

**METRICAB POWER ENGINEERING LIMITED**

**Quality & Environmental  
Management Procedures Manual**

**Metricab**  
**QUALITY / ENVIRONMENTAL**  
**PROCEDURES MANUAL**

**BS EN ISO 9001:2015**  
**BS EN ISO 14001:2015**

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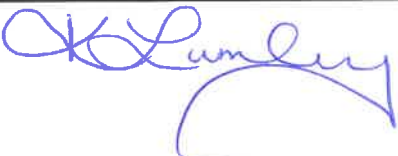
# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### AUTHORISED ISSUE REGISTER

A controlled copy of this Quality / Environmental Procedures Manual is held electronically on our central document filing system.

<b>1 of 1</b>	<b>C</b>	<b>Server</b>	<b>Quality / Environmental / Management System Manager</b>
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**Signed:** 

**Post:**

**Quality /  
Environmental /  
Management System  
Manager**



# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### INDEX

ISO 9001 Reference	Content
	<b>Introduction</b>
	<b>Company Profile</b>
	<b>Terms and definitions</b>
<b>4</b>	<b>Context of the Organisation</b>
<b>4.1</b>	<b>Understanding the Organisation and its context</b>
<b>4.2</b>	<b>Understanding the needs and expectations of interested parties</b>
<b>4.3</b>	<b>Determining the scope of the Quality / Environmental / Environmental management system</b>
<b>4.4</b>	<b>Quality / Environmental / Environmental management system and its processes</b>
<b>5</b>	<b>Leadership</b>
<b>5.1</b>	<b>Leadership and commitment</b>
<b>5.1.1</b>	<b>General</b>
<b>5.1.2</b>	<b>Customer focus</b>
<b>5.2</b>	<b>Policy</b>
<b>5.3</b>	<b>Organisational roles, responsibilities and authorities</b>
<b>6</b>	<b>Planning</b>
<b>6.1</b>	<b>Actions to address risks and opportunities</b>
<b>6.1.1</b>	<b>General</b>
<b>6.1.2</b>	<b>Environmental Aspects</b>
<b>6.1.3</b>	<b>Compliance Obligations</b>
<b>6.1.4</b>	<b>Planning action</b>
<b>6.2</b>	<b>Quality / Environmental objectives and planning to achieve them</b>
<b>6.3</b>	<b>Planning of changes</b>
<b>7</b>	<b>Support</b>
<b>7.1</b>	<b>Resources</b>
<b>7.1.1</b>	<b>General</b>
<b>7.1.2</b>	<b>People</b>
<b>7.1.3</b>	<b>Infrastructure</b>
<b>7.1.4</b>	<b>Environment for the operation of processes</b>
<b>7.1.5</b>	<b>Monitoring and measuring resources</b>
<b>7.1.6</b>	<b>Organisational knowledge</b>
<b>7.2</b>	<b>Competence</b>
<b>7.3</b>	<b>Awareness</b>
<b>7.4</b>	<b>Communication</b>
<b>7.5</b>	<b>Documentation information</b>
<b>7.5.1</b>	<b>General</b>
<b>7.5.2</b>	<b>Creating and updating</b>
<b>7.5.3</b>	<b>Control of documented information</b>

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### INDEX (CONTINUED)

ISO 9001 Reference	Content
<b>8</b>	<b>Operation</b>
<b>8.1</b>	<b>Operational planning and control</b>
<b>8.2</b>	<b>Requirements for products and services</b>
<b>8.2.1</b>	<b>Customer communication</b>
<b>8.2.2</b>	<b>Determining the requirements related to the products and services</b>
<b>8.2.3</b>	<b>Review of requirements related to the products and services</b>
<b>8.2.4</b>	<b>Changes to requirements for products and services</b>
<b>8.3</b>	<b>Design and development of products and services</b>
<b>8.3.1</b>	<b>General</b>
<b>8.3.2</b>	<b>Design and development planning</b>
<b>8.3.3</b>	<b>Design and development inputs</b>
<b>8.3.4</b>	<b>Design and development controls</b>
<b>8.3.5</b>	<b>Design and development outputs</b>
<b>8.3.6</b>	<b>Design and development changes</b>
<b>8.4</b>	<b>Control of externally provided processes, products and services</b>
<b>8.4.1</b>	<b>General</b>
<b>8.4.2</b>	<b>Type and extent of control</b>
<b>8.4.3</b>	<b>Information for external providers</b>
<b>8.5</b>	<b>Production and service provision</b>
<b>8.5.1</b>	<b>Control of production and service provision</b>
<b>8.5.2</b>	<b>Identification and traceability</b>
<b>8.5.3</b>	<b>Property belonging to customers or external providers</b>
<b>8.5.4</b>	<b>Preservation</b>
<b>8.5.5</b>	<b>Post-delivery activities</b>
<b>8.5.6</b>	<b>Control of changes</b>
<b>8.6</b>	<b>Release of products and services</b>
<b>8.7</b>	<b>Control of nonconforming outputs</b>
<b>8.8</b>	<b>Emergency preparedness and response</b>
<b>9</b>	<b>Performance evaluation</b>
<b>9.1</b>	<b>Monitoring, measurement, analysis and evaluation</b>
<b>9.1.1</b>	<b>General</b>
<b>9.1.2</b>	<b>Customer satisfaction</b>
<b>9.1.3</b>	<b>Analysis and evaluation</b>
<b>9.1.4</b>	<b>Evaluation of compliance</b>
<b>9.2</b>	<b>Internal audit</b>
<b>9.3</b>	<b>Management review</b>
<b>9.3.1</b>	<b>General</b>
<b>9.3.2</b>	<b>Management review inputs</b>
<b>9.3.3</b>	<b>Management review outputs</b>
<b>10</b>	<b>Improvement</b>
<b>10.1</b>	<b>General</b>
<b>10.2</b>	<b>Nonconformity and corrective action</b>
<b>10.3</b>	<b>Continual improvement</b>

# **Metricab**

## **QUALITY / ENVIRONMENTAL PROCEDURES MANUAL**

### **INTRODUCTION**

This Quality / Environmental Procedures Manual is the means by which Metricab Power Engineering Ltd meets and where possible exceeds the requirements and expectations of our customers.

We are obliged to ensure that our Quality / Environmental Policies are fully and completely understood by our employees, and that our procedures are implemented and maintained at all times. This Quality / Environmental Procedures Manual is written in accordance with the requirements of ISO 9001:2015 and ISO 14001:2015. All of the components of our Quality / Environmental Management System will be periodically and systematically reviewed by both internal and external Audit procedures.

The Quality / Environmental Manager, appointed by top management, is responsible for the control of all matters relating to the implementation of these procedures.

The assurance of Quality / Environmental is fundamental to all of the activities undertaken by Metricab Power Engineering Ltd. All personnel at every level in the Organisation's structure shall practise the procedures established and reflected in this Quality / Environmental Procedures Manual.

Our Quality / Environmental management system adopts a system process approach with an emphasis on risk based thinking. In this way, we can ensure that we deal with potential problems proactively with the intention of mitigating issues before they occur.

# **Metricab**

## **QUALITY / ENVIRONMENTAL PROCEDURES MANUAL**

### **COMPANY PROFILE**

Metricab Power Engineering Limited (the 'Organisation') was established in 1972 by Charles Thatcher and continues under his control to this day.

Over the years the Organisation has earned a revered position within the industry and is proud to boast an enviable and revered client base including many prestigious organisations and blue-chip companies.

The majority of work undertaken is direct for our clients, encompassing:

- Power system analysis
- Emergency call out
- Complete in-house design
- Power distribution and installation
- Planned maintenance
- Infrared thermography (predictive maintenance)

We have a reputation of excellence, quality, reliability, efficiency and professionalism. We realise our client's expectation(s) of us in providing a service which is reliable, efficient and rapid, and we understand that a first-class service is vital to retaining the long-term patronage of our clients.

The Organisation's success is due to, and will remain attributable to, a firm commitment to quality and efficiency, confirmed by our achievement to be awarded ISO 9001: 2008 in February 2006.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### TERMS AND DEFINITIONS

For the purposes of this document, the terms and definitions given in Annex SL and ISO 9000 apply:

An **Interested Party** is defined as a person or organisation that can affect, be affected by, or perceive themselves to be affected by a decision or activity.

**Top Management** is a person or group of people who direct, and control, an organisation at the highest level.

**Environmental Aspect** is an element of an organisations activities, products or services that interact with the environment.

**Environmental Impact** is the change to the environment, whether adverse or beneficial as a result from an organisations environment aspect(s).

**Objective** is a result to be achieved.

**Risk** is the effect of uncertainty.

**Documented Information** is information required to be controlled and maintained by an organisation and the medium on which it is contained.

**Life cycle** is the consecutive and interlinked stages of a product or service from raw material or generation from natural resources to final disposal.

**Process** is a set of interrelated or interacting activities which transforms inputs into outputs.

**Performance** is a measurable result in relation to the management of activities, processes, products and services, systems or organisations.

**Outsource** is to make an arrangement for an external person or organisation to perform part of a function or process.

**Monitoring** is to determine the status of a system, a process or an activity.

**Measurement** is the process to determine a value.

**Correction** is the action taken to eliminate a nonconformity.

**Corrective Action** is the action taken to eliminate the cause of a nonconformity.

**Continual Improvement** is a recurring activity to enhance performance.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 4 - CONTEXT OF THE ORGANISATION

<b>4.1</b>	<b>Understanding the organisation and its context</b>
Summary of requirements	<p>We must determine the external and internal factors, relevant to our purpose and strategic direction, which affect our ability to achieve the intended result(s) of the Quality / Environmental Management System.</p> <p>We must monitor and review the information about these external and internal issues.</p>

	<b>STATEMENT/PROCEDURE</b>
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1.	As part of the implementation of this Quality / Environmental Management System, top management has considered the internal and external issues relevant to our organisation and that affect our strategic direction.
2.	We have documented these issues into our Scope Document.
3.	<p>Issues that could be considered are: -</p> <ul style="list-style-type: none"> <li>• Staff</li> <li>• Customers</li> <li>• Products and services</li> <li>• Legal and regulatory requirements</li> <li>• Plant, equipment and machinery</li> <li>• Resources</li> <li>• Environment</li> <li>• Operational sites</li> </ul> <p>This list is not exhaustive and any issue of an internal or external nature that could or does affect our Quality / Environmental Management System will be considered.</p>
4.	Changes or additions to our external and internal issues will be reviewed as part of our management review.
5.	We will monitor and review this information as part of the management review process.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 4 - CONTEXT OF THE ORGANISATION

<b>4.2</b>	<b>Understanding the needs and expectations of interested parties</b>
Summary of Requirements	<p>We must determine:</p> <ul style="list-style-type: none"> <li>a) who our interested parties are and</li> <li>b) the requirements of those interested parties that are relevant to the Quality / Environmental management system.</li> <li>c) which of these requirements become our compliance obligations?</li> </ul> <p>We must monitor and review information about these interested parties and their relevant requirements.</p>

<b>STATEMENT/PROCEDURE</b>
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1.	As part of the implementation of this Quality / Environmental Management System, we have considered the interested parties that are relevant to our organisation.
2.	We have documented the effect that these interested parties have on our ability to consistently provide the Services that we offer to ensure that we meet customer, legal and regulatory requirements.
3.	This information is contained within our Scope Document and Master Risk Register – Aspects and Impacts Register Document). This is regularly reviewed at least annually or as and when changes occur.
4.	The information we hold on our interested parties is reviewed as part of the management review process.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 4 - CONTEXT OF THE ORGANISATION

<b>4.3</b>	<b>Determining the scope of the Quality / Environmental management system</b>
Summary of Requirements	<p>We are required to determine the boundaries and applicability of our Quality / Environmental management system to establish its scope.</p> <p>We must consider the following when determining the scope:</p> <ul style="list-style-type: none"> <li>a) the external and internal issues referred to in 4.1;</li> <li>b) the requirements of relevant interested parties referred to in 4.2;</li> <li>c) the products and services that we provide.</li> <li>d) the compliance obligations referred to in 4.2;</li> <li>e) our organisational units, functions and physical boundaries;</li> <li>f) our authority and ability to exercise control and influence.</li> </ul> <p>We must apply all of the requirements of ISO 9001 and 14001 if they are applicable within the determined scope of our Quality / Environmental management system.</p> <p>Our scope must be documented and must state the types of products and services covered, as well as providing justification for the exclusion of any requirement of the ISO 9001 and 14001 Standards that we determine is not applicable to the scope of our Quality / Environmental management system.</p> <p>Justification for any exclusion may only be claimed if the requirements determined as not being applicable do not affect our ability or responsibility to ensure the conformity of our products and services and the enhancement of customer satisfaction.</p>

<b>STATEMENT/PROCEDURE</b>
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1.	The scope of our Quality / Environmental Management System takes into account the internal and external issues we have previously identified as well as the requirements of interested parties and services that we provide including any compliance obligations we are bound to. The scope also takes into account the business units from which we operate.
2.	There are no exclusions of any requirement of the ISO 9001 and 14001 Standard.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 4 - CONTEXT OF THE ORGANISATION

