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Revision and Amendment Register

Change History			
Date	**Issue**	**Approved**	**Reason for Amendment**
23/05/2014	1	SN	First issue
06/02/2015	2	SN	Amended to add references to MSP 006 Workshop Control procedure
27/02/2015	3	SN	Amended email address
28/05/2015	4	SN	Updated procedure to reflect required amendments
16/12/2016	5	SN	Quality manual updated to reflect the requirements of ISO 9001:2015
11/03/2019	6	SN	Manual updated to reflect the requirements of ISO 45001:2018
27/09/2019	7	SN	General cleansing of document/typo errors
24/06/2020	8	SN	Organisational Chart changed
28-07-2020	9	CH	Amendment to 1.0 Scope based on highlighted difference between registered scope and our Policy Manual (MSP 001) during the Surveillance Audit from NQA.

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Forward

This Management System Manual is the means by which Goody Demolition Ltd satisfies the requirements of its customers, and manages its environmental and Health and Safety impact, particularly with regard to its management responsibilities.

The Company ensures that its Quality, Environmental and Health and Safety Policies and management objectives are fully and completely understood by its employees, and that its procedures are implemented and maintained at all times. This Management System Manual reflects the requirements of **BS EN ISO 9001:2015, BS EN ISO 14001:2015 and BS ISO 45001:2018**. All of the components of the Management System shall be periodically and systematically reviewed by both internal and external Management System Audit procedures.

The Operations Manager, appointed by the Managing Director, is responsible for the control of all matters relating to the Implementation of these procedures.

The assurance of quality, environmental and health and safety responsibility is fundamental to all the work undertaken by Goody Demolition Ltd. All personnel at every level in the Company's structure shall practise the procedures established.

Profile

The company was founded in 1953 by Eddie Goody and from small beginnings, with limited resources, the company began trading and was eventually run by Eddie and his family for around 40 years. In the decades following incorporation, the demolition business grew steadily and in the early 1990's the business was sold to the Ovenden family by Eddie's widow.

Under the guidance of the late Robin Ovenden, the business continued to expand and in 2001, he appointed contracts director Gary Venner, who has worked for and with the Ovenden family for over 25 years. Following his appointment, the business has grown significantly and today, the company employs over fifty skilled personnel including Robin's youngest son. In addition to Gary, the other company directors are members of the Ovenden family and hence, the 'family company' roots and values remain a driving force for today's management team.

With decades of experience in demolition, we are prepared for any challenge, having undertaken works from small domestic properties to large scale commercial and industrial buildings. Our aim is to provide our clients with the complete demolition package, managed by experienced leaders, using highly trained operatives and the latest plant and machinery throughout London and southern England. Where necessary, we are able to offer a 24-hour service with access to a member of our qualified management team to direct operations.

As members of the National Federation of Demolition Contractors (NFDC), we are focused on achieving a cost effective and efficient service, whilst maintaining our commitment to impeccable health and safety standards. All our projects are approached on an individual basis regardless of size.

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1.0 Scope

Goody Demolition Ltd provides professional demolition services undertaking works from small domestic properties to large scale commercial and industrial buildings. Demolition services for customers include Mobile Crusher and Screening recycling activities.

The management system will include all the processes associated with the activities of Goody Demolition Ltd at its Aylesham premises and customer sites.

This Management System Policy Manual and the procedures it describes apply to all activities, products and services provided by Goody Demolition Ltd and demonstrates our:

1. Ability to consistently provide products and/or services that meet customer and applicable regulatory requirements, and

2. Aims to enhance customer satisfaction through the effective application of the Management System, including processes for continual Improvement of the System and the assurance of conformity to customer and applicable regulatory requirements.

3. Ability to meet the requirements of BS EN ISO 9001:2015, BS EN ISO 14001:2015 and BS ISO 45001:2018.

4. Whenever any requirement(s) of these International Standards are not applicable they are excluded. The rationale for all such exclusions is clearly set out in this Policy Manual.

Such exclusions do not affect the Company's ability, or responsibility, to provide products and services that meet customer and applicable regulatory requirements or its ability to control its environmental and health and safety Impacts.

As part of the Management Review process, the Company reviews the Management System and, when required, makes changes in order to ensure that it continues to meet management and legal requirements and market conditions.

2.0 Normative References

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9000:2015, Quality Management Systems – Fundamentals and Vocabulary.

ISO 14001:2015, Environmental Management Systems – No normative references are cited.

BS 45002-1 Occupational health and safety management systems. General guidelines for the application of ISO 45001. Guidance on managing occupational health

International Labour Organization:2001, Guidelines on Occupational Health and Safety Management Systems (OSH-MS).

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3.0 Terms and Definitions

Acceptable Risk – risk that has been reduced to a level that can be tolerated by the company having regard to its legal obligations and its own management policies.

Audit – "systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the management system audit criteria set by the company are fulfilled".

Auditor – "person with the competence to conduct an audit".

Company – "company, corporation, firm, enterprise, authority or institution, or part or combination thereof, whether incorporated or not, public or private, that has its own functions and administration".

Continual Improvement – "recurring process of enhancing the management system in order to achieve Improvements in the overall quality and environmental performance consistent with the company's policies".

Corrective action – "action to eliminate the cause of a detected nonconformity or other undesirable situation".

Customer is a "company or person that receives a product" and may include clients, purchasers, partners, stakeholders, or any other party having a quality related relationship with you and your Company.

Documented information – "information required to be controlled and maintained by the organization". Documented information can be in any format and media, and from any source.

Environment – "surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelation".

Environmental Aspect – "element of an organisation's activities or 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".

Hazard – source, situation or act with a potential to harm in terms of human injury or ill health.

Hazard identification – process of recognising a hazard exists and defining its characteristics.

Ill health – identifiable, adverse physical or mental condition arising from and/or made worse by a work activity and/or work-related situation.

IMS – Integrated management system taking into account the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018.

Incident – work-related event(s) in which an injury or ill health (regardless of severity) or fatality occurred or could have occurred.

Interested Party – "person or group, inside or outside the workplace, concerned with or affected by the environmental performance of an organisation".

Life cycle – consecutive and interlinked stages of a product or service system, from raw material acquisition or generation from natural resources to final disposal

Management System (MS) – The Company's management system used to develop and implement its quality and health and safety policies and manage its associated activities.

Nonconformity – "non-fulfilment of a requirement".

Objective – "overall goal, consistent with the Company's policies, that a company sets itself to achieve".

OH&S – Occupational Health and Safety conditions and factors that affect, or could affect, the health and safety of employees or other workers (including temporary workers and contractor personnel), visitors, or any other person in the workplace.

Outsource – make an arrangement where an external organization performs part of an organizations function or process

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Performance – measurable results of a company's management of its quality and health and safety aspects and risks.

Policy – "overall intentions and direction of a company related to its quality and health and safety performance as formally expressed by top management".

Procedure – "specified way to carry out an activity or a process".

Process is "a set of interrelated or interacting activities that transforms inputs into outputs." In simple terms, what you do to get something".

Product is defined as the "result of a process" and may include any services or advice, provided to a customer as well as physical goods".

Record – "documented information providing evidence of results achieved or providing evidence of activities performed".

Risks and opportunities – potential adverse effects (threats) and potential beneficial effects (opportunities). Combination of the likelihood of an occurrence of a hazardous event or exposure(s) and the severity of injury or ill health impact that can be caused by the event or exposure.

Risk Assessment – process of evaluating the risk(s) arising from the hazard(s), taking into account the adequacy of any existing controls, and deciding whether or not the risk(s) is acceptable.

Supplier is a "company or person that provides a product". A supplier can be internal or external to the Company. In a contractual situation a supplier may be referred to as a contractor.

Supplier $\longrightarrow$ Company $\longrightarrow$ Customer

Target – "detailed performance requirement, applicable to the company or parts thereof, that arises from the objectives and that needs to be set and met in order to achieve those objectives".

Workplace – any physical location in which work related activities are performed under the control of the company.

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4.0 Context of the Organisation

4.1 Understanding the organization and its context

Goody Demolition is aware of all the external and internal issues that influence its strategic direction and its ability to deliver its quality, environmental and Health & Safety policy and objectives. The context includes the demolition industry but also the wider business world and the society in which we operate.

