentiality is maintained at all times.

7.5.5 / (4.4.6) Preservation of product.

Material(s), including waste, are protected during processing and material(s) in transit are suitably packaged and controls put in place to prevent negative environmental impacts.

7.6 / (4.5.1) Control of monitoring and measuring devices.

Methods have been developed for the control, use and maintenance of site measuring and testing equipment to ensure that service quality is not affected in meeting customer requirements. These methods are detailed in the “Monitoring and measurement/ Control of monitoring and measuring devices procedure” OP08.

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8. / (4.5) MEASUREMENT, ANALYSIS AND IMPROVEMENT.

8.1 / (4.5.1) General.

The company is committed to the implementation of measurement and analysis activities in order to monitor the effectiveness of its quality and environmental processes and improve them continually.

8.2. Monitoring and measurement.

8.2.1 Customer satisfaction.

The company receives feedback by direct contact with its customers. This feedback is used to improve the company's performance on all levels.

8.2.2 / (4.5.5) Internal audit.

The company has an internal audit schedule and auditors who audit the system against the company's documented procedures and the ISO 9001:2000 and ISO 14001:2004 standards. This ensures continuing compliance and is documented in the "Internal audit procedure" OP09. Audit status and results are presented to management as part of the management review.

8.2.3 / (4.5.1 / 4.5.2) Monitoring and measurement of processes.

Key processes, in line with the company's objectives and including evaluating compliance with applicable legal and other identified requirements, are monitored and measured and information gained is used as part of the improvement process. This is described in the "Legal and other requirements procedure" OP03.

8.2.4 / (4.5.1 / 4.5.2) Monitoring and measurement of product.

Measurement of service quality and performance is made during the realisation/ operational control process. Records showing release authorisation are maintained.

8.3 / (4.4.7 / 4.5.3) Control of non-conforming product/ Emergency preparedness and response.

Non conforming items are quarantined and clearly identified to avoid unintended use. This process is described in the Emergency preparedness and response/ Control of non conforming product procedure OP10.

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8.4 / (4.1) Analysis of data.

Data is collected and analysed, both from internal processes and from customers, to ensure that adverse characteristics and trends are corrected and that preventative measures and improvements are put in place.

8.5 Improvement.

8.5.1 / (4.2 / 4.3.3 / 4.6) Continual improvement.

Ongoing review of the quality and environmental management system is fundamental to ensure conformance to environmental requirements. The company has procedures and activities in place which allow reviews of performance, legal compliance and highlight areas for improvement. These processes are documented in the “Management review procedure” OP05 and the “Legal and other requirements procedure” OP03.

8.5.2 / (4.5.3) Corrective action.

Actions to correct an immediate problem and actions to prevent recurrence are put in place after a non-conformance has been found. Review of other processes, in order to prevent similar occurrences, is part of this process. This process, including those responsible and having the authority for handling and investigating non-conformance, is documented in the “Nonconformity, corrective action and preventive action procedure” OP11.

8.5.3 / (4.5.3) Preventive action.

Potential non-conformance is assessed as part of the set up and development of the Company’s processes. Information from the following sources is used:

- Review of environmental aspects.
- Product/ Service development.
- Evaluation of inspection and test data.
- Risk assessment.
- Product data sheets.
- Customer/ Client feedback.

The process is documented in the “Nonconformity, corrective action and preventive action procedure” OP11.

- END OF MANUAL-

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APPENDIX 1.

ISO 9001:2000/ 14001:1996/ Operating Procedure interaction.														
ISO 9001	ISO 14001	QPM	OP01	OP02	OP03	OP04	OP05	OP06	OP07	OP08	OP09	OP10	OP11	OP12
			4	4	X									
4.1	4.1	X												
4.2	4.4.5 4.5.4	X X	X	X										
5		X												
5.1	4.2 4.4.1	X X												
5.2	4.3.2	X			X									
5.3	4.2	X												
5.4	4.3	X												
5.5.3	4.4.3	X				X								
5.6	4.6	X					X							
6	4.4.1	X												
6.1	4.4.1	X												
6.2	4.4.2	X						X						
6.3	4.4.1	X												
6.4		X												
7	4.4 4.4.6	X X							X X					
7.1	4.4.6	X							X					
7.2	4.3.1 4.3.2 4.4.6	X X X							X X X					
7.3	N/A													
7.4	4.4.6	X							X					
7.5	4.4.6	X							X					
7.6	4.5.1	X							X					
8	4.5	X								X				
8.1	4.5.1	X								X				
8.2	4.5.1 4.5.2	X X			X					X	X X			
8.3	4.5.3 4.4.7	X X										X X		
8.4	4.5.1	X								X				
8.5	4.2 4.3.3 4.5.3 4.6	X X X X					X X X X						X X X X	X X X X

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APPENDIX 2.

Index of associated Operating Procedures

Procedure N°	Title
OP01	Control of documents
OP02	Control of records
OP03	Legal and other requirements
OP04	Communication
OP05	Management review
OP06	Competence, training and awareness
OP07	Operation control
OP08	Monitoring and measurement and the control of monitoring and measuring devices
OP09	Internal audit
OP10	Emergency preparedness and response and control of non conforming product.
OP11	Nonconformity, corrective action and preventive action.
OP12	Environmental aspects.