<b>4.4</b>	<b>Quality / Environmental Management System and its processes</b>
Summary of Requirements	<p>We must establish, implement, maintain and continually improve our Quality / Environmental management system, including the processes needed and their interactions, in accordance with the requirements of the ISO 9001 and 14001 Standards.</p> <p>The processes required to maintain our Quality / Environmental management system must be defined and:</p> <ul style="list-style-type: none"> <li>a) determine the inputs required and the outputs expected from these processes;</li> <li>b) determine the sequence and interaction of these processes;</li> <li>c) determine and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;</li> <li>d) determine the resources needed for these processes and ensure their availability;</li> <li>e) assign the responsibilities and authorities for these processes;</li> <li>f) address the risks and opportunities as determined in accordance with the requirements of 6.1;</li> <li>g) evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results;</li> <li>h) improve the processes and the Quality / Environmental management system.</li> </ul> <p>To the extent necessary, we must:</p> <ul style="list-style-type: none"> <li>a) maintain documented information to support the operation of our processes;</li> <li>b) retain documented information to have confidence that the processes are being carried out as planned.</li> </ul> <p>The knowledge gained in 4.1 and 4.2 will be used in establishing and maintaining the Quality / Environmental Management System.</p>

<b>STATEMENT/PROCEDURE</b>
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1.	The processes required to effectively implement this Quality / Environmental / management system have been defined as part of our Process Flowchart. This chart demonstrates the sequence and interaction of these processes.
2.	Processes are further defined as part of the Process Overview Sheets which break down each process into its required inputs, outputs, resource requirement and control methods (including performance measurement).
3.	In order to support the operation of these processes we have further documented procedures, work instructions, method statements, risk assessments, job descriptions, best practice guidelines, toolbox talks, operational records, COSHH sheets as well as this Quality / Environmental Procedures Manual

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

4.	<p>The information we have defined in clause 4.1 and 4.2 will be used to establish our Quality / Environmental Management Systems, including, but not limited to the following: -</p> <ul style="list-style-type: none"> <li>• Quality / Environmental policies</li> <li>• Environmental aspects and impacts</li> <li>• Quality / Environmental objectives</li> <li>• Compliance obligations</li> <li>• Operational and emergency procedures.</li> </ul>
5.	The risks and opportunities that apply to each process are recorded on the Master Risk Register (Refer Document Register – Master Risk Register Document).
6.	Responsibility and authority for each process is defined within individual employee job descriptions / our documented procedures.
7.	The evaluation of the Quality / Environmental management system processes takes place as part of the management review described in section 9.3 of this Quality / Environmental / Environmental / Environmental procedure manual. During the management review improvements will be identified and recorded as part of the meeting minutes.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 5 - LEADERSHIP

<b>5.1</b>	<b>Leadership and Commitment</b>
<b>5.1.1</b>	<b>General</b>
Summary of Requirements	<p>Top management must demonstrate leadership and commitment with respect to the Quality / Environmental management system by:</p> <ul style="list-style-type: none"> <li>a) taking accountability for the effectiveness of our Quality / Environmental / management system;</li> <li>b) ensuring that the Quality / Environmental policies and Quality / Environmental objectives are established for the Quality / Environmental management system and are compatible with the context and strategic direction of the organisation;</li> <li>c) ensuring the integration of the Quality / Environmental management system requirements into the organisation's business processes;</li> <li>d) promoting the use of the process approach and risk-based thinking;</li> <li>e) ensuring that the resources needed for the Quality / Environmental / 1 management system are available;</li> <li>f) communicating the importance of effective Quality / Environmental management and of conforming to the Quality / Environmental / management system requirements;</li> <li>g) ensuring that the Quality / Environmental management system achieves its intended results;</li> <li>h) engaging, directing and supporting persons to contribute to the effectiveness of the Quality / Environmental management system;</li> <li>i) promoting improvement;</li> <li>j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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1.	Top management take ultimate responsibility for the implementation and effectiveness of our Quality / Environmental management system.
2.	We have established Quality / Environmental Policies and Quality / Environmental Objectives that are compatible with the context of our organisation and its strategic direction.
3.	The system described in this manual and its supporting documented information integrates into our business processes and promotes risk based thinking.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 5 - LEADERSHIP

<b>5.1</b>	<b>Leadership and Commitment</b>
<b>5.1.1</b>	<b>General (Continued)</b>

	<b>STATEMENT/PROCEDURE</b>
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4.	We have ensured that the resources required for the Quality / Environmental management system are available and the need for additional resources are identified and discussed as part of the Management Review process.
5.	As part of the implementation of this Quality / Environmental management system and as part of the induction process for new employees we have communicated the importance of the effectiveness of our system. <b>We have done this by delivering our ISO 9001 / 14001 Awareness Presentation.</b> This process also encourages our employees to actively engage in the operation of our processes to identify opportunities for improvement.
6.	We will constantly monitor the performance of our Quality / Environmental management system as part of the management review process to ensure that we achieve our intended results.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 5 - LEADERSHIP

<b>5.1</b>	<b>Leadership and Commitment</b>
<b>5.1.2</b>	<b>Customer focus</b>
Summary of Requirements	<p>Top management must demonstrate leadership and commitment with respect to customer focus by ensuring that:</p> <ul style="list-style-type: none"> <li>a) customer and applicable legal and regulatory requirements are determined, understood and consistently met;</li> <li>b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;</li> <li>c) the focus on enhancing customer satisfaction is maintained.</li> </ul>

<b>STATEMENT/PROCEDURE</b>
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1.	Customer focus is ensured by the implementation of the contract review processes set out in Section 8.2, (Requirements for products and services). We will ensure that customer, legal and regulatory requirements are defined and met during service provision.
2.	Risks and opportunities have been identified and are documented on the Master Risk Register.
3.	We will focus on maintaining customer satisfaction through the implementation of procedures documented under section 9.1.2 of this Quality / Environmental Procedures Manual.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 5 - LEADERSHIP

<b>5.2</b>	<b>Quality / Environmental Policies</b>
Summary of Requirements	<p>Top management must establish, implement and maintain a Quality / Environmental policy that:</p> <ul style="list-style-type: none"> <li>a) is appropriate to the purpose and context of the organisation and supports its strategic direction as well as the nature and scale of our environmental impacts as a result of our operating activities;</li> <li>b) provides a framework for setting Quality / Environmental objectives;</li> <li>c) includes a commitment to the protection of the environment, prevention of pollution and any other specific relevant commitments.</li> <li>d) includes a commitment to satisfy applicable requirements and compliance obligations;</li> <li>e) includes a commitment to continual improvement of the Quality / Environmental management system.</li> </ul> <p>The Quality / Environmental policy must:</p> <ul style="list-style-type: none"> <li>a) be available and be maintained as documented information;</li> <li>b) be communicated, understood and applied within the organisation;</li> <li>c) be available to relevant interested parties, as appropriate.</li> </ul>

<b>STATEMENT/PROCEDURE</b>
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1.	Our Quality / Environmental Policies have been established and meets the requirements of the ISO 9001 and 14001 Standards as stated above.
2.	Our Quality / Environmental Policies have been communicated to all employees and we have documented confirmation (email confirmation / signature of acceptance etc) of their understanding of it.
3.	Our Quality / Environmental Policy is displayed on the company server so that it is available for any interested parties to view should they wish to do so and to promote our commitment to Quality / Environmental issues.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 5 - LEADERSHIP

<b>5.3</b>	<b>Organisational roles, responsibilities and authorities</b>
Summary of Requirements	<p>Top management must ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organisation.</p> <p>Top management must assign the responsibility and authority for:</p> <ul style="list-style-type: none"> <li>a) ensuring that the Quality / Environmental management system conforms to the requirements of these International Standards;</li> <li>b) ensuring that the processes are delivering their intended outputs;</li> <li>c) reporting on the performance of the Quality / Environmental management system and on opportunities for improvement (see 10.1), in particular to top management;</li> <li>d) ensuring the promotion of customer focus throughout the organisation;</li> <li>e) ensuring that the integrity of the Quality / Environmental management system is maintained when changes to the Quality / Environmental management system are planned and implemented.</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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1.	The roles and responsibilities for individual job roles are defined and communicated upon commencement of employment.
2.	Top level roles and responsibilities are defined on our Company Organisation Chart.
3.	We have assigned our Quality / Environmental Manager Kerry Lumley who is responsible for ensuring that the Quality / Environmental management system conforms to the requirements of the ISO 9001 and 14001 Standards, that the processes are delivering their intended outputs, that the reporting on the performance of the Quality / Environmental management system and on opportunities for improvement, ensuring the promotion of customer focus and ensuring that the integrity of the Quality / Environmental management system is maintained when changes to the Quality / Environmental management system are planned and implemented.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 6 - PLANNING

<b>6.1</b>	<b>Actions to address risks and opportunities</b>
<b>6.1.1</b>	<b>General</b>
Summary of Requirements	<p>As part of the planning for our Quality / Environmental management system, we must consider the issues referred to in 4.1 and the requirements referred to in 4.2 and determine the risks and opportunities that need to be addressed to:</p> <ol style="list-style-type: none"> <li>a) give assurance that the Quality / Environmental management system can achieve its intended result(s);</li> <li>b) enhance desirable effects and prevent, or reduce, undesired effects, including the potential for external environmental conditions to affect us;</li> <li>c) achieve improvement.</li> <li>d) identify potential emergency situations.</li> </ol> <p>We must then plan:</p> <ol style="list-style-type: none"> <li>a) actions to address these risks and opportunities;</li> <li>b) how to:             <ol style="list-style-type: none"> <li>1) integrate and implement the actions into our Quality / Environmental management system processes (see 4.4);</li> <li>2) evaluate the effectiveness of these actions.</li> </ol> </li> </ol> <p>The actions taken to address risks and opportunities must be proportionate to the potential impact on the conformity of products and services.</p>

	<b>STATEMENT/PROCEDURE</b>
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1.	We have produced a Master Risk Register and Environmental Aspects and Impacts Register that takes into account our internal and external issues as well as the interested parties to the business.
2.	The Master Risk Register and Environmental Aspects and Impacts Register identifies the nature of the risk and whether any opportunities have arisen as a result of the handling of it.
3.	Risk is categorised based on its magnitude and impact to us and our Quality / Environmental / Environmental management system.
4.	Where necessary, actions required in order to reduce the effects of risk or enhance an opportunity is documented.
5.	The responsibilities and authorities for the ownership of the risk is documented on the Master Risk Register.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

6.	We have included into the Environmental Aspects and Impacts Register the potential for emergency situations with respect to the environment.
7.	Where possible we will eliminate risk. If this is not achievable we will mitigate risk to an acceptable level or else top management will make a decision as part of the management review process as to whether the risk is acceptable.
8.	We will evaluate the effectiveness of any actions taken to address risk and opportunities as part of the management review process. This evaluation is based on monitoring and measurement activities.
9.	Our Master Risk Register and our Environmental Aspects and Impacts Register will be reviewed at least annually or more frequently in the event of a change to our Quality / Environmental management system.

## 6 - PLANNING

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

<b>6.1</b>	<b>Actions to address risks and opportunities</b>
<b>6.1.2</b>	<b>Environmental aspects</b>
Summary of Requirements	<p>We must determine the environmental aspects associated with our activities that we can control and can influence, as well as their associated impacts, taking into account life cycle of the service.</p> <p>We will take into account: -</p> <ul style="list-style-type: none"> <li>a) change, including new or development to existing Services</li> <li>b) abnormal conditions and reasonably foreseeable emergency situations.</li> </ul> <p>We will identify those aspects that we consider significant by using established criteria and we will communicate these throughout the organisation, as appropriate.</p> <p>We will document the environmental aspects and impacts as well as the criteria used to determine significance and which aspects we deem to be significant.</p>

	<b>STATEMENT/PROCEDURE</b>
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1.	We have produced an Environmental Aspects Impacts Register (Refer Document Register – that considers our activities and the life cycle of our Services.
2.	We have analysed the Aspects and Impacts and have determined the criteria against which we can define which aspect will then become significant. The criteria for this is documented in the Environmental Aspects Impacts Register.
3.	The Environmental Aspects and Impacts Register documents which aspects are deemed significant.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 6 - PLANNING

<b>6.1</b>	<b>Actions to address risks and opportunities</b>
<b>6.1.3</b>	<b>Compliance obligations</b>
Summary of Requirements	<p>We will:-</p> <ul style="list-style-type: none"> <li>a) determine and ensure we have access to our compliance obligations related to our environmental aspects</li> <li>b) determine how these obligations are to be applied to the business</li> <li>c) take into account our obligations when implementing our Environmental Management System.</li> <li>d) maintain a documented record of our compliance obligations.</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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1.	We have produced a Compliance Register which documents our compliance obligations and how they are applicable to us.
2.	We identify our new and amended environmental legislative compliance obligations through open source methods and receipt of email communications.
3.	The Quality / Environmental manager will review the updates to see if they are applicable to us and how they are to be applied to the business. The results of which are recorded in the Compliance Register.
4.	Other compliance obligations, for example, customer, regulatory or best practice guidelines are also entered into our Compliance Register, as appropriate.
5.	Our compliance obligations are taken into account when setting our targets and objectives and analysing our environmental risks.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 6 - PLANNING