The management and staff take into account positive and negative information (risks and opportunities) relating to: -

- Legislation
- Technology
- Current markets
- Competition
- Political, cultural, social and economic factors at local, national and international levels
- Values, culture, knowledge and performance of the company

The context has been determined by gathering information from the following sources: -

- Accountants
- Customers (including end-users/final customers)
- Suppliers and their agents
- Subcontractors
- Government departments and Local Authorities
- Consultants e.g. SGR Consulting Services (ISO support)
- National and local press, TV and radio
- Employees
- Trade associations i.e. National Federation of Demolition Contractors (NFDC)

Goody Demolition use SWOT analysis as a process approach to gain meaningful output associated with the risks and opportunities. Significant risks and opportunities will be prioritized and will influence the determination of objectives and targets.

SWOT analysis aims to identify the key internal and external factors seen as important to achieving an objective. SWOT analysis groups key pieces of information into two main categories:

1. internal factors – the strengths and weaknesses internal to the organization
2. external factors – the opportunities and threats presented by the environment external to the organization

Analysis may view the internal factors as strengths or as weaknesses depending upon their effect on the organization's objectives. What may represent strengths with respect to one objective may be weaknesses (distractions, competition) for another objective. The factors will include personnel, finance and technical capabilities.

The external factors may include macroeconomic matters, technological change, legislation, and sociocultural changes, as well as changes in the marketplace or in competitive position.

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4.2 Understanding the needs and expectations of interested parties

"Relevant interested parties" are groups or individuals who have the ability to impact (or potentially impact) Goody Demolitions ability to consistently supply products and services that meet customer and applicable statutory and regulatory requirements. Goody Demolition has identified these as being:

- Customers
- Competitors
- Suppliers and contractors
- Consultants and advisors
- Certification bodies
- Courier and delivery companies
- Employees
- Directors/Shareholders
- Neighbours
- Regulators (e.g. Planning authorities Fire Authorities, Health & Safety Executive and Environment Agency)
- Insurance Providers
- Local Authorities
- Our Accountants
- Trade associations i.e. National Federation of Demolition Contractors (NFDC)
- The general public
- Media (e.g. Newspapers, Trade Magazines, TV, Radio and social media)

The full list is kept under review (at each management review) and recorded and updated as necessary in the Planning workbook.

The requirements of the above interested parties are monitored and adjustments made to the Management System when there are changes. Significant requirements will influence the determination of objectives and targets. Customers' needs and expectations will include Quality performance, Environmental performance, Health and Safety Performance, price, & timely delivery of products and services. Employees will generally expect a good work environment, job security, health & safety, training, promotion, recognition and reward.

Top Management use a risk/opportunity matrix to determine and prioritise key objectives derived from the significant and relevant needs and expectations of interested parties.

We identify and monitor all statutory and regulatory requirements that pertain to our activities, products and services. Access to these regulations is maintained by the Operations Manager where required. Awareness of changes to these requirements is through periodic reviews of the websites, communication with local government officials and through on-going review activities. Other requirements, such as the industry standards and client contracts regulations and the Group health and safety regulations are controlled through incorporation into relevant procedures and policies related to purchasing, energy conservation and sub-contractor control.

4.3 Determining the scope of the integrated management system

After careful consideration of external & internal issues and the requirements of interested parties Management have determined the scope of the Integrated Management System. This is shown in section 1.0

4.4 Integrated management system

4.4.1   Process descriptions

Business Processes show how the organisation is structured to carry out its activities efficiently. The process charts below show the structure in terms of departments and functions and how these functions work together, ensuring effective communication and trouble-free operation.

a) The inputs and output for the processes have been determined with details provided in the operational written procedures;
b) The sequence and interaction of the processes are shown in the diagrams below;
c) The criteria and methods for ensuring the effective operation and control of these processes have been determined and described in the operational procedures;
d) Resources that are needed for the processes are determined and provided to ensure their availability and operation;
e) Responsibilities and authorities have been assigned for these processes;
f) Risks and opportunities associated with the processes are monitored and addressed;
g) All processes are evaluated and changed to ensure that they achieve intended results;
h) All processes and the Integrated Management System are reviewed and continually improved.

Interaction of processes for quality management.
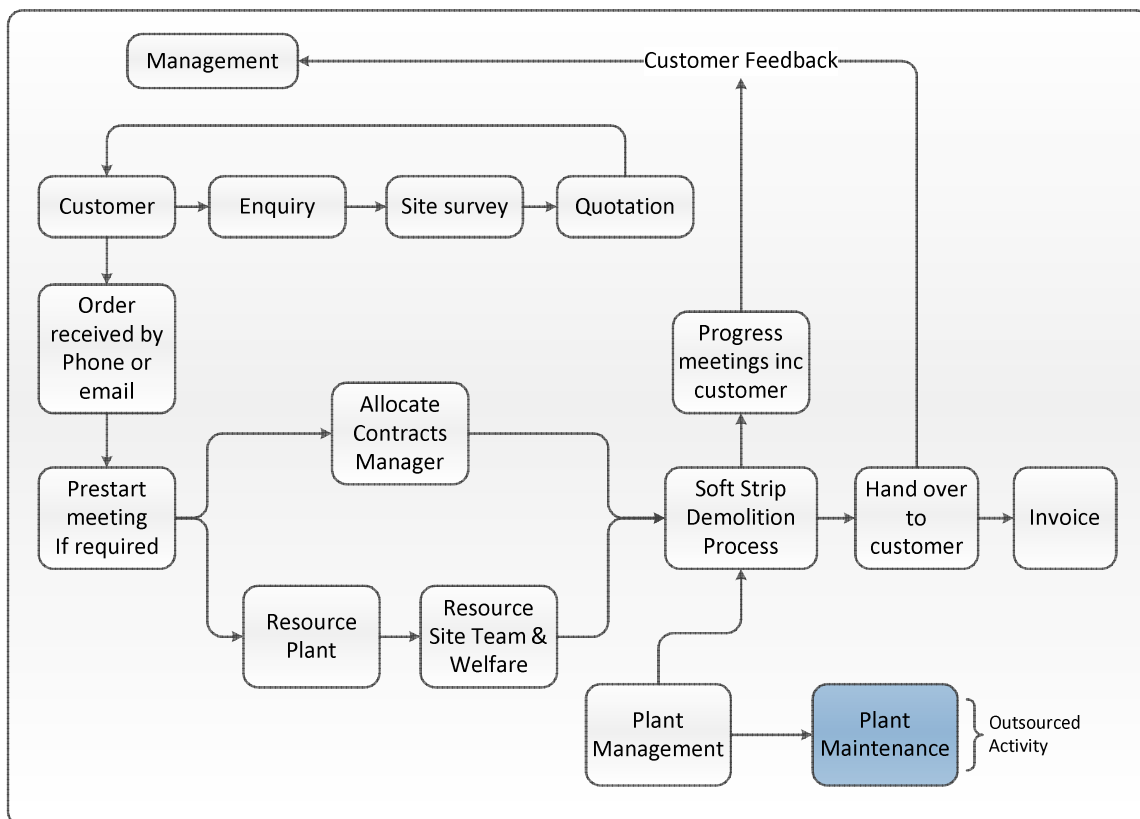
The Management System is based on the following process model:
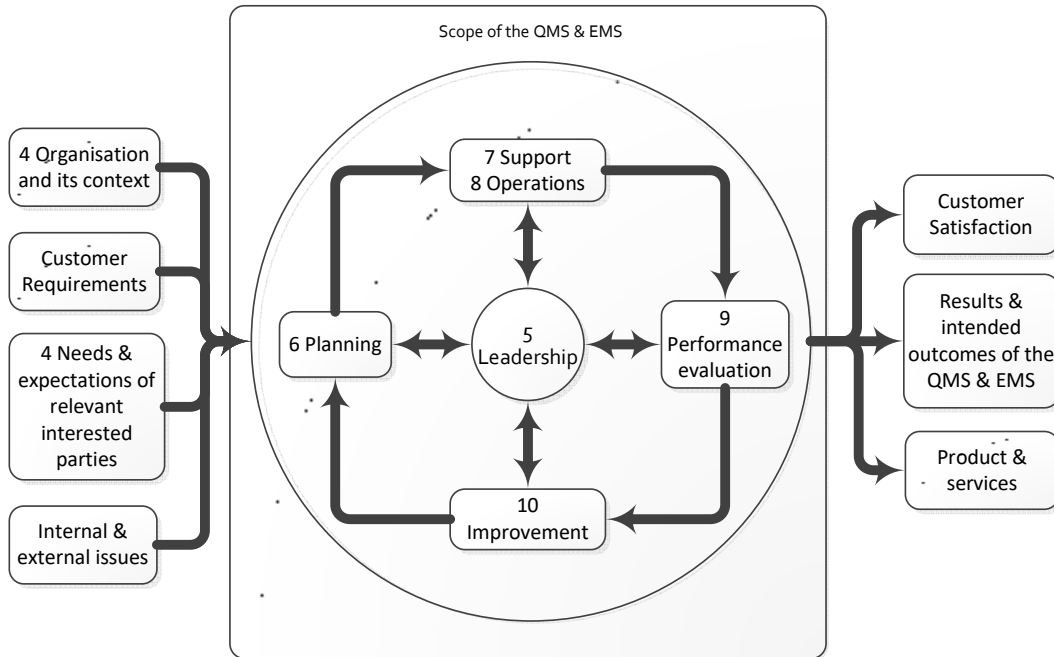
Interaction of processes for OH&S management
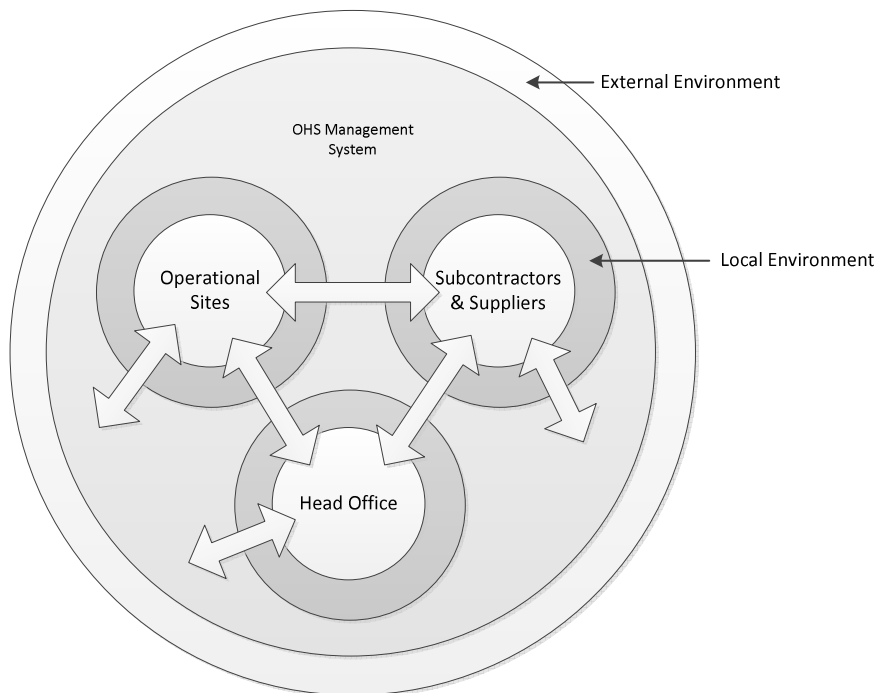
OH&S issues are managed at each location and reported out to the Goody Demolition Ltd management team who also monitor the external environmental issues and take action internally where required. The white arrows show the lines of communication.

4.4.2 System information

Goody Demolition maintains documented procedures and records to support the operations of its processes and to provide confidence that they are being carried out as planned e.g. internal auditing.

Procedure References: **MSP-series   All procedures**

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5.0 Leadership

5.1 Leadership and commitment

5.1.1 General

Top management at Goody Demolition demonstrate their leadership and commitment to the IMS by

a) taking accountability for the effectiveness of the IMS;
b) ensuring that the policies and objectives are established for the IMS and are compatible with the context and strategic direction of the organization;
c) ensuring the integration of the IMS requirements into Goody Demolitions business processes;
d) promoting the use of the process approach and risk-based thinking;
e) ensuring that the resources needed for the IMS are available;
f) communicating the importance of effective quality management and of conforming to the IMS requirements;
g) ensuring the IMS achieves its intended results;
h) engaging, directing and supporting persons to contribute to the effectiveness of the IMS;
i) promoting improvement;
j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
k) protecting workers from reprisals when reporting incidents, hazards, risks and opportunities;
l) ensuring the organization establishes and implements a process(es) for consultation and participation of workers;
m) supporting the establishment and functioning of health and safety committees.

5.1.2 Customer focus

Prior to entering into a contract, whether formal or informal, or the submission of a Tender, the Company will fully investigate that the entire product/service and contract requirements have been fully defined, documented and can be met to ensure that:

a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
b) the risks and opportunities that can affect the conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
c) the focus on enhancing customer satisfaction is maintained

Procedure References: **MSP 003   Sales Enquiries and Order Processing.**

5.2 Management system Policies

Top management provide evidence of its commitment to the development and Implementation of the management system and maintaining its effectiveness by:

- Communicating to the company the importance of meeting its quality, environmental, OH&S and legal commitments.

- Establishing the management system policies.

- Ensuring quality, environmental and OH&S objectives are established.

- Conducting Management Reviews.

- Ensuring the availability of resources.

- Ensuring that all processes work as an effective network.

The management ensures that its Policies:

a) Are appropriate to the purpose, context and strategic direction of the company and that they consider the scale and environmental Impacts of its activities, products, services and the nature and scale of its OH&S risks.

b) Include a commitment to comply with applicable requirements and continually improve the effectiveness of the management system and the prevention of pollution, injury and ill health.

c) Include a commitment to comply with applicable legal requirements and other requirements to which the company subscribes which relate to its environmental aspects and OH&S hazards.

d) Provides a framework for establishing and reviewing quality, environmental and OH&S objectives and targets.

e) Are documented, implemented and maintained.

f) Are communicated and understood within the Company and by those persons working on behalf of the company.

g) Are reviewed for continuing suitability.

h) Are made available to the public and other interested parties as required.

In order to provide evidence of the Company's commitment to its management Policies, they are regularly reviewed and any changes approved as part of the formal Management Review process. These reviews and all approved changes are recorded in the minutes of the Management Reviews.

Copies of the Management Policies are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Management System.

The following policy statements are made available

- MSF 209   Quality Policy Statement
- MSF 210   Environmental Policy Statement
- MSF 211   Health and Safety Policy Statement

Procedure References: **MSP 016   Management Reviews**

                                   MSP 012   Staff Training and Competence

5.3 Organizational roles, responsibilities and authorities

Roles, responsibilities, accountabilities and authorities are defined, documented and communicated in order to facilitate effective management. Roles, responsibilities and authorities may be documented in job descriptions (major duties), competency matrices (job specific responsibilities) and within local procedures and instructions (task and functional responsibilities).

The Managing Director retains overall responsibility for the management of Health and Safety within Goody Demolition Ltd.

Goody Demolition Ltd.'s senior management has appointed the Operations Manager who has responsibility and authority for:

a.   Ensuring that the management system is established, implemented and maintained in accordance with the requirements of the International Standards.

b.   Reporting to senior management on the performance of the management system for review, including recommendations for Improvement.

c.   Promote awareness of the level of customer satisfaction and monitor and analyse the feedback from customers.

d.   Responsible for promoting the awareness of all regulatory and other requirements.

e.   Ensuring that the processes are delivering their intended outputs.

f.   Ensuring the integrity of the IMS is maintained when changes to the IMS are planned and implemented.

All Goody Demolition Ltd employees have responsibility for aspects of OH&S and to safeguard the environment and their fellow workers by adhering to the policies and procedures associated with the management system and by participating in the identification of performance Improvement opportunities wherever possible. Goody Demolition Ltd's supervisors and management team have the additional responsibility to support their employees in implementing Improvement projects.

Senior management has established the interrelation of all personnel who manage, perform and verify work-affecting quality, and they ensure the independence and authority necessary to perform these tasks.

Responsibilities and authorities, together with the identity of those responsible for communicating them throughout the Company, are illustrated on the management system structure chart below.