<b>6.1</b>	<b>Actions to address risks and opportunities</b>
<b>6.1.4</b>	<b>Planning actions</b>
Summary of Requirements	<p>We will plan: -</p> <ul style="list-style-type: none"> <li>a) to take actions to address our significant risks, compliance obligations and risks and opportunities;</li> <li>b) how to integrate and implement actions into our Quality / Environmental Management System processes or business processes, as applicable and evaluate the effectiveness of these actions.</li> </ul> <p>When planning these actions, we will consider our technological options and our financial, operational and business requirements.</p>

	<b>STATEMENT/PROCEDURE</b>
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1.	We have recorded the actions to address our significant risks in the Environmental Aspects and Impacts Register.
2.	As part of the Management Review process we will discuss how to integrate these actions into our business processes and ensure that the appropriate staff members are informed how this will take place.
3.	Top management will take into consideration the technical, financial, operational and business options and requirements when planning these actions and will record the findings in the Management Review minutes.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 6 - PLANNING

<b>6.2</b>	<b>Quality / Environmental objectives and planning to achieve them</b>
<b>6.2.1</b>	<b>Quality / Environmental Objectives</b>
Summary of Requirements	<p>We must establish Quality / Environmental objectives at relevant functions, levels and processes as required for the Quality / Environmental management system to meet its intended outcomes.</p> <p>Our Quality / Environmental objectives will:</p> <ul style="list-style-type: none"> <li>a) be consistent with the Quality / Environmental policies;</li> <li>b) be measurable;</li> <li>c) take into account applicable requirements;</li> <li>d) be relevant to conformity of Services and to enhancement of customer satisfaction;</li> <li>e) be monitored;</li> <li>f) be communicated;</li> <li>g) be updated as appropriate.</li> </ul> <p>We will maintain documented information on the Quality / Environmental objectives.</p> <p>When planning how to achieve our Quality / Environmental objectives, we will determine:</p> <ul style="list-style-type: none"> <li>a) what will be done;</li> <li>b) what resources will be required;</li> <li>c) who will be responsible;</li> <li>d) when it will be completed;</li> <li>e) how the results will be evaluated.</li> </ul> <p>We will consider how actions required to achieve our objectives can be integrated into our business processes.</p>

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 6 - PLANNING

	STATEMENT/PROCEDURE
1.	Quality/Environmental objectives are established as part of day to day management, are fully defined by the application of the procedures set out in this Quality Procedures Manual at Section 7.1, and confirmed by the application of the procedures and conclusions outlined in Section 5.6 Management Review.
2.	The Organisation considers that implementing the contents of this Quality Procedures Manual to meet BS EN ISO 9001: 2015 requirements constitutes a quality objective.
3.	To establish evidence, and confirm that all services supplied, conform to client specified requirements.
4.	To ensure that all test and inspection requirements are determined and satisfied throughout all stages of the service agreement.
5.	To develop and maintain quality consciousness amongst management and employees as stated in the Organisation's Quality Policy.
6.	<p>The day to day scheduling of Labour will be the responsibility of the Commercial and HR Director Kerry Lumley, and in her absence, the Managing Director, Christopher Skelley.</p> <p>At the commencement of each project, a Supervisor / Project Manager will be appointed to oversee the day to day operations on site. Where possible, this Supervisor / Project Manager will remain in this position for the duration of the project. Each Supervisor / Project Manager will report daily to the Project Engineer and in the event that a Supervisor / Project Manager becomes unexpectedly unavailable due to illness, or other, the Project Engineer will provide the replacement Supervisor / Project Manager with a full briefing, to include a detailed site visit. Where a Supervisor / Project Manager has pre-arranged leave, a formal handover and site visit will be provided to his temporary replacement by him, before he leaves.</p> <p>A detailed Labour Schedule will be produced weekly allocating operatives to each particular project, taking into consideration qualifications, training, experience, and suitability. Consideration will also be given to the Holiday / Absence Chart to ensure that each operative is available and to the Training and Competency Matrices to ensure that they are suitably qualified and experienced.</p> <p>The Commercial and HR Director and/or Managing Director will ensure that sufficient labour is appointed to comply with site Method Statements and the Programme of Works.</p>

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 6 - PLANNING

<b>6.3</b>	<b>Planning of changes</b>
Summary of Requirements	<p>When we determine the need for changes to our Quality / Environmental management system, the changes must be carried out in a planned manner.</p> <p>We must consider:</p> <ol style="list-style-type: none"> <li>a) the purpose of the changes and their potential consequences;</li> <li>b) the integrity of the Quality / Environmental management system;</li> <li>c) the availability of resources;</li> <li>d) the allocation or reallocation of responsibilities and authorities.</li> </ol>

	<b>STATEMENT/PROCEDURE</b>
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1.	Any changes to our business that affect our Quality / Environmental management system in any way will be discussed as part of the management review process.
2.	The changes will be assessed for risk and the Master Risk Register will be updated if necessary.
3.	As a result of change we will assess whether the following have been affected: - <ul style="list-style-type: none"> <li>• Our internal and external issues</li> <li>• Our interested parties</li> <li>• Risks and opportunities</li> <li>• Quality / Environmental objectives</li> <li>• Roles, responsibilities and authorities</li> <li>• Resource requirements</li> </ul>
4.	The management review process will determine and provide the resource required and the allocation of responsibilities and authorities for the changes and the actions required to manage them.
5.	The actions carried out to address the changes will be reviewed to ensure that they were effective. This review will take place as part of the management review process.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 7 - SUPPORT

<b>7.1</b>	<b>Resources</b>
<b>7.1.1</b>	<b>General</b>
Summary of Requirements	<p>We must determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the Quality / Environmental management system.</p> <p>We will consider:</p> <ul style="list-style-type: none"> <li>a) the capabilities of, and constraints on, existing internal resources;</li> <li>b) what needs to be obtained from external providers.</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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1.	As part of our process analysis and as part of the implementation of our Quality / Environmental Management System we have determined the internal and external resources, human and physical, required in order for it to achieve its intended outcome and to meet our commitments and obligations.
2.	Where we can, we will utilise the resources already available to us and add to them as required.
3.	We have documented these resource requirements into our Process Overview Sheet / Policies and Procedures / Process Flowcharts.
4.	Resource requirements will be reviewed at least annually, or as required in the event of changes, as part of the management review process.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 7 - SUPPORT

<b>7.1</b>	<b>Resources (continued)</b>
<b>7.1.2</b>	<b>People</b>
Summary of Requirements	We must determine and provide the persons necessary for the effective implementation of our Quality / Environmental management system and for the operation and control of our processes.

	<b>STATEMENT/PROCEDURE</b>
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1.	We have appointed a designated Quality / Environmental Manager Kerry Lumley, who is responsible for the day to day implementation of the Quality / Environmental management system.
2.	We have appointed                      carry out the role of internal audit.
3.	We have also determined and provided the people required for the implementation, monitoring and measurement of the processes within our Quality / Environmental management system.
4.	Monitoring of the level of people required to implement the Quality / Environmental management system will take place as part of the management review process.

5	All new members of staff will receive appropriate induction training during their probationary period. This will include an introduction to the Quality Policy and their individual role in the operation of the Quality Management System. It will also cover health and safety and environmental issues. This Induction Training will be carried out by Kerry Lumley, Commercial & HR Director (Quality, Health and Safety manager).
6	Staff training and competence is assessed taking into account each individual's education, skills and experience. Requirements for further training are identified as part of day to day management and as part of the Management Review process set out in Section 5.6.
7	Training can take place either internally under the guidance of an already trained employee, or externally when specialist training is required, such as specific manufactures training courses.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

8.	A record of staff training and competence is kept including such details as: <ol style="list-style-type: none"> <li>1. Level of competence attained</li> <li>2. Date and duration of the training or event</li> <li>3. Training and/or activities undertaken</li> <li>4. Qualifications and/or certificates attained</li> <li>5. Ongoing and/or future training and/or re-certification requirements</li> </ol>
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9.	All operatives will be provided with First Aid at Work Training to include Emergency Resuscitation. The training will be refreshed every three years.
10.	The following table is a guide to the minimum training required under the Safety Management System of the Company.

Qualified Supervisor	Craftsman	Operative	
			Safety Rules
			Safety Management System
			Health & Safety at Work Act
			Electricity Supply Regulations
			Electricity at Work Regulations
			Basic Electrical Awareness
			Risk Assessment
			Emergency Aid inc. Resuscitation

<b>6.2.2</b>	<b>Human resources (Continued)</b>
11	Qualified engineering staff are responsible for undertaking and recording all continuing professional development (CPD) training as required by their particular professional body, and by statutory regulation regarding high voltage refresher courses, for example.
12.	<p><b>Recruitment and Selection Policy</b></p> <p>Metricab Power Engineering Ltd. is an Equal Opportunities employer. The aim of the Company's Recruitment and Selection Policy is to ensure that we select the most suitable person for the job on the basis of their relevant merits and abilities and that no employee/job applicant is unfairly treated on any grounds including race, colour, nationality, ethnic or national origins, religion, sex, sexuality, actual or perceived AIDS/HIV status or perceived association with an HIV positive person, marital status, age, social background, disability.</p> <p>The Company will achieve the aims of the Recruitment and Selection Policy by ensuring that vacancies reach as wide a pool of potential applicants as practicable, there are clear job descriptions and objective person specifications for every job, procedure</p>

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

and code of good practice for recruitment and selection for appointment or promotion, is followed by every Manager, Supervisor and Employee involved in recruitment and selection, staff involved in the recruitment and selection process are given adequate training on the Company's Policy and Procedures and their responsibilities, unlawful and unfair practices are not introduced by monitoring/reviewing its policy and procedures, positive action is taken to make this policy fully effective including steps to encourage applications from under represented groups i.e. women, black and ethnic minority groups and people with difficulties

### **Implementation**

Responsibility for advising, developing, implementing and monitoring this Policy lies with the Head of Personnel Services, Chief Executive's Department. Day to day operation of the Policy is the responsibility of the Directors of Department who will nominate a Senior Officer to ensure that the Recruitment and Selection principles and procedures are adhered to and provide advice and support within their department.

### **Employment of Disabled Persons**

All applicants with a disability who meet the minimum criteria for a job vacancy will be interviewed and considered on their abilities.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 7 - SUPPORT

<b>7.1</b>	<b>Resources (continued)</b>
<b>7.1.3</b>	<b>Infrastructure</b>
Summary of Requirements	<p>We will determine, provide and maintain the infrastructure necessary for the operation of our processes and to achieve conformity of our services.</p> <p>Infrastructure includes, as applicable:</p> <ul style="list-style-type: none"> <li>a) buildings and associated utilities;</li> <li>b) equipment, including hardware and software;</li> <li>c) transportation resources;</li> <li>d) information and communication technology.</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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1.	All computer equipment and associated software programmes are supported internally, by external consultants and by supplier warranty/maintenance agreements. Equipment and systems are subject to periodic review, upgrade, and maintenance, appropriate to need and application when their operation has a potential effect upon the Organisation's continued ability to provide its service.
2.	All equipment, plant and machinery owned by the Organisation, whose operation has a potential effect upon service provision, is subject to periodic maintenance appropriate to the level of use. Planned and preventive maintenance of all such machinery and equipment is undertaken routinely and records generated and retained in the Plant File accordingly.
3.	All equipment used is checked at least before and after use; additionally, it is monitored for safe and effective performance during use. If any faults prejudicial to quality, operator, or third-party safety are discovered, a member of management is informed and the equipment is withdrawn from use until the problem is rectified, meanwhile being tagged to define the existence and nature of the problem.
4.	Inspection of personal protective equipment is the responsibility of the user who is responsible for reporting any deficiencies to senior management in accordance with the requirements of the Organisation's Health and Safety procedures.
5.	All electrical equipment owned by the Organisation, whose operation has a potential effect upon the quality of the service, is subject to periodic maintenance appropriate to its level of use. Portable electrical equipment is tested in line with current legislation.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

6.	A register of all such equipment is maintained.
7.	All vehicles owned by or leased to the Organisation are maintained in accordance with the manufacturers' recommendations, the Organisation's instructions, and all relevant statutory and regulatory requirements. Relevant documents and detailed records are retained in a secure area.
8.	For the purposes of this Quality 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 Sections 8.5.1 (Control of production and service provision) and 8.5.1 (Control of monitoring and measuring devices).