Company Organisation Chart

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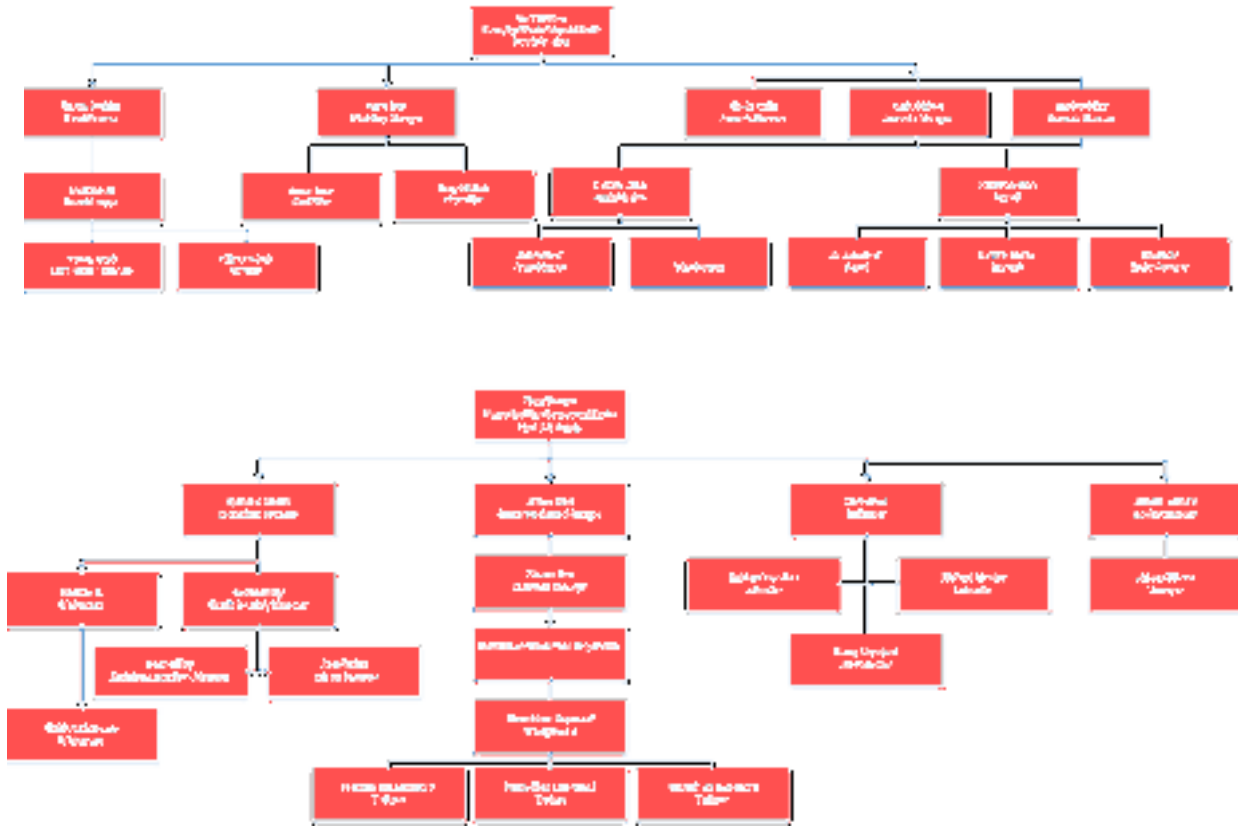
5.4 Consultation and participation of workers

Goody Demolition has established, implemented and maintains processes for consultation and participation of workers at all applicable levels and functions, in the development, planning, implementation, performance evaluation and actions for improvement of the OH&S management system.

Goody Demolition:

a) provides mechanisms, time, training and resources necessary for consultation and participation;

b) provides timely access to clear, understandable and relevant information about the OH&S management system;

c) determines and removes obstacles or barriers to participation and minimize those that cannot be removed;

d) emphasizes the consultation of non-managerial workers on the following:

> 1) determining the needs and expectations of interested parties;
> 2) establishing the OH&S policy;
> 3) assigning organizational roles, responsibilities and authorities, as applicable;
> 4) determining how to fulfil legal requirements and other requirements;
> 5) establishing OH&S objectives and planning to achieve them;
> 6) determining applicable controls for outsourcing, procurement and contractors;
> 7) determining what needs to be monitored, measured and evaluated;
> 8) planning, establishing, implementing and maintaining an audit programme
> 9) ensuring continual improvement;

e) emphasizes the participation of non-managerial workers in the following:

> 1) determining the mechanisms for their consultation and participation;
> 2) identifying hazards and assessing risks and opportunities;
> 3) determining actions to eliminate hazards and reduce OH&S risks;
> 4) determining competence requirements, training needs, training and evaluating training;
> 5) determining what needs to be communicated and how this will be done;
> 6) determining control measures and their effective implementation and use;
> 7) investigating incidents and nonconformities and determining corrective actions.

Procedure Reference: **SHE Policy, Section 23**

6.0 Planning

6.1 Actions to address risks and opportunities

6.1.1 Identification and evaluation of aspects, Impacts and risks

Management System planning forms part of the Management Review process described in Section 4.7. When planning for the Integrated Management System Goody Demolition considers the context in which the company operates, the needs and expectations of its interested parties and the scope of its Integrated Management System.

Goody Demolition maintains documented information in its MS Planning workbook regarding its risks and opportunities and the processes needed to ensure they are addressed as planned.

6.1.2 Environmental Aspects

Goody Demolition Ltd has established, implemented and maintains a procedure for the Identification and Control of Significant Environmental Aspects

a. To identify the environmental aspects of its activities and services that it can control and those that it can influence taking into account planned or new developments, or new or modified activities and services, and

b. To determine those aspects that have or can have significant impact(s) on the environment (i.e. significant environmental aspects).

Goody Demolition Ltd documents this information and keeps it up to date through the MS Planning Workbook and ensures that the significant environmental aspects are taken into account in establishing, implementing and maintaining its environmental management system.

Procedure References: **MSP 009   Identification and Control of Significant Environmental Aspects**

6.1.2.1 Hazard identification, risk assessment and determining controls

Goody Demolition Ltd has established, implemented and maintains a procedure for the on-going hazard identification, risk assessment, and determination of necessary controls.

Procedure References: **MSP 010   Risk Management.**

6.1.3   Identification of Legal and other Requirements

Goody Demolition Ltd identifies and monitors all statutory and regulatory requirements that pertain to its activities, products and services. These regulations are documented in a Register of Regulations within the MS planning workbook that identifies the regulation, how it applies, and the activities associated with these regulations.

Access to these regulations is maintained through links to the Government websites that contain the current regulatory requirements. The Operations Manager maintains copies of applicable local by-laws and rules in hard copy if not available electronically. Goody Demolition Ltd maintains an awareness of changes to these requirements through periodic reviews of these websites, communication with local government officials and through on-going legal and other requirements compliance review activities.

Regulatory requirements form part of the criteria for determining the significance of environmental aspects, thereby relating these requirements to both the aspects and to the activities that generate the aspects.

Goody Demolition Ltd ensures that these applicable legal requirements and other requirements to which the company subscribes are taken into account in establishing, implementing, maintaining and continually improving its management system as documented in the Identification and Control of Significant Environmental Aspects procedure MSP 009 and the Risk Management Procedure MSP 010.

Other requirements, such as HSE guidance, Environment Agency regulations, Industry standards and client contract terms are controlled through incorporation into relevant procedures, Safe Systems of Work and policies relating to purchasing, energy conservation and Subcontractor control.

6.1.4   Planning action

Goody Demolition Ltd plans:

a) actions to:

1) address these risks and opportunities;

2) address legal requirements and other requirements;

3) prepare for and respond to emergency situations;

b) how to:
1) integrate and implement the actions into its IMS processes or other
business processes;
2) evaluate the effectiveness of these actions.

Goody Demolition Ltd takes into account the hierarchy of controls and outputs from the IMS when planning to take action.

When planning its actions, Goody Demolition Ltd considers best practices, technological options and financial, operational and business requirements.

Procedure References:	**MSP 002**	**Document and Record Control**
	MSP 004	**Purchasing, Supplier and Subcontractor Control**
	MSP 006	**Workshop Control**
	MSP 010	**Risk Management**
	MSP 009	**Identification and Control of Significant Environmental Aspects**

6.2 IMS Objectives and planning to achieve them

Goody Demolition Ltd establishes management objectives and related targets as part of its management review process. Objectives and targets may be set at strategic or departmental levels throughout the year as required and appropriate. New objectives may be proposed by any member of staff based on the results of the management review and its assessment of the management system performance and changing circumstances.

6.2.1 Environmental objectives

The objectives are:

a) consistent with its IMS policies;
b) measurable (if practicable)
c) compliant with applicable requirements
d) relevant to the conformity of products and services and to the enhancement of customer satisfaction
e) monitored
f) communicated
g) updated as appropriate

When establishing and reviewing its objectives and targets, Goody Demolition Ltd takes into account the legal requirements and other requirements, to which the company subscribes and its significant health and safety and environmental aspects and risks. It also considers its technological options, its financial, operational, business and customer requirements, and the views of interested parties. Management programs are established to ensure the achievement of objectives and targets once approved.