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 7 - SUPPORT

<b>7.1</b>	<b>Resources (continued)</b>
<b>7.1.4</b>	<b>Environment for the operation of processes</b>
Summary of Requirements	<p>We must determine, provide and maintain the environment necessary for the operation of our processes and to achieve conformity of services.</p> <p>A suitable environment can be a combination of human and physical factors, such as:</p> <ul style="list-style-type: none"> <li>a) social (e.g. non-discriminatory, calm, non-confrontational);</li> <li>b) psychological (e.g. stress-reducing, burnout prevention, emotionally protective);</li> <li>c) physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise).</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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1.	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/or service requirements.
2.	Staff facilities and the workplace are maintained in an acceptable condition in order to ensure that all staff can carry out their duties effectively and efficiently.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 7 - SUPPORT

<b>7.1</b>	<b>Resources (continued)</b>
<b>7.1.5</b>	<b>Monitoring and measuring resources</b>
<b>7.1.5.1</b>	<b>General</b>
Summary of Requirements	<p>We will determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify that our Services meet their requirements.</p> <p>We will provide the resources and ensure that they:</p> <ul style="list-style-type: none"> <li>a) are suitable for the specific type of monitoring and measurement activities being undertaken;</li> <li>b) are maintained to ensure their continuing fitness for their purpose.</li> </ul> <p>We will retain appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.</p>

<b>STATEMENT/PROCEDURE</b>
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1.	Monitoring and measurement resources are determined and documented within the Process Overview Sheets.
2.	Where human monitoring and measurement is required the members of staff carrying out the activity will be fully competent to do so and there will be records available to support their capabilities.
3.	Verification activities will be supported by records detailing the results of any checks carried out, by whom and when.
4.	Test equipment will be provided, as required, in order to facilitate monitoring and measurement.
5.	Servicing, calibration and maintenance of all equipment will take place in line with manufacturer's guidelines and records retained.
6.	Where regular servicing or calibration is a requirement the levels and schedule for that work is documented internally Equipment Maintenance and Calibration Register.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 7 - SUPPORT

<b>7.1</b>	<b>Resources (continued)</b>
<b>7.1.5</b>	<b>Monitoring and measuring resources</b>
<b>7.1.5.2</b>	<b>Measurement traceability</b>
Summary of Requirements	<p>Where measurement traceability is a requirement, or is considered an essential part of providing confidence in the validity of measurement results, the measuring equipment must be:</p> <ul style="list-style-type: none"> <li>a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification is to be retained as documented information;</li> <li>b) identified in order to determine their status;</li> <li>c) safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.</li> </ul> <p>We must determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and then take appropriate action as necessary.</p>

	<b>STATEMENT/PROCEDURE</b>
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1.	Whenever equipment is used for final verification it is calibrated and traceable to National Standards or, if not possible, the methods of calibration are defined.
2.	<p>All equipment used for testing is labelled, checked and calibrated at least according to manufacturers' recommendations, and a record kept, detailing:</p> <ul style="list-style-type: none"> <li>1. Date of test/calibration</li> <li>2. Unique identity of equipment</li> <li>3. Identity of calibrator</li> <li>4. Date next test due</li> </ul>
3.	In addition, certifications and service records are retained as evidence of compliance with any relevant industry legislation. Any equipment hired by the Organisation or provided by the client falls within the same requirements detailed above.
4.	Testing, calibration, inspection and/or servicing may be carried out internally where these processes do not infringe legislative requirements.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

5.	Certificates of calibration are retained for reference.
6.	Labels/stickers are affixed to each item after they have been calibrated confirming their calibration status and the date of the next calibration. Calibration and test may be undertaken by approved methods, providing that the necessary traceability to National standards can be substantiated:
7.	Where the Organisation elects to hire an item of equipment from a recognised organisation for one particular job etc. it must be accompanied by a current certificate of calibration.
8.	If no certificate is evident or attached to the item of equipment then proof must be obtained in writing to verify that the item is within calibration.
9.	Should any instrument be found to be significantly out of calibration, the Managing Director and Operations Director shall assess the need for re-testing of any installations previously tested with that instrument.
10.	This procedure covers the inspection, testing, commissioning, setting to work and handover (or adoption in the case of a DNO) of the installation to the client or the client's representative.
11.	Commissioning and performance testing will be carried out in accordance with current regulations and codes of practice and in accordance with the client's specification and manufacturers recommendations.
12.	The Commissioning Engineer shall obtain from the Project Engineer / Manager all the necessary information relating to testing and commissioning, in good time to meet the programme.
13.	Throughout the installation period, the Commissioning Engineer shall set up the testing and commissioning of the installation in accordance with the client's design criteria.
14.	When the Commissioning Engineer is satisfied that the installation has met the design performance he shall advise the Client's representative to Witness the testing and confirm the results by completing the relevant test certificate. Each test certificate shall be signed off by the Client's representative and the Commissioning Engineer.
15.	A minimum of two copies of each Test Certificate shall be forwarded to the Project Engineer / Manager who shall incorporate these in the final Operations and Maintenance Manuals, together with all other relevant information, including "As Fitted" drawings.
16.	Prior to handover / adoption of an installation, Operations and Maintenance Manuals will be issued to the Client's representative for comment. Where appropriate the CDM Health and Safety File will be submitted to the CDM Co-ordinator for comment. Both documents will be submitted in the format agreed with the client prior to the commencement of works and as detailed within the Construction Phase Health and Safety File.
17.	Once the record documentation has been accepted by the client and the CDM Co-ordinator, the Project Engineer / Manager shall request a copy of the Certificate of Practical Completion from the architect or client representative.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

18.	When the installation has been accepted by the client's representative the Defects Liability Period will commence from the date of Handover / Adoption, unless the date of Practical Completion is prior to handover, in which case the Defects Liability Period shall commence from that date.
19.	The Project Engineer / Manager will assume full responsibility for Handover / Adoption of an installation and for providing the client with the necessary documentation on completion of a project and for maintaining a complete copy of the information submitted to the Client. This information will be retained in the Company Archive for a minimum of ten years.
20.	Any Adoption Agreement received from a DNO will be forwarded to the Managing Director, who will check the contents contained therein, and if necessary seek legal advice on behalf of the Company. Only the Chairman or Managing Director will be permitted to sign Adoption Agreement on behalf of the Company.
	Within the Defects Liability period the Company will carry out remedial work on process faulty workmanship and materials.
21.	Within the Defects Liability period routine maintenance will be carried out by the Client or his representative.
22.	On completion of the Defects Liability period the client's representative shall issue a Certificate of Completion.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 7 - SUPPORT

<b>7.1</b>	<b>Resources (continued)</b>
<b>7.1.6</b>	<b>Organisational knowledge</b>
Summary of Requirements	<p>We must determine the knowledge necessary for the operation of our processes and to achieve conformity of products and services.</p> <p>This knowledge is to be maintained and made available to the extent necessary.</p> <p>When addressing changing needs and trends, we will consider our current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.</p>

	<b>STATEMENT/PROCEDURE</b>
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1.	<p>We will capture knowledge gathered from areas including, but not limited to:-</p> <ul style="list-style-type: none"> <li>• Intellectual property</li> <li>• Experience</li> <li>• Lessons learned</li> <li>• Undocumented knowledge and experience</li> <li>• Results of process improvement</li> <li>• Products and services</li> <li>• Professional sources</li> <li>• Seminars and conferences</li> <li>• Industry best practices / guidance</li> <li>• Suppliers</li> <li>• Customers</li> </ul>
2.	<p>This information will be retained as documented information to pass on to the rest of the company for use in the development of processes, procedures, products and services.</p>

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 7 - SUPPORT

<b>7.2</b>	<b>Competence</b>
Summary of Requirements	<p>We must:</p> <ol style="list-style-type: none"> <li>a) determine the necessary competence of person(s) doing work under our control that affects the performance and effectiveness of our Quality / Environmental management system and compliance obligations;</li> <li>b) ensure that these persons are competent on the basis of appropriate education, training, or experience;</li> <li>c) determine training requirements with respect to our environmental aspects and management system;</li> <li>d) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;</li> <li>e) retain appropriate documented information as evidence of competence.</li> </ol>

<b>STATEMENT/PROCEDURE</b>
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1.	We have identified the necessary competence required to manage our Quality / Environmental management system achieve our compliance obligations and implement the processes as part of the Process Overview Sheets / as part of the employees Job Descriptions.
2.	All members of staff are employed on the basis of adequate education, training or experience. Evidence of this will be retained in their personnel / training files.
3.	Where further competence is to be attained the methods by which the members of staff will achieve this will be recorded and actioned as required.
4.	Competence levels will be monitored by way of continual informal / formal assessment. Where competency levels are found to be lacking or in decline then corrective action is to be defined and implemented.
5.	All records relating to competency will be retained and summarised on the staff Training and Competency Records
6.	Company competency levels will be documented onto a Company Competency Matrix

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 7 - SUPPORT

<b>7.3</b>	<b>Awareness</b>
Summary of Requirements	<p>We will ensure that any persons doing work under our control are aware of:</p> <ul style="list-style-type: none"> <li>a) the Quality / Environmental policies;</li> <li>b) relevant Quality / Environmental objectives;</li> <li>c) the significant environmental aspects and impacts related to their work;</li> <li>d) their contribution to the effectiveness of the Quality / Environmental / Environmental management system, including the benefits of improved performance;</li> <li>e) the implications of not conforming with the Quality / Environmental / Environmental management system requirements.</li> </ul>

<b>STATEMENT/PROCEDURE</b>
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1.	All current employees and sub-contractors will be introduced to our Quality / Environmental Policies and Quality / Environmental Objectives relevant to their roles within the Quality / Environmental management system as part of its establishment.
2.	All new employees and sub-contractors will be introduced to the Quality / Environmental Policies and Quality / Environmental Objectives relevant to their role as part of the staff induction process.
3.	An ISO 9001 / 14001 Awareness Presentation will be delivered to all existing staff as part of the initiation of this Quality / Environmental management system and for all new members of staff.
4.	All employees and sub-contractors will be made aware of their contribution towards the Quality / Environmental management system and the implications of not conforming to our requirements and our compliance obligations.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 7 - SUPPORT

<b>7.4</b>	<b>Communication</b>
<b>7.4.1</b>	<b>Internal communication</b>
Summary of Requirements	<p>We will determine which internal and external communications are relevant to our Quality / Environmental management system, and will decide:</p> <ol style="list-style-type: none"> <li>a) on what we will communicate;</li> <li>b) when to communicate;</li> <li>c) with whom to communicate;</li> <li>d) how to communicate;</li> <li>e) who communicates.</li> </ol> <p>When establishing our communication processes, we will take into account our compliance obligations and ensure that information is consistent with our Environmental Management System, and is reliable.</p>

	<b>STATEMENT/PROCEDURE</b>
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1.	<p>Communication can be received from one or more of the following means: -</p> <ul style="list-style-type: none"> <li>• Legal / regulatory bodies</li> <li>• Customers</li> <li>• Suppliers</li> <li>• Industry journals</li> <li>• Social media (Forums, blogs, twitter, linkedin etc)</li> <li>• Academic bodies</li> <li>• Research and development bodies</li> <li>• Non-Governmental Organisation's</li> <li>• Training providers</li> </ul>
2.	Any received communication will be subject either to an immediate informal, or formal analysis as part of the management review process.
3.	The decision on what to communicate will be made, or delegated by, top management.
4.	Upon confirmation of the decision and when, with whom and how to communicate, actions will be addressed to do so and records retained as evidence.
5.	All external communications received are recorded as necessary.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 7 - SUPPORT

<b>7.4</b>	<b>Communication</b>
<b>7.4.2</b>	<b>Internal communication</b>
Summary of Requirements	We will internally communicate information relative to our Environmental Management System to enable people working for or on our behalf to contribute to continual improvement.

<b>STATEMENT/PROCEDURE</b>
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1.	We will communicate to all staff on the performance of our Environmental Management System, including measurement results against our objectives and against our compliance obligations.
2.	Internal communication will take place through team meetings or group emails.
3.	Any persons carrying out work on site or on our behalf will be subject to appropriate communication regarding the impact of their work on our Environmental Management System. As a minimum they will be aware of our Environmental Policy and informed of any Environmental Emergency Procedures relative to the work they are undertaking.

<b>7.4</b>	<b>Communication</b>
<b>7.4.3</b>	<b>External communication</b>
Summary of Requirements	We will externally communicate information relevant to our Environmental Management System as required by our compliance obligations.

<b>STATEMENT/PROCEDURE</b>
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1.	We will communicate to any external body in line with the compliance obligations set out in our ISO 14001 Compliance Register .
2.	Records of all such communications will be retained.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 7 - SUPPORT

<b>7.5</b>	<b>Documented information</b>
<b>7.5.1</b>	<b>General</b>
Summary of Requirements	Our Quality / Environmental management system will include: a) documented information required by this International Standard; b) documented information determined by the organisation as being necessary for the effectiveness of the Quality / Environmental management system.