6.2.2 Planning actions to achieve objectives

When planning how to achieve its objectives Management have determined

a) what has to be done;
b) what resources will be required;
c) who will be responsible;
d) when it will be completed;
e) how the results will be evaluated, including indicators for monitoring;
f) how actions to achieve objectives will be integrated into the IMS processes.

The approved objectives and targets are listed in the MS planning workbook.

6.3 Planning of changes

When Goody Demolition has determined the need for changes to the IMS, the changes will be carried out in a planned manner considering the following:

a) the purpose of the changes and their potential consequences;
b) the integrity of the IMS;
c) the availability of resources;
d) the allocation or reallocation of responsibilities and authorities

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7.0 Support

7.1 Resources

7.1.1 General

Management shall ensure the availability of resources essential to establish, implement, maintain and improve the management system. Resources include human resources and specialised skills, company infrastructure, technology, financial and external resources.

Goody Demolition Ltd determines and provides the resources needed to:

a) implement and maintain the management system and continually improve its effectiveness.

b) Enhance customer satisfaction by meeting customer requirements.

c) Ensure that persons in the workplace take responsibility for environmental and OH&S aspects over which they have control.

The identification of revised or additional resources required to implement and improve the processes of the Management System takes place as part of day-to-day management as well as part of the Management Review described in procedure MSP 016

7.1.2 People

Goody Demolition Ltd ensures that staff performing work that may have an impact on the environment, health and safety performance or that may affect the conformity of their products and or services are competent on the basis of appropriate education, training, skills and experience and maintain associated records.

Staffing levels are regularly reviewed in the light of business needs. Whenever necessary additional full-time or temporary staff are recruited and employed. The company may at times use consultants for specialist skills as required.

Staffing and resources on site will be fully controlled by the Works Supervisor for each specific contract

7.1.3 Infrastructure

Senior management is responsible for identifying, providing and maintaining an adequate infrastructure to achieve conformity to product and service requirements and minimise environmental and OH&S risks. The components of the infrastructure may include buildings, workspace and associated utilities, process equipment (both hardware and software), transport equipment and communication systems.

All portable electrical equipment is PAT tested in accordance with the current regulations.

All work equipment is maintained in accordance with the manufacturer's instructions and or applicable regulatory requirements.

Where necessary a maintenance/repair plan will be created to ensure equipment is maintained in good working order and provides for safe working practices.

The IT Manager is responsible for regularly servicing the Company's computer systems.

For the purposes of this Management System, all other elements of the infrastructure are treated as resources and provided, maintained, checked and replaced accordingly. This is administered by the application of the relevant procedures set out in Section 8 (Operations).

Procedure References:	**MSP 005**	**Operational Control.**
	MSP 006	**Workshop Control**
	MSP 014	**Control of I.T Systems**

7.1.4 Environment for the operation of processes

Senior management ensures that a suitable environment is maintained that provides for safe systems of work and the ability to achieve conformity to product and service requirements.

The office areas are regularly cleaned in order to provide a pleasant working area for staff and for safety reasons.

Site facilities are provided in accordance with CDM regulations, these are routinely inspected and appropriate records maintained

A kitchen and associated refreshment facilities are provided for staff within the head office.

First aid kits and fire extinguishers are provided and maintained within the company premises as well as on each company vehicle and within site facilities under the control of Goody Demolition Ltd.

Facilities are provided for the collection of recyclable waste to enable disposal in an environmentally friendly way.

7.1.5 Monitoring and measuring resources

Goody Demolition Ltd has established, implemented and maintains processes to monitor and measure, on a regular basis, the key characteristics of its operations that can have a significant quality, environmental and/or OH&S impact. Operational metrics are determined and recorded. Data and information needed to monitor performance, applicable operational controls and conformity with the company's objectives and targets is collected and reported and used during the management reviews.

Goody Demolition Ltd ensures that all equipment used throughout its operations, are maintained as required, and associated records kept.

Procedures are established to provide management with the feedback required to maintain the effectiveness and continual improvement of the Management System and to provide an auditable record of its implementation.

The Company has formally defined the activities needed to measure and monitor service improvement and conformity. This includes the determination of applicable methods, including statistical techniques, and the extent of their use.

Levels of customer satisfaction will be monitored and considered during Management Review.

The company has established documented procedures for a feedback system (see 7.4) to provide early warning of quality, environmental and OH&S problems and for input into the corrective action processes (see 10.2) and risk and opportunity processes (see 6.1).

7.1.6 Organisational Knowledge

Goody Demolition has taken steps to identify and acquire the organizational knowledge necessary to establish the continuing conformity of its products and services. This knowledge has been communicated as necessary within the organization and is maintained and protected. An assessment of organizational knowledge takes place prior to any changes being made to the IMS in response to changing needs or trends.

This knowledge is gained internally through experience and lessons learned from failures and successful projects as well as from, external sources such as formal courses, standards, journals, conferences, seminars, customers and suppliers.

Specific organizational knowledge is identified and recorded in the register contained in the MS planning workbook. Methods of retaining and sharing this knowledge with others is determined and recorded. Any risks and opportunities are identified and appropriate action taken (see 6.1).

7.2 Competence

Goody Demolition Ltd.'s managers/supervisors identify competencies and training needs associated with their department's operational requirements and the management system. These competencies are listed in the Training Records. Common competencies that affect all employees are identified by the Operations Manager and will also be listed in the Training Records. Managers/Supervisors shall provide for necessary training or take other action to meet these needs, and evaluate the effectiveness of the actions taken.

7.3 Awareness

Goody Demolition Ltd has established, implemented and maintains a procedure to make employees and other persons working for it or on its behalf aware of:

a. The importance of conformity with the Company's policies and procedures and with the requirements of the management system,

b. The quality requirements, significant environmental aspects and OH&S consequences related to actual or potential Impacts associated with their work, and the benefits of improved personal performance,

c. Their roles and responsibilities in achieving conformity with the requirements of the company's policies, management system and the achievement of the quality, environmental and OH&S objectives,

d. The potential consequences of departure from specified procedures,

e. Hazards, OH&S risks and actions determined that are relevant to them;

f. The ability to remove themselves from work situations that they consider present an imminent and serious danger to their life or health, as well as arrangements for protecting them from undue consequences for doing so.

For Goody Demolition Ltd employees and contract workers this is accomplished during induction training, through the use of Notices posted in the work area, during monthly communication meetings, through the use of email and toolbox talks.

Procedure References:	**MSP 004**	**Purchasing, Supplier and Subcontractor Control**
	MSP 012	**Staff Training and competence.**
	MSP 016	**Management Review.**

7.4 Communication

With regard to its management system, Goody Demolition Ltd has established, implemented and maintains processes for:

a. Communicating quality, environmental and OH&S policies, responsibilities and authorities in such a manner that they are understood by the company.

b. Internal communication between the various levels and functions of the company and has established a management system communication board at their offices to post management system performance information and Notices. Suggestions, ideas and concerns from employees are encouraged and addressed individually.

c. Consulting and encouraging the participation of workers with the appropriate involvement in hazard identification, risk assessments and determination of controls, appropriate involvement in incident investigations, involvement in the development and review of management system policies and objectives, consultation where there are any changes particularly if they relate to OH&S and representation on OH&S matters. Staff are informed about participation arrangements, including who is their representative on OH&S matters.

d. Consultation with contractors where there are changes that may affect the quality of the products, services, customer satisfaction or environmental/OH&S impacts.

e. Consultation with Notified Bodies and/or Certification Bodies regarding significant changes to the Management System, Product Specifications, Reportable incidents/accidents or the receipt of prohibition or improvement notices from authorities such as HSE, Environment agency, Fire Brigade etc.

f. Receiving, documenting and responding to relevant communication from external interested parties. All outside inquiries relating to information about Goody Demolition Ltd management system are routed to the Operations Manager who maintains an NCR Log that captures the information from the inquiry and assigns the appropriate Goody Demolition Ltd employee to respond. The Operations Manager also follows up to ensure a response was provided to the requestor and records this on the NCR. The NCR Log is maintained as a part of the MS Planning Workbook.

g. Goody Demolition Ltd has decided not to communicate externally about its significant environmental aspects.

h. Effective communications links with customers. These links may be required to deal with product and service information, negotiating contract conditions and the efficient conveyance and review of similar matters. The need to encourage customer feedback, including complaints (see 4.6), must be a prime factor when planning the Company's communications.

The Operations Manager is responsible for analysing all internal and external communications as part of his/her preparation for the management review. This information will be used to summarise the feedback from interested parties during the setting of objectives and targets.

Procedure References:

MSP 003	**Sales enquiries and Order Processing**
MSP 009	**Identification and Control of Significant Environmental Aspects.**
MSP 010	**Risk Management.**
MSP011	**Nonconformities and Corrective Action**
MSP 013	**Customer Satisfaction and feedback**

7.5 Documented information

7.5.1   General

The Management System documentation consists of:
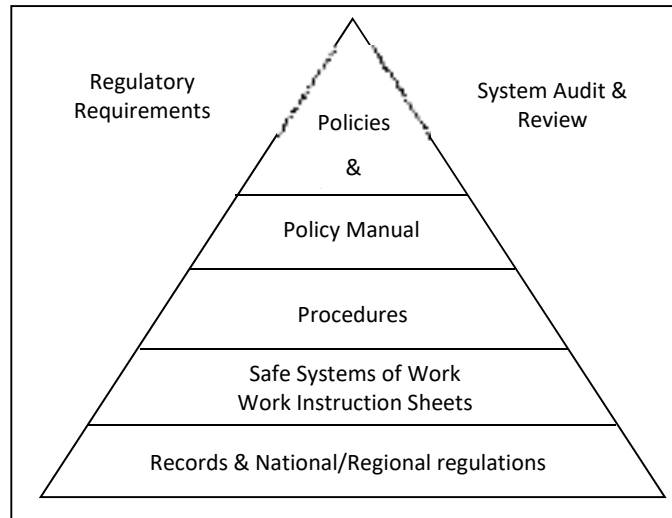
7.5.1.1 Policy Manual

The Policy Manual (MSP 001) is an organised collection of general policies, procedures and systems concerned with all phases of the business.

The main purpose of the Policy Manual is to provide a "Controlled" document, which reflects the company's commitment to Quality Assurance, Environmental Protection and Occupational Health and Safety and demonstrates the means of achieving it.

The contents of this manual are contained in sections, each of which cross-references procedures applicable to a particular aspect of the business. An index page precedes each section outlining the information contained in them.

Amendments to the contents may be necessary from time to time, thus ensuring the Policy Manual continues to be relevant to the needs of the company and the markets it serves.

The Operations Manager in accordance with Procedure MSP 002 Document and Record Control will issue any amendments. For ease of reference the numbering system uses the same as that in Annex SL a contents table at the front of the policy manual provides a cross reference to clauses within BS EN ISO 9001:2015, BS EN ISO 14001:2015 and ISO 45001:2018.

Procedures Manual

The procedures manual contains a set of procedures giving details of the responsibilities and routines applicable to specific tasks.

The Operations Manager in accordance with Procedure MSP 002 Document and Record Control will issue any amendments.

Safe Systems of Work (SSW) and Work Instruction Sheets (WIS)

Safe Systems of Work and Work Instruction Sheets are produced and issued, where a considerable level of detailed information is required to effectively carry out a specific task.

The Operations Manager in accordance with Procedure MSP 002 Document and Record Control will issue any amendments.

7.5.2 Creating and updating

The Operation Manager controls the issue of the management system documentation and is responsible for the insertion of new pages and removal of obsolete pages from the various copies of the manual when changes are made. He/she is also responsible for maintaining the electronic copy of the documentation up to date and ensuring that superseded or obsolete documents are removed from the points of use.

The Operations Manager is responsible for ensuring that all proposed amendments to the Management system documentation are forwarded to the certifying authority for their approval, where appropriate, prior to adoption.

7.5.3 Control of documented information

Documents required by the management system are controlled and procedures have been established and implemented to ensure they are approved for adequacy prior to issue, reviewed and updated, identified and made available at the points of use.

Management system manuals and documents are issued as follows:

a) The documents shall only be issued to nominated individuals.
b) The nominated individuals will be responsible for the safe keeping of their copy of the manuals and documents.
c) All copies of the manuals and documents shall be issued, numbered and recorded by the Operations Manager.
d) Reference to the manual, procedures and safe systems of work by all employees of the company is encouraged.
e) It is the responsibility of the Operations Manager to disseminate the information contained in the manual, and to ensure that the company's procedures are followed.
f) The Operations Manager has the authority to withdraw or request the return of any copy of the manuals if and when deemed necessary.
g) No copies of the manual or procedures or any sections thereof are to be made without management authorisation.
h) Read only access to the management system documentation should be available from all company computers.

Control of Records

It is the policy of Goody Demolition Ltd to ensure that systems exist to maintain records, where it has been decided that the keeping of such records is necessary, to provide full traceability. Records may be necessary for legal, contractual or simply internal purposes. Records are understood to be any information which has been recorded and which can be analysed subsequently to identify areas requiring attention or areas where improvement's in the overall quality of services provided might be achieved or where environmental/OH&S performance could be improved. It is the intention of the company through the analysis of management system records to maintain a programme of on-going improvement.

The company has established and maintains procedures to control records and data, directly related to the Management System, to ensure they are identified, stored, protected, retained, retrievable and that:

- All management system documentation is controlled through a formal and documented system, which defines the method of review and approval and the method of updating.

- Re-issuing the appropriate document after receiving the relevant authority makes all changes.

- Obsolete documents are promptly removed from user points. Records are maintained of all changes.

- A register is maintained of all copyholders and the documents, which they hold.

- Copies of any relevant standards are available for reference at appropriate points.

- Each change will require the documents issue number to be indexed and updated.

- All data electronically collected or generated which forms part of the Management System will be backed up in accordance with MSP 014 Control of I.T. Systems procedure to prevent loss.

Responsibility

It is the responsibility of the Operations Manager to ensure that all data regarded as management system records are stored in a secure location for the required period of time as shown in the MS planning workbook. They should be stored and maintained in such a way that they are readily retrievable in facilities that provide a suitable environment to minimise deterioration or damage and to prevent loss.

It is the responsibility of all personnel who are required to record information before, during, or after any activity to complete and maintain the records as defined in the relevant section of the management system manual or associated procedures.

It is the responsibility of the Operations Manager to review the maintenance of the various records.

The Administration Office is responsible for the storage and retention of customer data and orders. Procedures exist to define how these are to be controlled.

It shall be responsibility of the Managing Director to satisfy himself that internal management system audit records are being adequately and correctly maintained.

It is the responsibility of the Operations Manager to control all management system documentation and data.

He/She shall be responsible for: -

- The maintenance of the Policy Manual.

- The maintenance of the Procedures Manual.

- The maintenance of the Safe Systems of Work.

- The register of Master Documents.

- The maintenance of the MS Planning Workbook.

- The maintenance of the Approved Supplier Register.

- All management system records.

- The Equipment Maintenance System.

All Records pertaining to a particular area are referred to within the appropriate section of the Procedures Manual and copies of the various forms held in a master file. The control of completed records is detailed in Procedure MSP 002 Document and Record Control.

Procedure References: **MSP 002**   **Document and Record Control**

8.0 Operations

8.1 Operational and planning control

    8.1.1   Product and service considerations

Planning of product and service delivery is required to ensure:

a) Efficient delivery of the products and services offered to customers.

b) Effective communication with customers.

c) Proper management of operational processes and associated activities.

d) Proper management and minimisation of environmental impacts.

e) Proper management and minimisation of OH&S risks.

The Company plans and develops the processes needed for product and service provision. Planning of product and service provision shall be consistent with the requirements of the other processes within the Management System.

In planning product and service provision, Goody Demolition Ltd has determined the following, as appropriate:

- Quality, environmental and OH&S objectives and requirements for the products and services.

- The need to establish processes and documents, and to provide resources specific to the products and services.

- Required verification, validation, monitoring, measurement, inspection and test activities specific to the product and the criteria for product and/or service acceptance.

- Records needed to provide evidence that the operational processes and resulting outputs meet requirements.

The output of this planning shall be in a form that suits Goody Demolition Ltd.'s methods.

Goody Demolition Ltd has established and documented requirements for risk management throughout the provision of its products and services. Records arising from risk management are maintained (see 6.1).

The work planning process involves determining and taking into account the Quality, environmental and OH&S policies, objectives and product/service requirements. This is achieved by the application of the documented Management System and related processes and includes the provision of any necessary resources and validation and verification methods.