<b>STATEMENT/PROCEDURE</b>
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1.	<p>The following documented information will be included into our Quality / Environmental / Environmental management system: -</p> <ul style="list-style-type: none"> <li>• Compliance requirements</li> <li>• Quality / Environmental Procedures Manual</li> <li>• Master Risk Register</li> <li>• Scope document</li> <li>• Environmental Aspects and Impacts Register</li> <li>• Quality / Environmental Policy</li> <li>• Quality / Environmental Objectives</li> <li>• Process Map / Overview sheets</li> <li>• Staff Training Records / Staff Competency Matrix</li> <li>• Communication Records Log</li> <li>• Management Review records</li> <li>• Internal Audit records</li> <li>• Non-conformance / Corrective Action records</li> <li>• Product / service design records</li> <li>• Equipment register / maintenance logs</li> <li>• Customer requirement records</li> <li>• Supplier approval records</li> <li>• Risk assessments / method statements</li> <li>• Operational procedures</li> <li>• Work Instructions</li> <li>• Test records</li> </ul>
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2	Effective implementation of the Quality Management System is monitored on an informal basis, as part of the Organisation's day to day operations.
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# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

3	The Quality Manager deals with instances when the Quality Management System is not correctly implemented.
3.	Persistent breaches of the Quality Management System are dealt with in accordance with the Organisation's disciplinary procedures.
4.	Such breaches are taken into account when reviewing: <ol style="list-style-type: none"> <li>1. The overall operation of the Organisation's Quality Management System</li> <li>2. The Quality Procedures Manual, to ensure that it is up to date and accurately reflects the working practices of the Organisation</li> <li>3. Staff training requirements</li> </ol>
6	The Managing Director has approved this Quality Procedures Manual and will approve all subsequent issues.
7	A controlled copy of the Quality Procedures Manual is held on the Organisation's computer system and is maintained by the Quality Manager.
8	A further controlled hard copy is retained for reference. Other issues of the Quality Procedures Manual will be issued as either controlled or uncontrolled documents.
9	Proposed changes to the Quality Procedures Manual are identified during the day to day activities as well as more formally during the Management Review process described in Section 9.3.
10	Proposed changes are reviewed and, if appropriate, adopted by the Quality Management Team after taking into account all of the relevant information.
11	When adopted, changes are made to the controlled copy of the Quality Procedures Manual and the appropriate personnel are notified of the change.

12	All staff follow the Organisation's requirements of service provision, installation, and administrative procedures.
13	Those procedures considered essential and where consistency is important, are emphasised and noted as such in this Quality Procedures Manual, and included in internal working guideline booklets such as High Voltage Safety in Operation, Installation and Maintenance of High Voltage Equipment, and Permit to Work Low Voltage Equipment.
14	The company adopts safe working practices in order to fully comply with its obligations under the Control of Substances Hazardous to Health Regulations and all other relevant legislation, specifically where work is undertaken in close proximity to asbestos.
15	The Organisation maintains up to date master copies of all COSHH Technical Data Sheets that are issued with reference to any potentially hazardous substances held in store or likely to be used during the course of its activities.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

16	A 'technical library' of Standards, reference books, trade literature and other relevant booklets as noted above is maintained up to date. Superseded issues are removed, or marked superseded and used as reference material.
17	All records are issued and controlled centrally, and where they are not generated by the computer system they are maintained as controlled issue hard copies in or as a folder appendix to this Quality Procedures Manual.
18	Superseded documents are marked 'SUPERSEDED' and archived for further / future reference.
19	All records are maintained as controlled issue copies in or as a folder appendix to this Quality Procedures Manual.
20	All project and job-related documents are uniquely referenced to the job.
21	Specific project drawings are controlled and referenced by the use of: <ol style="list-style-type: none"> <li>1. Drawing numbers</li> <li>2. Issue numbers</li> <li>3. Issue status</li> <li>4. Originators references</li> <li>5. Amendment references</li> <li>6. Drawing issue sheets and registers</li> <li>7. Drawn and checked by signatures</li> </ol>
22	Client supplied site plans and contract information are referenced directly to the job and filed awaiting further processing. All drawing revisions are controlled through revision references against the original number and noted on drawing revision sheets issued to all relevant parties as the need arises.
23	All procedures regarding Risk Assessment and working arrangements formally presented as Method Statements are included in the Organisation's Health & Safety File.
24	All sensitive information, commercial knowledge or documents with which the Organisation or any of its representatives becomes acquainted remains confidential at all times, and will not, under any circumstances, be passed to third parties.
25	Confidentiality is strictly regulated, and the Organisation is willing to enter into Commercial Confidentiality Agreements (Non-Disclosure Agreements – NDA's) as may be required by clients.
26	The Organisation treats all computer held data acquired through its business activity in accordance with the requirements of the Data Protection Act 1998.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

27	Normal administrative protocols on Office access to the Internet prevail.
28	The Organisation's computer system is backed-up with a copy securely stored.
29	The integrity of the computer system and the data held on it is maintained by running background virus protection software and the maintenance of effective and regularly updated firewalls.
30	System stability is enhanced by installing an Uninterruptable Power Supply (UPS) to minimise the impact of grid supply power failure.
31	The Company's Commercial & HR Director (and Quality Manager) Kerry Lumley will have responsibility for controlling Company documents including Health and Safety, Environmental and Quality documents. Managing Director, Chris Skelley will have full responsibility for Electrical Safety Management (ESM) and relating documentation.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 7 - SUPPORT

<b>7.5</b>	<b>Documented information (continued)</b>
<b>7.5.2</b>	<b>Creating and updating</b>
Summary of Requirements	When creating and updating our documents and records, we must ensure appropriate: <ul style="list-style-type: none"> <li>a) identification and description (e.g. a title, date, author, or reference number);</li> <li>b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic);</li> <li>c) review and approval for suitability and adequacy.</li> </ul>

<b>STATEMENT/PROCEDURE</b>
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1.	All documents referenced above have been entered into the Document Register.
2.	It is the responsibility of the Quality / Environmental Manager to allocate a unique reference number to each document on this list.
3.	The unique number and issue date of the document is displayed on that document for reference purposes.
4.	All system based documents are controlled through the software packages in which they are utilised and therefore they do not require entry into the Document Register.
5.	Each document entered into the Document Register is subject to an initial review and periodically (at least once annually) to ensure that it is still fit for purpose. This review could be more frequent should the need arise, e.g. when changes to the Quality / Environmental management system take place.

6	<p>The Management Representative/Quality Manager is responsible for keeping the following records for a minimum period of 12 months or as required by statutory, regulatory and/or contractual requirements, whichever is the longer, in order to demonstrate conformity to the requirements and effective operation of the Quality Management System:</p> <ul style="list-style-type: none"> <li>1. Previous Management Review records</li> <li>2. Quality Audit Reports</li> <li>3. Management Information records</li> <li>4. Staff suggestions</li> <li>5. Staff training records</li> </ul>
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# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

	6. Non-conformance records including client complaints 7. Client satisfaction records 8. Project files 9. Copy invoices 10. Computer back up data
7	This procedure is applicable to all records that are generated and listed in this procedures manual and those that affect any aspect of quality.
8	Completed files are archived into long term storage on completion, normally a minimum time period of 10 years. The Organisation reserves the right to retain documents in any suitable and appropriate medium.
9	All records are maintained in a safe and secure environment, and in a manner that facilitates their ready retrieval.

## 7 - SUPPORT

<b>7.5</b>	<b>Documented information (continued)</b>
<b>7.5.3</b>	<b>Control of documented information</b>
Summary of Requirements	<p>Documented information required by the Quality / Environmental management system and by the ISO 9001, 14001 Standards must be controlled to ensure:</p> <ul style="list-style-type: none"> <li>a) it is available and suitable for use, where and when it is needed;</li> <li>b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).</li> </ul> <p>For the control of documented information, we will address the following activities, as applicable:</p> <ul style="list-style-type: none"> <li>a) distribution, access, retrieval and use;</li> <li>b) storage and preservation, including preservation of legibility;</li> <li>c) control of changes (e.g. version control);</li> <li>d) retention and disposal.</li> </ul> <p>Documented information of external origin that we determine to be necessary for the planning and operation of our Quality / Environmental management system, will be identified as appropriate, and be controlled.</p> <p>We will also retain and protect from alteration, any documented information, held as evidence of conformity.</p>

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

	STATEMENT/PROCEDURE
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1.	All documents will be available where and when they are needed to be utilised. The location of each document will be recorded on the Document Register.
2.	All electronic documents will be saved securely and backed up to an offsite location.
3.	All available electronic documents will be saved as a PDF for general access with edit rights available to the document owner only, or to users as required to fulfil their responsibilities.

4.	All hard copy documents are securely filed and stored in the location where they are to be utilised and will be stored in appropriately labelled document folders.
5.	Changes to documents and updates to the issue number and redistribution will only be made by the Document Owner / Quality / Environmental Manager.
6.	When changes are made to a document it will result in the Issue Number / Revision Number being updated to the next sequential number.
7.	Changes to records are strictly prohibited unless there is evidence to support the proposed alterations.
8.	All records generated as part of the implementation of our Quality / Environmental management system will be retained for a minimum of 12 months or as required by legal, regulatory, customer or any other requirements. The period of retention is documented on the Document Register.
9.	Obsolete electronic documents and records will be retained in an Archive folder and stored in order to facilitate retrieval if required but to prevent the unintended use.
10.	Documented information that originates from external sources, and that we deem necessary in order to manage our Quality / Environmental management system, will be controlled in the same way and is recorded in the Document Register.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.1</b>	<b>Operational planning and control</b>
Summary of Requirements	<p>We commit to plan, implement and control our processes in order to meet the requirements for the Environmental management system and the provision of our Services, and to implement the actions determined as part of our risk analysis, by:</p> <ul style="list-style-type: none"> <li>a) determining the requirements for the Services;</li> <li>b) establishing criteria for: <ul style="list-style-type: none"> <li>1) the processes;</li> <li>2) the acceptance of Services;</li> </ul> </li> <li>c) determining the resources needed to achieve conformity to the service requirements;</li> <li>d) implementing control of the processes in accordance with the criteria;</li> <li>e) determining and keeping documented information to the extent necessary: <ul style="list-style-type: none"> <li>1) to have confidence that the processes have been carried out as planned;</li> <li>2) to demonstrate the conformity of Services to their requirements.</li> </ul> </li> </ul> <p>Taking into the account the life cycle of our Services we will:</p> <ul style="list-style-type: none"> <li>a) establish controls to ensure that environmental requirements are addressed in the design and development processes;</li> <li>b) determine and communicate our environmental requirements for the procurement of products and services;</li> <li>c) consider the need to provide information about the potential significant environmental impacts relative to the transportation, delivery, use, end-of-life, treatment and final disposal of our Services.</li> </ul> <p>The result of this planning will be suitable for our operations.</p> <p>We will control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.</p> <p>All of our outsourced processes will be controlled.</p>

1.	The work planning process involves determining and taking into account the Quality Policy, objectives and the requirements of the product and/or service requirements. This is achieved by the application of the documented Quality Management System and related processes and includes the provision of any necessary resources and validation and verification methods.
2.	New client contracts are subject to a specific review to determine planning and other requirements relating to the work.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

3.	All enquiries and confirmed orders are processed in a planned and organised manner in order to ensure that any commitment made to the client can be conducted on time and within the contract budget.
4.	A Project Engineer is appointed to control all contract/ project activity, reporting to and overseen by senior management.
5.	<p>The work planning process involves a pre-contract “Gear-Up’ meeting which determines and takes into account quality objectives and the requirements of the job, including:</p> <ol style="list-style-type: none"> <li>1. Staffing levels</li> <li>2. Equipment needs</li> <li>3. Materials required</li> <li>4. Fuel / Utility sources</li> </ol>
6.	The project plan, programme of works and contract start date will have been agreed with the client when the contract was awarded, and is confirmed later at the pre-contract meeting but subject to alteration and re-scheduling through the influence of outside factors.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

7.	<p>All pre –contract activity involves:</p> <ol style="list-style-type: none"> <li>1. Construction safety plans</li> <li>2. Method statements</li> <li>3. Risk assessments</li> <li>4. The works programme as supplied by the client / contractor / sub contractors</li> <li>5. The Organisations own works programme</li> <li>6. Detailed phase sequencing</li> <li>7. Risk assessments</li> <li>8. Contact names within the contract</li> <li>9. Contact details of all suppliers, those nominated and delivery lead times</li> </ol>
8.	<p>Inspection and testing activities are defined, when required, and detailed in Sections 7.4 &amp; 8.2.4 of this Quality Manual.</p>
9.	<p>All specific training requirements are recognised and addressed prior to contract start up.</p>
10.	<p>Staff induction, site safety and tool box talks are undertaken through the Organisation’s appointed consultants at job start up. A specific site and contract induction takes place on the 1st day of each new contract.</p>
11.	<p>Materials and product specifications are made available to the chosen suppliers. All specifications are acknowledged and confirmed in writing by all parties.</p>
12.	<p>The use and availability of all suppliers is confirmed prior to the start date.</p>
13.	<p>Plant hire, sub contract labour, and consumable suppliers are all contacted in line with the procedures detailed in Section 7.4 Purchasing to confirm that the job is proceeding to schedule.</p>
14.	<p>Site maps, plans and specifications are continuously reviewed at site meetings, and reported through the appointed site supervisors throughout the lifetime of the project.</p>
15.	<p>Consequently. all planning activity is an integral part of the Organisation’s day to day operations, and, therefore, not considered a separate activity.</p>