Procedure References:	**MSP 003**	**Document and Record Control**
	MSP 004	**Purchasing, Supplier and Subcontractor Control**
	MSP 005	**Operational Control**
	MSP 006	**Workshop Control**
	MSP 008	**Control of Company Vehicles, Mobile Plant and Equipment**
	MSP 009	**Identification and Control of Significant Environmental Aspects**
	MSP 010	**Risk Management**

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8.1.2 Environmental and OH&S Considerations

Goody Demolition Ltd, through the Identification and Control of Significant Environmental Aspects procedure MSP 009 and the Risk Management procedure MSP 010, identifies and plans those operations that are associated with their identified significant environmental aspects and OH&S hazards and risks consistent with its environmental and OH&S policies, objectives and targets. This process ensures that these activities are carried out under specified conditions, by

a. Establishing, implementing and maintaining documented procedures and operational controls to control situations where their absence could lead to deviation from the environmental and/or OH&S policies, objectives and targets.

b. Stipulating the operating criteria in these procedures.

c. Establishing, implementing and maintaining procedures related to the identified significant environmental aspects and OH&S risks of materials, products and services used by the company and communicating applicable procedures and requirements to suppliers, including subcontractors and other visitors to the workplace. Suppliers are required to provide appropriate environmental and OH&S information about their products (i.e. MSDS sheets) as part of the order. These are maintained in MSDS binders available to all employees. Significant environmental aspects associated with new materials are identified as described in the Identification and Control of Significant Environmental Aspects procedure and appropriate operational controls established.

Subcontractors involved in work that could have a significant environmental and/or OH&S impact (e.g. pest control, construction, demolition, etc.) are requested to describe their processes, materials and wastes in appropriate Method Statements. Only certified and/or licensed environmental subcontractors (e.g. pest controllers, waste haulers) are used for specific environmental services.

Goody Demolition Ltd.'s environmental policy and appropriate requirements are communicated to environmental subcontractors prior to the start of any work. Specific instructions for the communication with suppliers and contractors are provided in job specifications, procedures, safe systems of work and method statements.

8.1.3 Management of change

Goody Demolition has established processes for the implementation and control of planned temporary and permanent changes that impact IMS performance, including:

a) new products, services and processes, or changes to existing products, services and
processes, including:
— workplace locations and surroundings;
— work organization;
— working conditions;
— equipment;
— work force;
b) changes to legal requirements and other requirements;
c) changes in knowledge or information about hazards and OH&S risks;
d) developments in knowledge and technology.

Goody Demolition reviews the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

8.2 Requirements for products and services and Emergency preparedness and response

Goody Demolition Ltd has established, implemented and maintains emergency plans and procedures to identify potential emergency situations that can have an impact on the environmental and/or Health and Safety of people in the workplace and how Goody Demolition Ltd will respond to them.

These plans provide details on how Goody Demolition Ltd responds to actual emergency situations and accidents and prevents or mitigates associated adverse environmental and/or health and safety Impacts. These plans are periodically reviewed and, where necessary, revised including after the occurrence of accidents or emergency situations. As a minimum, annual drills are run to periodically test these procedures.

A formal incident review is held following each actual incident or emergency in order to fully investigate the occurrence, Goody Demolition Ltd.'s response, and actions necessary to prevent recurrence. The Operations Manager or Managing Director shall chair the review. All such reviews shall be documented, including actions taken to prevent recurrence, and any necessary post-incident notifications made to local, national or government agencies in accordance with regulatory requirements.

Procedure References: **MSP 010   Risk Management**

                             MSP 011   Nonconformities and Corrective and Action

8.2.1   Customer communication

Communication with customers will include:
  a) providing information relating to products and services;
  b) handling enquiries, contracts or orders, including changes;
  c) obtaining customer feedback relating to products and services, including customer complaints;
  d) handling or controlling customer property;
  e) establishing specific requirements for contingency actions, when relevant.

8.2.2   Determining the requirements for products and services

When determining the requirements for the products and services to be offered to customers, the organisation has ensured that:
  a) the requirements for the products and services are defined, including:
      1) any applicable statutory and regulatory requirements;
      2) those considered necessary by the organisation;
  b) the organisation can meet the claims for the products and services it offers.

8.2.3   Review of the requirements for products and services

8.2.3.1 The company ensures that it has the ability to meet the requirements for products and services to be offered to customers. The company conducts a review before committing to supply products and services to a customer, to include:

  a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
  b) requirements not stated by the customer, but necessary for the specified or intended use, when known;
  c) requirements specified by the organization;
  d) statutory and regulatory requirements applicable to the products and services;
  e) contract or order requirements differing from those previously expressed.

The organization ensures that contract or order requirements differing from those previously defined are resolved. The customer's requirements are confirmed by the organization before acceptance, when the customer does not provide a documented statement of their requirements.

The company retains documented information, as applicable:

a) on the results of the review;
b) on any new requirements for the products and services.

8.2.4 Changes to requirements for products and services

In the event of changes to the original requirements, the contract or tender will be reviewed in order to ascertain that we can continue to meet the customer requirements. The company will ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed. Records of the initial and any on-going reviews are recorded.

Procedure References: **MSP 005** **Operational Control**

8.3 Design and development of products and services

This section is not generic to the nature of Goody Demolition Ltd.'s current business activities or processes. Should this situation change, by customer demand or any other reason, appropriate procedures will be developed and introduced. The Management Review process continuously monitors this situation.

8.4 Control of externally provided processes, products and services

Purchasing process

Goody Demolition Ltd will ensure that environmental aspects and OH&S risks are considered prior to the purchasing of products and services.

Goody Demolition Ltd will ensure that the quality of purchased products, materials and services that have a bearing, or in any way, contribute to the quality of the output is strictly controlled; they will also ensure that they conform to specified purchase requirements.

Therefore, the suppliers of all such products, materials and services undergo an approval process and their performance is regularly monitored. Records of these approvals and any actions arising shall be maintained.

Purchasing information

Care is taken to ensure that when orders are placed for quality critical products, materials and services such orders include, where appropriate:

a) A full description of the requirements or provision of drawings, technical specifications etc.

b) Requirements for approval of product, procedures, processes and equipment,

c) Requirements for qualification of personnel, and

d) Management system requirements.

Goody Demolition Ltd maintains relevant purchasing information to the extent required for traceability.

Verification of purchased product

A protocol has been established for making recorded inspections of all purchased products, materials and services necessary to ensure that they are fit for their intended purpose and that they comply with the order qualifications and specification.

Procedure References:	**MSP 004**	**Purchasing, Supplier and Subcontractor Control**
	MSP 005	**Operational Control**
	MSP 006	**Workshop Control**

8.5 Production and service provision

8.5.1 Control of production and service provision

Throughout the operational processes, Goody Demolition Ltd will ensure they carry out operational and service provision under controlled conditions, which shall include, as applicable:

a) The availability of information that defines the characteristics of the service to be provided and criteria for review and approval of the process,

b) The availability of Safe Systems of Work and work instructions as necessary,

c) The availability and use of suitable monitoring and measuring resources,

d) The implementation of checks all stages to ensure requirements are being met,

e) Use of suitable equipment, and qualification of personnel,

f) Validation of processes to ensure they are able to achieve the planned results for quality, environment and health & safety,

g) The implementation of actions to prevent human error,

h) The Implementation of product/service release, delivery and post-delivery activities,

i) Requirements for records.

Goody Demolition Ltd has established and maintains records as necessary for all activities that provides traceability to the extent required

8.5.2 Identification and traceability

Goody Demolition Ltd maintains traceability of product through the operational process. All materials are recorded in the stock records and dated, this will provide traceability should it be required.

Records of waste disposal are maintained providing the required traceability for waste recycling and monitoring of customer recycling targets.

8.5.3 Property belonging to customers or external providers

Goody Demolition Ltd has established and maintains procedures in order to ensure that all customer property is protected during the provision of their services and associated activities. Procedures are also established to provide suitable protective equipment and security for such property whilst it is in Goody Demolition Ltd.'s care.

Procedure References:	**MSP 003**	**Sales enquiries and Order Processing**
	MSP 004	**Purchasing, Supplier and Subcontractor Control**
	MSP 005	**Operational Control**
	MSP 006	**Workshop Control**
	MSP 007	**Storage, handling and preservation**

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8.5.4   Preservation

Goody Demolition Ltd has established and maintains procedures in order to ensure that adequate and suitable materials and equipment are available to identify, handle, protect and store products, during processing, subsequent storage, delivery and installation.

Procedure References:	**MSP 005**	**Operational Control**
	MSP 006	**Workshop Control**
	MSP 007	**Storage, handling and preservation**

8.5.5   Post-delivery activities

Goody Demolition will meet requirements for post-delivery activities associated with the products
and services. In determining the extent of post-delivery activities that are required, the organization has considered:
  a) statutory and regulatory requirements;
  b) the potential undesired consequences associated with its products and services;
  c) the nature, use and intended lifetime of its products and services;
  d) customer requirements;
  e) customer feedback.

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

Post-delivery activities include monitoring and acting upon customer complaints and customer feedback.

Procedure References:	**MSP 013**	**Customer Satisfaction and Feedback**

8.5.6   Control of changes

Any changes made to the processes to ensure product and service conformity are done in a controlled manner and the changes are reviewed and appropriate records maintained.

8.6 Release of products and services

Goody Demolition have implemented planned arrangements at appropriate stages to verify that the product and service requirements have been met.

Products are not released to customers until Goody Demolition are satisfied that planned arrangements have been met unless otherwise approved by a relevant authority and, as applicable, by the customer.

Documented information on the release of products and services shall be retained and include:

  a) Evidence of conformity with the acceptance criteria;
  b) Traceability to the person authorizing the release

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8.7 Control of nonconforming outputs

8.7.1 Control of nonconforming products and services

Goody Demolition Ltd ensures that products which do not conform to product or service requirements are identified and controlled to prevent their unintended use, delivery or other adverse effects.

Where applicable, Goody Demolition Ltd shall deal with nonconforming products and services by one or more of the following ways:

a) By taking action to eliminate the detected nonconformity;

b) By authorising its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer;

c) By taking action to preclude its original intended use or application;

d) By taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product or service is detected after delivery or use has stated.

Procedures are established to ensure that non-conformities are identified, investigated, corrected, re-verified and action taken to prevent recurrence. Corrective actions are recorded and reviewed regularly to ensure they are effective.

Procedure References:	**MSP 005**	**Operational Control.**
	MSP 006	**Workshop Control**
	MSP 010	**Risk Management**
	MSP 011	**Nonconformities, Corrective and Preventive Action**

8.7.2 Incident Investigation

Goody Demolition Ltd has established and maintains a procedure to record, investigate and analyse incidents in order to:

a. Determine underlying deficiencies and other factors that might be causing or contributing to the occurrence of incidents.

b. Identify the need for corrective action.

c. Identify opportunities for preventive action.

d. Identify opportunities for continual improvement.

e. Communicate the results of such investigations.

Procedure References:	**MSP 017**	**Accident and Incident Reporting and First Aid Arrangements**

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8.7.3   Handling of nonconformities

Goody Demolition Ltd has established, implemented and maintains a Nonconformity and Corrective Action procedure MSP 011 for dealing with nonconformities and for taking corrective action.

Procedures are established to ensure that non-conforming products are identified and segregated where necessary in order to prevent their unintentional issue or use. The procedures also address their disposal.

9.0 Performance evaluation

9.1 Monitoring measurement, analysis and evaluation

9.1.1   General

Goody Demolition has determined the following:

a)   what needs to be monitored and measured;
b)   the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
c)   the criteria against which they will evaluate their environmental and OHS&S performance
d)   when monitoring and measuring shall be performed;
e)   when the results from monitoring and measurement shall be analysed and evaluated.

The performance and effectiveness of the IMS shall be evaluated and the evidence of the results will be retained as documented records.

9.1.2   Customer satisfaction

Goody Demolition monitors its customers perceptions of the degree to which their needs and expectations have been fulfilled.

The processes used to monitor customer satisfaction are detailed in documented procedures.

Procedure References: **MSP 013   Customer Satisfaction and Feedback**

9.1.3   Evaluation of Compliance

Consistent with its commitment to regulatory compliance, Goody Demolition Ltd has established, implemented and maintains a process for periodically evaluating compliance with applicable legal requirements. Goody Demolition Ltd performs annual assessments of its activities to ensure compliance to regulatory requirements. Compliance review schedules are shown on the Planning Workbook prepared by the Operations Manager. Records of the results of these periodic reviews are maintained and are reviewed with the Goody Demolition Ltd management. Any deficiencies noted during the review are recorded on the compliance audit report and appropriate actions taken to correct any regulatory violations, including notifications to government agencies as required by applicable regulations. In addition, common regulatory requirements are included on internal audit checklists and are monitored by internal auditors or as part of the audit schedule.

Goody Demolition Ltd also evaluates compliance with other requirements to which it subscribes such as the Environmental Agency requirements. Compliance to these other requirements is verified during periodic internal management system audits and are included on audit checklists as described in the Internal Audit procedure MSP 015.

Procedures are established and maintained to monitor and measure the characteristics of the service against the acceptance criteria and these activities are documented.

9.1.4   Analysis and evaluation

Goody Demolition analyses appropriate information from monitoring and measurement to evaluate:

a) conformity of product and service
b) customer satisfaction
c) the performance and effectiveness of the IMS
d) if planning has been implemented effectively
e) the effectiveness of actions taken to address risks and opportunities
f) the performance of external providers
g) the need for improvements to the IMS

The activities needed to measure and monitor service improvement and conformity have been formally defined, including the determination of applicable methods, including statistical techniques, and the extent of their use.

The Operations Manager reviews and summarises quality record trends and highlights areas of concern to be addressed during Management Reviews.

9.2 Internal Audit

Goody Demolition Ltd has established, implemented and maintains an Internal Audits procedure MSP 015 to ensure that internal audits of the management system are conducted at planned intervals to:

a) Determine whether the management system:

- Conforms to planned arrangements for quality, environmental and OH&S management including the requirements of the national standards.

- Has been properly implemented and is maintained.

- Is effective in meeting the company's policy and objectives.

b) Provide information on the results of audits to management.

Procedure References: **MSP 015   Internal Audits**

                                                MSP 016   Management Review

9.3 Management review

9.3.1   General

Goody Demolition Ltd management shall review the management system at least six-monthly to ensure its continuing suitability, adequacy and effectiveness. Reviews shall include assessing opportunities for improvement and the need for changes to the management system, including the management policies, objectives and targets. Records of the management reviews shall be retained.

9.3.2   Input

Input to management reviews shall include.

a. Review of the management system policies and objectives.

b. Results of audits and evaluations of compliance with legal and other requirements to which the company subscribes.

c. Customer feedback and communications from external interested parties.

d. The results of participation and consultation.

e. The performance of the company with regard to quality, environmental and OH&S issues.

f. The adequacy of resources

g. The extent to which objectives and targets have been met.

h. Status of incident investigations and corrective actions.

i. Follow-up actions from previous management reviews.

j. Changing circumstances, including developments in legal and other requirements, related to the company aspects and associated risks and opportunities.

k. Recommendations for improvement.

9.3.3   Output

The outputs from management reviews shall include any decisions and actions related to possible changes to management policies, objectives, targets, risks opportunities and other elements of the management system, consistent with the commitment to continual improvement. The Operations Manager shall retain records of the management review.

Procedure References: **MSP 016   Management Review**

10.0   Improvement

10.1 General

Goody Demolition Ltd shall continually improve the effectiveness of the Management System. It will use the policies, objectives, audit results, analysis of data, corrective actions, opportunities and management review to identify opportunities for continual improvement of the system.

10.2 Nonconformity and corrective action

Goody Demolition Ltd has established, implemented and maintains a Nonconformity and Corrective Action procedure MSP 011 for dealing with actual and potential nonconformities and for taking corrective action. This procedure defines requirements for:

a.   Identifying and correcting nonconformities and taking actions to mitigate their adverse impacts, and deal with the consequences

b.   Investigating nonconformities, determining their causes and taking action in order to avoid their recurrence,

c.   Evaluating the need for action to prevent nonconformities, implementing appropriate actions designed to avoid their occurrence and determining if similar nonconformities exist, or could potentially occur,

d.   Recording the results of corrective actions taken, and

e.   Reviewing the effectiveness of actions taken.

Actions taken shall be appropriate to the significance and magnitude of the actual or potential problems and impacts encountered. The Operations Manager shall ensure that any necessary changes are made to management system documentation.

10.3 Continual Improvement

Goody Demolition's policy is to continually improve the suitability, adequacy and effectiveness of the IMS.

Goody Demolition will use the output from "analysis and evaluation" (section 9.1.3) and management review (section 9.3.3) to determine areas of underperformance and to identify any opportunities for improvement.

Procedure References: **MSP 011   Nonconformities, Corrective and Preventive Action**

          MSP 017   Accident & Incident Reporting & First Aid Arrangements