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.2</b>	<b>Requirements for products and services</b>
<b>8.2.1</b>	<b>Customer communication</b>
Summary of Requirements	<p>Communication with customers will include:</p> <ul style="list-style-type: none"> <li>a) providing information relating to Services;</li> <li>b) handling enquiries, contracts or orders, including changes;</li> <li>c) obtaining customer feedback relating to Services, including customer complaints;</li> <li>d) handling or controlling customer property;</li> <li>e) establishing specific requirements for contingency actions, when relevant.</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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1.	Communication with our customers will primarily be made via email, letter or other format that will provide evidence of the communication.
2.	Where verbal communication has been made, and could impact on our Quality of our service, it will be confirmed in writing via any applicable media (Eg email, letter etc)
3.	All customer order requirements and any information relating to it will be confirmed with the customer prior to any work commencing.
4.	Any changes to the original customer order or contracted services will be communicated to the customer and where necessary internally.
5.	If specified by the customer we will continually communicate with them on the progress of the order / project / job and any contingency actions as appropriate.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.2</b>	<b>Requirements for products and services</b>
<b>8.2.2</b>	<b>Determining the requirements related to products and services</b>
Summary of Requirements	<p>When determining the requirements for the products and services to be offered to our customers, we will ensure that:</p> <ul style="list-style-type: none"> <li>a) the requirements for the products and services are defined, including: <ul style="list-style-type: none"> <li>1) any applicable legal and regulatory requirements;</li> <li>2) those that we consider necessary;</li> </ul> </li> <li>b) we can meet the claims for the Services we offer.</li> </ul>

1.	Enquiries are received or acquired by all normal means of communication, by being on client approved sub contractors lists or accepting direct contact from existing clients.
2.	<p>Upon receipt of a Client enquiry the documentation is forwarded to the Company's Administration Manager, Sinead Lumley (and in her absence the Commercial Director, Kerry Lumley) who will log the enquiry onto the Company's electronic Quotation Book providing the Client details, project description and where appropriate, the required return date and allocating the next sequential Quotation Number. This number will be prefixed with "Q" to easily identify that this is a Quotation.</p> <p>The Administration Manager (or her designated representative) will then prepare a Quotation File in accordance with the Company's standard format, which will then be passed to the Company's Managing Director, Chris Skelley for review and if appropriate, handover to the nominated Estimator or Engineer.</p>
3.	As above the enquiry details are noted on the Organisation's system-based Quotation Book, which allocates a unique reference, now used on all future generated project related documents.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

4.	All tender invitations are reviewed upon their receipt and where the decision is taken to proceed, are processed according to the requirements inherent in the package, and dispatched according to the terms stated.
5.	Other enquiry information, supplied drawings and potential contract information are reviewed to confirm that the Organisation has the capability, desire and the resources necessary to undertake all aspects of the project.
6.	Drawings and other specifications are supplied to allow details to be derived (take off sheets) in developing the tender response.
7.	Supplier quotes are requested and derived together with all recognised design elements.
8.	Switchgear design is undertaken by client appointed consultants and drawings and specifications provided by them to support the tender specification.
9.	Cable support systems are designed in-house to support the contract and tender.
10.	<p>Detailed design procedures are noted in Section 8.3 Design and Development, confirming that client supplied design is formally accepted and confirmed to be accurate and safely designed, and that all in-house design effectively ensures that:</p> <ol style="list-style-type: none"> <li>1. If design is OK then a full protection review is undertaken</li> <li>2. Transformer sizes &amp; loadings are confirmed. Structural engineer substantiates support specifications to the tender</li> <li>3. The support of o/s specialists is confirmed</li> </ol>
11.	Site visits can be arranged to collate further information to fully evaluate the client's requirements in order that a true account may be represented.
12.	Where such site evaluation is conducted all collated information is recorded with the enquiry information.
13.	Hazard risk assessment is undertaken as an intrinsic element of pre-tender and project development activity.
14.	The enquiry is rejected and the client informed accordingly if the potential to meet all client requirements to the Organisation's stated standards could be jeopardised.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

15.	Tender and / or Quotation return dates and the date actually returned are marked on the system Quote Book.
16.	A uniquely referenced Quotation is prepared and forwarded to the client by usual means.
17.	All tender and quotation records are filed awaiting further response.
18.	Prices are quoted from the standard system-based price list. Costing is based on product requirements, client specific needs and adjusted by prevailing market conditions.
19.	The client accepts the quotation and confirms their order by appropriate means.
20.	Those client orders placed are reviewed against any quoted information to verify the Organisation's continued ability to meet the client's requirements.
21.	Any changes to the client's requirements generate a revised quotation.
22.	The Organisation prefers formal acceptance to proceed with the proposed work.
23.	Organisation standards and infrastructure would be jeopardised in the absence of formal agreement; hence work cannot progress unless expressly authorised by senior management.
24.	The order is allocated a Job Numbers from the system
25.	A job file is established in line with recognised Office procedures. All files have a File Contents Sheet included for guidance and to assist procedures.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.2</b>	<b>Requirements for products and services</b>
<b>8.2.3</b>	<b>Review of requirements related to products and services</b>
Summary of Requirements	<p>We will ensure that we have the ability to meet the requirements for products and services to be offered to our customers. We will conduct a review before committing to supply Services to a customer, to include:</p> <ul style="list-style-type: none"> <li>a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;</li> <li>b) requirements not stated by the customer, but necessary for the specified or intended use, when known;</li> <li>c) requirements specified by the customer or by us;</li> <li>d) legal and regulatory requirements applicable to the Services;</li> <li>e) contract or order requirements differing from those previously expressed.</li> </ul> <p>We will ensure that contract or order requirements differing from those previously defined are resolved.</p> <p>Customer requirements will be confirmed by us prior to acceptance, when the customer does not provide a documented statement of their requirements.</p> <p>NB: In some situations, such as internet sales, a formal review is impractical for each order. Instead, the review can cover relevant product information, such as catalogues or advertising material.</p> <p>We will retain documented information, as applicable:</p> <ul style="list-style-type: none"> <li>a) on the results of the review;</li> <li>b) on any new requirements for the products and services.</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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1.	Once we have confirmed customer requirements we will carry out a review to ensure that we can meet those requirements before issuing an order confirmation / contract / agreement / quotation / tender application which acts as the confirmation of this review taking place.
2.	Work planning schedules will be consulted to ensure that we have the available manpower / capacity required in order to meet customer requirements within the required timescales.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.2</b>	<b>Requirements for products and services</b>
<b>8.2.3</b>	<b>Review of requirements related to products and services (continued)</b>

<b>STATEMENT/PROCEDURE</b>
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3.	We will also check the availability of resources required to meet customer requirements. This includes skill levels and outsourced processes such as subcontracting and logistics.
4.	The review will also ensure that we have the capability to meet all legal and regulatory obligations either stated by the customer or known by us to be a requirement.
5.	Post-delivery activities will also be reviewed to ensure we can meet those requirements.
6.	Where we have identified differing requirements as a result of our review we will contact the customer to explain those requirements and how it will impact on their original specification.
7.	In the absence of a formal, documented statement of requirement from the customer we will always confirm, in writing, the full specification of the product / service to be delivered to the customer.
8.	Work may only proceed without written confirmation upon authorisation from a director / manager. This must be followed up by retrospective issue of written documentation to confirm the requirements to be delivered.
9.	Where sales are made through our website, we will ensure that all of the details of the service are made available on the service specification.

10.	<p>Documented information will be available to confirm the review. This could include, but is not limited to the following: -</p> <ul style="list-style-type: none"> <li>• Meeting minutes</li> <li>• Email trails</li> <li>• Planning schedules</li> <li>• Project plans</li> <li>• Quality / Environmental / Environmental plans</li> <li>• Product / service specification</li> <li>• Delivery schedules</li> <li>• Tender application</li> <li>• Order acknowledgement</li> <li>• Quotation</li> <li>• Service Level Agreement</li> <li>• Customer Agreement</li> <li>• Terms and Conditions</li> </ul>
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# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.2</b>	<b>Requirements for products and services</b>
<b>8.2.4</b>	<b>Changes to requirements for products and services</b>
Summary of Requirements	We will ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, where product and service requirements are changed.

	<b>STATEMENT/PROCEDURE</b>
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1.	Where any changes occur with respect to product or service requirements then written confirmation must be issued to or from the customer, where applicable.
2.	Information will be cascaded through to all appropriate staff to ensure that changes are communicated and understood and any other products or services affected by the change are retained until the change has been actioned.
3.	If the change involves a supplier or sub-contractor they will be notified in writing accordingly and asked to confirm their understanding of the change.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.3</b>	<b>Design and development of products and services</b>
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Summary of Requirements	<p>We will identify, review and control changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.</p> <p>We will retain documented information on:</p> <ul style="list-style-type: none"> <li>a) design and development changes;</li> <li>b) the results of reviews;</li> <li>c) the authorisation of the changes;</li> <li>d) the actions taken to prevent adverse impacts.</li> </ul>
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	<b>STATEMENT/PROCEDURE</b>
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1.	A design brief is received from the client or a design brief is generated as a result of discussions with the client as an integral part of the enquiry review, tender response and initial project development.
2.	All drawing and design work is accomplished on Auto CAD and subject to the control protocols inherent with its software systems and version reference. All drawing issue is numbered.

3.	<p>All revisions made throughout the design process are recorded in the Revisions Directory recording details such as:</p> <ul style="list-style-type: none"> <li>1. Revision status</li> <li>2. Date</li> <li>3. File reference</li> </ul> <p>and the following is recorded on the drawing:</p> <ul style="list-style-type: none"> <li>1. Drawing number</li> <li>2. Scale (where applicable)</li> <li>3. Revision status</li> <li>4. Authorised by</li> <li>5. Project title or name</li> <li>6. Drawers initials / name</li> <li>7. Checkers initials / name</li> </ul>
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# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

4.	All working documents (where provided in accordance with client instructions) are referenced with either the unique project number from the database or by client name and relevant site address.
5.	Development meetings are conducted and additional information may be requested from the client to further aid the development of the initial design brief and documented in the relevant project file.
6.	All amendments to the initial design brief are recorded and details kept in the project file.
7.	All design changes are administered as revised design inputs and noted on revised and re-referenced drawings, the original file being overwritten a design progress. Superseded files are archived for reference and deleted when considered obsolete.
8.	A final design solution is established based on the initial design brief, design approach, proposed conceptual design scheme and project time schedules together with any amendments initiated by the client.
9.	The final design solution (construction issue drawings) is then passed to the client for formal approval.
10.	All drawing issue is authorised for issue by the signature of the drawer and checker being shown in the drawing control box.
11.	Any amendment or variation to the completed design is reviewed, disseminated to all staff by means of the intranet network, agreed by authorised personnel, and again confirmed in writing with the client before implementation.
12.	All design drawing is register on system.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.4</b>	<b>Control of externally provided processes, products and services</b>
<b>8.4.1</b>	<b>General</b>
Summary of Requirements	<p>We must ensure that our externally provided processes, products and services conform to requirements.</p> <p>We must determine the controls to be applied to externally provided processes, products and services when:</p> <ul style="list-style-type: none"> <li>a) products and services from external providers are intended for incorporation into our own products and services;</li> <li>b) products and services are provided directly to the customer(s) by external providers on our behalf;</li> <li>c) a process, or part of a process, is provided by an external provider as a result of our decision.</li> </ul> <p>We shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. We must retain documented information of these activities and any necessary actions arising from the evaluations.</p>

<b>STATEMENT/PROCEDURE</b>
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1.	All externally provided processes, products and services are controlled through our operational procedures.
2.	The suppliers of outsourced processes, products and services will be subject to approval criteria. This criteria will be defined on the Supplier Approval Record.
3.	Any actions required to obtain approval against the documented criteria will be carried out prior to utilising them. Use of unapproved suppliers for Quality / Environmental critical processes, products or services will only take place as a result of written authorisation from top management based on an informed decision of the risk associated with using them without formal approval.
4.	All approved suppliers will be placed into the Approved Supplier List

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.4</b>	<b>Control of externally provided processes, products and services (continued)</b>
<b>8.4.2</b>	<b>Type and extent of control</b>
Summary of Requirements	<p>We will ensure that externally provided processes, services do not adversely affect our ability to consistently deliver conforming products and services to our customers.</p> <p>We will:</p> <ul style="list-style-type: none"> <li>a) ensure that externally provided processes remain within the control of our Quality / Environmental management system;</li> <li>b) define both the controls that we intend to apply to an external provider and those we intend to apply to the resulting output;</li> <li>c) take into consideration: <ul style="list-style-type: none"> <li>1) the potential impact of the externally provided processes, products and services on our ability to consistently meet customer and applicable legal and regulatory requirements;</li> <li>2) the effectiveness of the controls applied by the external provider;</li> </ul> </li> <li>d) determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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1.	All externally provided processes, products and services are controlled through our operational procedures and as stated on the Supplier Approval Record.
2.	Control and monitoring methods will be reviewed as part of the management review process or more frequently based on the criticality and previous history of the service provision.
3.	Where control procedures and monitoring and measurement identify areas for concern or non-conformance then the impact of the issue will determine the continued use of that provider. A record of any actions including communication to all interested parties will be retained.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.4</b>	<b>Control of externally provided processes, products and services (continued)</b>
<b>8.4.3</b>	<b>Information for external providers</b>
Summary of Requirements	<p>We will ensure the adequacy of requirements prior to their communication to the external provider.</p> <p>We will communicate our requirements to external providers for:</p> <ul style="list-style-type: none"> <li>a) the processes, products and services to be provided;</li> <li>b) the approval of: <ul style="list-style-type: none"> <li>1) products and services;</li> <li>2) methods, processes and equipment;</li> <li>3) the release of products and services;</li> </ul> </li> <li>c) competence, including any required qualification of persons;</li> <li>d) the external providers' interactions with us;</li> <li>e) their control and monitoring of performance to be applied by us;</li> <li>f) verification or validation activities that we, or our customers, intend to perform at their premises.</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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1.	We will ensure that we define the requirements related to the product or service that we are procuring based on the requirements specified in the Process Overview Sheet, or by specific customer requirements.
2.	A detailed Purchase Order, Request for Tender, Service Level Agreement, will be issued to the supplier / sub-contractor to confirm the exact specification of the items we wish to procure which take into account the all or some of the requirements contained within the "Summary of Requirements" above.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.5</b>	<b>Production and service provision</b>
<b>8.5.1</b>	<b>Control of production and service provision</b>
Summary of Requirements	<p>We will implement production and service provision under controlled conditions, which will include as applicable:</p> <ul style="list-style-type: none"> <li>a) the availability of documented information that defines: <ul style="list-style-type: none"> <li>1) the characteristics of the services to be provided, or the activities to be performed;</li> <li>2) the results to be achieved;</li> </ul> </li> <li>b) the availability and use of suitable monitoring and measuring resources;</li> <li>c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;</li> <li>d) the use of suitable infrastructure and environment for the operation of processes;</li> <li>e) the appointment of competent persons, including any required qualification;</li> <li>f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;</li> <li>g) the implementation of actions to prevent human error;</li> <li>h) the implementation of release, delivery and post-delivery activities.</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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1.	Work activity is wholly dependent on client requirements and the type of contract agreed.
2.	All work is carried out using the skills, experience and training of the respective staff, and as a result, written work instructions are not considered necessary beyond possible reference to the procedures held in the computer system and noted at induction.
3.	Work instructions are conveyed verbally on the day prior to site attendance.
4.	Any work queries are related back to management and ultimately the client.
5.	On the agreed start date, the appointed operatives arrive, are inducted and commence work in accordance with the working schedule and Method Statements, progressing the logical advance of the work required to a successful conclusion.
6.	The Project Engineer discusses all aspects of the work with site engineers to review specifications and inspect drawings.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

7.	The tender file is modified to form the Job File.
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8.	<p>All files are set up to the known Organisation standards and procedures, for all sections and the layout for each file, including:</p> <ol style="list-style-type: none"> <li>1. File Contents Sheet</li> <li>2. Tender copy</li> <li>3. Contract and client correspondences / Purchase Orders</li> <li>4. Financial</li> <li>5. Contract variations</li> <li>6. Contract Purchase Orders and requisition's</li> <li>7. General Correspondence</li> <li>8. Sub contractors contact details</li> </ol>
9.	<p>Work is carried out in accordance with the relevant phase of the project as follows:</p> <ol style="list-style-type: none"> <li>1. 1<sup>st</sup> Fix (allocation of materials, cables, channelling etc.)</li> <li>2. 2<sup>nd</sup> Fix</li> <li>3. Snagging</li> <li>4. Testing</li> <li>5. Commissioning</li> </ol>
10.	Upon job completion, a test certificate is completed relating to the type of work carried out, i.e. fire alarm, electrical installation etc., and submitted to the client. A copy is retained in the Job File.
11.	When required, an Operating/Maintenance Manual is produced and issued to the client detailing the full technical specifications of the equipment/installation.
12.	Delivery of materials and equipment is carried out in the Organisation's own vehicles.
13.	Following completion, staff clear the site and the project is closed out.

14	The progress and status of each job is determined by Project Engineer and works programme in conjunction with the clients/ contractors' timing programme, augmented by the work in progress at the client site.
15	<p>Client contracts are uniquely identified as follows:</p> <ol style="list-style-type: none"> <li>1. Job number</li> <li>2. Client name</li> <li>3. Site location</li> </ol>
16	NICEIC Certification provides adequately traceability and verification of correct installation.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

1.	On its receipt by the Organisation client property in the form of drawings, specifications or other documented information is clearly identified and subsequently processed and controlled in accordance with the relevant procedures set out in this Quality Procedures Manual.
2.	All data and information provided by clients is treated as confidential in accordance with the requirements of the Data Protection Act 1998 and is protected using suitable physical and electronic protection methods.
3.	Clients are notified of any loss, corruption, or other damage to their data, information or property.
4.	Where Organisation staff find deficiencies relating to the client's site, including matters relating to health and safety obligations, they are brought to the attention of the client and/or the main contractor and, if required, work may be temporarily postponed until the problem has been resolved.
5.	All installation sites are subject to site survey to confirm suitability for the proposed solution. Where existing system components are to be incorporated into the system under construction they are subject to inspection and/or testing as required to confirm suitability for purpose.
6.	If the material is considered to be unsuitable the client is contacted to explain the potential problem. The material is held pending resolution. Any non-conformity is referred to the client and satisfactorily resolved prior to any further processing.
7.	Where cabling and/or other items are not suitable for purpose they are subject to control of non-conformance procedures and the client advised of the issue. Any non-conformity is referred to the client and satisfactorily resolved prior to any further processing
8.	Where additional or alternative works are to be carried out on site, the client/contractor is required to confirm these using a variation to order/architect instruction, prior to work being actioned.
9	All transmittal protection and document packaging requirements are met in order to prevent corruption or damage up to the point of delivery.
10	All service activity and the handling of all items within the Organisation is undertaken by recognised safe methods with due regard to the relevant Health and Safety guidelines in operation at the time.
11	Inspection of personal protective equipment is the responsibility of the user who reports any deficiencies in accordance with the requirements of the Organisation's Health & Safety procedures.
12	The Organisation provides suitable storage facilities for all equipment and goods ensuring that safety, security and all environmental considerations, are accountable at all times.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

13	All equipment is used with due regard to the relevant Health and Safety guidelines in operation at that time. Where applicable, COSHH regulations are applied to any substance falling into this category.
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### 8 - OPERATION

<b>8.5</b>	<b>Production and service provision (continued)</b>
<b>8.5.2</b>	<b>Identification and traceability</b>
Summary of Requirements	<p>We will use suitable means to identify outputs when it is necessary to ensure the conformity of products and services and will identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.</p> <p>The unique identification of outputs will also be controlled when traceability is a requirement, and shall retain the documented information necessary to enable traceability.</p>

<b>STATEMENT/PROCEDURE</b>
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1.	<p>When new suppliers are required, they are chosen by the application of the Organisation's selection criteria, which include but are not necessarily limited to:</p> <ol style="list-style-type: none"> <li>1. Service levels</li> <li>2. Price</li> <li>3. Monopoly source</li> </ol>
2.	In addition, sub contractors are required to validate indemnity insurance, CIS certification, and current tax status.
3.	Suppliers have been selected through careful analysis of need, service delivery and availability, and following receipt of detailed price lists, added to the schedule of approved suppliers.
4.	All suppliers are selected from the approved list, and are set up on the system.
5.	Preferential suppliers of specific goods and services are all suppliers are chosen from the approved schedule.
6.	All suppliers are assessed and made fully aware of the organisation's criteria when receiving a Purchase Order.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

7.	Any supplier not currently on the approved list may be used when specifically authorised by senior management, but only added to the schedule following the successful application of the Organisation's recognised approval procedure.
8.	Facilities exist to suspend those suppliers previously approved but not currently meeting the Organisation's quality standards.
9.	All orders are processed following use of the Organisation's standard three-part requisition generated by the Engineer.
10.	Copy distribution is standardised to: <ul style="list-style-type: none"> <li>1. Engineer's copy</li> <li>2. Copy for Project File</li> <li>3. Purchasing Department Copy</li> </ul>

11.	All orders are processed following use of the Organisation's standard three-part requisition generated by the Engineer.
12.	Copy distribution is standardised to: <ul style="list-style-type: none"> <li>4. Engineer's copy</li> <li>5. Copy for Project File</li> <li>6. Purchasing Department Copy</li> </ul>

13.	Where orders are initially placed verbally, the supplier is requested to read back the order details to ensure the Organisation's requirements have been correctly interpreted at the point of ordering. Orders are acknowledged by fax back.
14.	Incoming deliveries of goods and materials are examined/checked to ensure that: <ul style="list-style-type: none"> <li>1. Quantities ordered are correct</li> <li>2. Goods received are as per the advice note etc contained or supplied with the consignment</li> <li>3. Goods are fit for purpose and free of evident damage, deterioration or contamination</li> </ul>
15.	Incidents of defective, damaged or short deliveries are recorded on the delivery note and the Quality Manager notified pending return to the supplier.
16.	Sites Delivery Note's are signed off and returned to the office for further processing following acceptance of the delivery

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

17.	Should there be a requirement for verification at the supplier's premises, by either the Organisation or the client's representative, then the details of the verification process to be used is described in the purchasing documents.
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### 8 - OPERATION

<b>8.5</b>	<b>Production and service provision (continued)</b>
<b>8.5.3</b>	<b>Property belonging to customers or external providers</b>
Summary of Requirements	<p>We will exercise care with property belonging to our customers or external providers while it is under our control or being used by us.</p> <p>We will identify, verify, protect and safeguard our customers' or external providers' property provided for use or incorporation into the products and services.</p> <p>When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, we will report this to the customer or external provider and retain documented information on what has occurred.</p> <p>NB: A customer's or external provider's property can include material, components, tools and equipment, premises, intellectual property and personal data.</p>

<b>STATEMENT/PROCEDURE</b>
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1.	Customer and supplier details will be stored securely on our internal software and accounts packages and will not be released to any third party without prior permission from the customer or supplier.
2.	Should there be a breach of our IT systems and customer or supplier data has been compromised then they will be informed immediately of the breach and its possible repercussions.
3.	Physical property provided to us from the customer or supplier will be clearly labelled and stored in order to protect it and facilitate its retrieval if required.
4.	If the customer or supplier property is to be used in the final product / service that we provide then we will verify its suitability to do so. If it is not suitable we will contact the customer or supplier immediately to confirm that this is the case and discuss a contingency.
5.	If customer or supplier property has been lost or damaged whilst in our custody we will immediately inform the customer or supplier and instigate the non-conformance procedure and implement appropriate corrective action.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.5</b>	<b>Production and service provision (continued)</b>
<b>8.5.4</b>	<b>Preservation</b>
Summary of Requirements	<p>We will preserve our Services during service provision, to the extent necessary to ensure conformity to requirements.</p> <p>NB: Preservation can include identification, handling, contamination control, packaging, storage, transmission or transportation, and protection.</p>

<b>STATEMENT/PROCEDURE</b>
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1.	Any transmission of data or information will be sent through a secure method and to an agreed destination email address. Adequate firewalls and anti-virus software will be utilised to monitor all incoming and outgoing files. Where necessary we will also encrypt / password protect files in line with the level of confidentiality required.
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# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.5</b>	<b>Production and service provision (continued)</b>
<b>8.5.5</b>	<b>Post-delivery activities</b>
Summary of Requirements	<p>We will meet requirements for post-delivery activities associated with our Services.</p> <p>In determining the extent of post-delivery activities that are required, we will consider:</p> <ul style="list-style-type: none"> <li>a) legal and regulatory requirements;</li> <li>b) the potential undesired consequences associated with our Services;</li> <li>c) the nature, use and intended lifetime of our products and services;</li> <li>d) customer requirements;</li> <li>e) customer feedback.</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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1.	Service and maintenance requirements (including those within a service agreement with the customer) for the product will be clearly defined.
2.	We will obtain customer feedback as defined during the planning process in clause 8.1 and all feedback will be monitored in line with clause 9.1.2.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.5</b>	<b>Production and service provision (continued)</b>
<b>8.5.6</b>	<b>Control of changes</b>
Summary of Requirements	<p>We will review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.</p> <p>We will retain documented information describing the results of the review of changes, the person(s) authorising the change, and any necessary actions arising from the review.</p>

	<b>STATEMENT/PROCEDURE</b>
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1.	Where changes arise with regard to the service provision, we will ensure that these changes are communicated to all interested parties prior to their implementation.
2.	The impact of the changes will be reviewed based on the feedback from interested parties. This feedback can be retained by way of email, meetings, letters, reports etc.
3.	Once a review has taken place and it is confirmed that conformity to all requirements can be maintained, then the changes will be authorised by the appointed authority internally and also, if required, by the customer or other legal or regulatory body.
4.	Actions must then be implemented in line with the authorised arrangements.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.6</b>	<b>Release of products and services</b>
Summary of Requirements	<p>We will implement planned arrangements, at appropriate stages, to verify that the service requirements have been met.</p> <p>The release of service to the customer will not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.</p> <p>We will retain documented information on the release of products and services which will include:</p> <ul style="list-style-type: none"> <li>a) evidence of conformity with the acceptance criteria;</li> <li>b) traceability to the person(s) authorising the release.</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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1.	Interim inspections of the majority of the Organisation's business are carried out and recorded within the procedures as detailed in Sections 7.2. and 7.5.1, especially for monthly evaluation on installation on-site checks. The Organisation's business stages are checked and verified by middle and senior management, and, as such, it is not considered necessary to repeat these procedures here.
2.	In-process inspection is carried at each stage of the process (i.e. 1 <sup>st</sup> /2 <sup>nd</sup> fix) all in accordance with the relevant drawings and specifications.
3.	During installation, the staff concerned and, from time to time, the Project Engineer and/or Senior Management monitor compliance with the job requirements.
4.	Upon completion of the installation, the relevant certificate is completed, detailing the test results of work carried out, in accordance with all NICEIC requirements.

5.	Certificates are issued to the client, and a copy is retained in the relevant Test Certificate File.
6.	All certificates are validated and signed by authorised personnel.
7.	A review of the completed work / project is undertaken and satisfactory closure verified by the signature of the reviewer on the retained copy of the invoice generated.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.7</b>	<b>Control of nonconforming outputs</b>
Summary of Requirements	<p>We will ensure that any results from a process that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.</p> <p>We will take appropriate action based on the nature of the nonconformity and its effect on the conformity of Services. This will apply to nonconforming products and services detected during or after the provision of services.</p> <p>We will deal with nonconforming results in one or more of the following ways:</p> <ul style="list-style-type: none"> <li>a) correction;</li> <li>b) segregation, containment, return or suspension of provision of Services;</li> <li>c) informing the customer;</li> <li>d) obtaining authorisation for acceptance under concession.</li> </ul> <p>We will verify conformity to requirements when nonconforming results are corrected.</p> <p>We will retain documented information that:</p> <ul style="list-style-type: none"> <li>a) describes the nonconformity;</li> <li>b) describes the actions taken;</li> <li>c) describes any concessions obtained;</li> <li>d) identifies the authority deciding the action in respect of the nonconformity.</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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1.	The nature of the identified non-conformance will be communicated to a person with the authority to deal with the item.
2.	Where we have identified a non-conforming service, we will assess the nature and severity of the non-conformance and make an informed decision as to whether we must stop the service immediately or continue under concession. This decision must be made by an appropriate authority and, where applicable by the customer.

**Metricab**  
**QUALITY / ENVIRONMENTAL**  
**PROCEDURES MANUAL**

**8 - OPERATION**

<b>8.7</b>	<b>Control of nonconforming outputs</b>
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	<b>STATEMENT/PROCEDURE</b>
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3	A Non-Conformance and Corrective Report will be filled out to describe the nature of the non-conformance.
4	An immediate decision will be made as to how we will deal with the non-conformance and this decision will be recorded on the Non-Conformance and Corrective Action Report.
5	Where the action required is to correct the non-conformance then we will verify the results and confirm that they now meet requirements.
6	Any concessions received as a result of the non-conformance will be recorded on the Non-Conformance and Corrective Action Report.
7	A signature is required on the Non-Conformance and Corrective Action Report to confirm the identity of the person implementing any actions and, if different, the identity of the person authorising those actions.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 8 - OPERATION

<b>8.8</b>	<b>Emergency preparedness and response</b>
Summary of Requirements	<p>We will prepare for and respond to potential emergency situations identified through our risk analysis by:</p> <ul style="list-style-type: none"> <li>f) preparing to respond by planning actions to prevent or mitigate environmental impacts as a result of emergency situations;</li> <li>g) responding to actual emergency situations;</li> <li>h) taking action to prevent or mitigate the consequences of emergency situations;</li> <li>i) periodically testing the planned response actions and as a result reviewing them and revising if necessary;</li> <li>j) providing information and training to appropriate interested parties with respect to emergency preparedness and response</li> <li>k) establishing records required to have confidence that the processes are being carried out as planned.</li> </ul>

<b>STATEMENT/PROCEDURE</b>
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6.	Our Environmental Aspects and Impacts Register (Refer Document Register has defined where there is a potential for an emergency situation and a brief overview of the steps we intend to take to mitigate our environmental impact in the event of that emergency.
7.	Where an actual emergency situation takes place, we will follow the specified direction of these procedures and prevent or mitigate the consequences of the emergency.
8.	We will also periodically, as be stated in the Aspects and Impacts Register, test our emergency response procedures and record the results. After any such tests we will review these procedures to confirm their suitability and effectiveness and where necessary revise them.
9.	All staff members, subcontractors and visitors will be made aware of our emergency procedures in line with their roles and requirement to know them. Any person who receives such training will confirm that they understand these procedures.
10.	Records required to provide evidence of the planning and management of emergency situations will be maintained and available.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 9 - PERFORMANCE EVALUATION

<b>9.1</b>	<b>Monitoring, measurement, analysis and evaluation</b>
<b>9.1.1</b>	<b>General</b>
Summary of Requirements	<p>We will determine:</p> <ul style="list-style-type: none"> <li>a) what needs to be monitored and measured;</li> <li>b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;</li> <li>c) the criteria against which we will evaluate our environmental performance</li> <li>d) when the monitoring and measuring will be performed;</li> <li>e) when the results from monitoring and measurement will be analysed and evaluated.</li> </ul> <p>We will evaluate the performance and the effectiveness of the Quality / Environmental management system and retain appropriate documented information as evidence of the results. These results will be communicated internally and externally, as required, and in line with our compliance obligations</p>

<b>STATEMENT/PROCEDURE</b>
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1.	Our Process Overview Sheets documented procedures and the Aspects and Impacts Register (Refer Document Register – Environmental Aspects and Impacts) and Environmental Objectives define the requirements for the monitoring and measurement.
2.	The monitoring and measurement of our processes will be varied dependent upon the methods defined within the Process Overview Sheets / documented procedures.
3.	Performance evaluation will take place as part of the management review process. Process performance will be measured against our documented Quality / Environmental / Environmental Objectives and against the intended results of those processes.
4.	Performance evaluation will enable us to make informed decisions with respect to the continual improvement of our Quality / Environmental management system.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 9 - PERFORMANCE EVALUATION

<b>9.1</b>	<b>Monitoring, measurement, analysis and evaluation</b>
<b>9.1.2</b>	<b>Customer satisfaction</b>
Summary of Requirements	We will monitor our customers' perceptions of how well we have met their needs and expectations. We will determine the most suitable methods for obtaining, monitoring and reviewing this information.

	<b>STATEMENT/PROCEDURE</b>
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1.	<p>Perceived levels of customer satisfaction will be obtained by one or more of the following methods: -</p> <ul style="list-style-type: none"> <li>• Issuing and receiving customer satisfaction surveys</li> <li>• Issuing service user feedback surveys</li> <li>• Customer meeting minutes</li> <li>• Email correspondence</li> <li>• Warranty analysis</li> <li>• Non-conformance analysis</li> <li>• Market share analysis</li> <li>• Compliments and recommendations</li> <li>• Snagging lists.</li> </ul>
2.	Customer feedback and perceived levels of satisfaction will be monitored and reviewed as part of the management review process.
3.	Where a review of negative feedback is carried, out and it is deemed warranted, we will instigate the non-conformance process.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 9 - PERFORMANCE EVALUATION

<b>9.1</b>	<b>Monitoring, measurement, analysis and evaluation</b>
<b>9.1.3</b>	<b>Analysis and evaluation</b>
Summary of Requirements	<p>We will analyse and evaluate appropriate data and information arising from monitoring and measurement.</p> <p>The results of analysis shall be used to evaluate:</p> <ul style="list-style-type: none"> <li>a) conformity of products and services;</li> <li>b) the degree of customer satisfaction;</li> <li>c) the performance and effectiveness of the Quality / Environmental management system;</li> <li>d) if planning has been implemented effectively;</li> <li>e) the effectiveness of actions taken to address risks and opportunities;</li> <li>f) the performance of external providers;</li> <li>g) the need for improvements to the Quality / Environmental management system.</li> </ul>

<b>STATEMENT/PROCEDURE</b>
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1.	<p>As a result of the monitoring and measurement carried out in line with the Process Overview Sheets, we will take the data and present it in a format that can be interpreted and presented for evaluation. This format could include: -</p> <ul style="list-style-type: none"> <li>• Charts</li> <li>• Graphs</li> <li>• Tables</li> <li>• Reports</li> <li>• Meeting minutes</li> <li>• Check sheets</li> </ul>
2.	<p>Evaluation will take place as part of the management review process and will enable an informed decision-making process.</p>

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 9 - PERFORMANCE EVALUATION

<b>9.1</b>	<b>Monitoring, measurement, analysis and evaluation</b>
<b>9.1.4</b>	<b>Evaluation of compliance</b>
Summary of Requirements	<p>We will evaluate the fulfilment of our compliance obligations by:</p> <ul style="list-style-type: none"> <li>a) determining the frequency that compliance will be evaluated;</li> <li>b) evaluating compliance and taking action if required;</li> <li>c) maintaining knowledge and understanding of our compliance status;</li> <li>d) maintaining records to confirm compliance.</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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4.	We will define the frequency of compliance evaluation and record this into the Compliance Register
5.	The Environmental Manager will be responsible for ensuring compliance and taking any required action as necessary.
6.	Our compliance status will be recorded into the Compliance Register.
7.	The results of compliance evaluation will be discussed as part of the Management Review process.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 9 - PERFORMANCE EVALUATION

<b>9.2</b>	<b>Internal audit</b>
Summary of Requirements	<p>We will conduct internal audits at planned intervals to provide information on whether our Quality / Environmental management system:</p> <ul style="list-style-type: none"> <li>a) conforms to:             <ul style="list-style-type: none"> <li>1) our own requirements for our Quality / Environmental management system;</li> <li>2) the requirements of the ISO 9001 and ISO 14001 Standards;</li> </ul> </li> <li>b) is effectively implemented and maintained.</li> </ul> <p>We will:</p> <ul style="list-style-type: none"> <li>a) plan, establish, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting our organisation, and the results of previous audits;</li> <li>b) define the audit criteria and scope for each audit;</li> <li>c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;</li> <li>d) ensure that the results of the audits are reported to relevant management;</li> <li>e) take appropriate correction and corrective actions without undue delay;</li> <li>f) retain documented information as evidence of the implementation of the audit programme and the audit results.</li> </ul>

<b>STATEMENT/PROCEDURE</b>
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1.	An Internal Audit Schedule has been established to confirm the audits that are to be carried out to check that our Quality / Environmental management system meets the ISO 9001, 14001 standards and our requirements.
2.	The Internal Audit Schedule describes the process to be audited, the identity of the auditor, the clauses relative the ISO 9001,14001 Standards that will be covered and the month in which the audit will take place.
3.	The Internal Audit Schedule can be amended in the event of changes to the Quality / Environmental management system or when deficient areas were identified during previous audits.
4.	For every audit we will establish an Internal Audit Checklist which will describe what we want to check, how we want to check it and who we want to check it with.

**Metricab**  
**QUALITY / ENVIRONMENTAL**  
**PROCEDURES MANUAL**

**9 - PERFORMANCE EVALUATION**

<b>9.2</b>	<b>Internal audit</b>
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	<b>STATEMENT/PROCEDURE</b>
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5.	Auditors will be selected to ensure that they do not audit their own work.
6.	The audit results and findings will be recorded on the Internal Audit Checklist.
7.	Where actions are required to rectify any findings, they will be recorded on a Non-Conformance and Corrective Action Report . The unique reference number of that report will be recorded and the report attached to the Internal Audit Checklist for reference.
8.	Any corrections and corrective actions (if applicable) that are to be implemented will be done so in line with the severity of the non-conformance.
9.	The results of all audits will be reported to a member of management who will review the adequacy of the audit and its findings as well as the implementation of any required corrections and corrective actions (if applicable).

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 9 - PERFORMANCE EVALUATION

<b>9.3</b>	<b>Management review</b>
<b>9.3.1</b>	<b>General</b>
Summary of Requirements	Top management will review our Quality / Environmental management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of our organisation.

	<b>STATEMENT/PROCEDURE</b>
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1.	Management reviews will be carried out on a regular basis to review the effectiveness of our Quality / Environmental management system during the previous review period.
2.	The management review will be attended by top management (or members thereof) to ensure that the management system is being operated in alignment with the strategic direction of the company.
3.	The management review will also be attended by the person(s) responsible for reporting on the performance of the Quality / Environmental management system and on opportunities for improvement as defined in clause 5.3.
4.	Where actions are required in order to improve or correct the Quality / Environmental management system they will be defined as management review outputs in clause 9.3.3.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 9 - PERFORMANCE EVALUATION

<b>9.3</b>	<b>Management review</b>
<b>9.3.2</b>	<b>Management review inputs</b>
Summary of Requirements	<p>The management review shall be planned and carried out taking into consideration:</p> <ul style="list-style-type: none"> <li>a) the status of actions from previous management reviews;</li> <li>b) changes in external and internal issues that are relevant to the Quality / Environmental management system;</li> <li>c) information on the performance and effectiveness of the Quality / Environmental management system, including trends in:             <ul style="list-style-type: none"> <li>1) customer satisfaction and feedback from relevant interested parties;</li> <li>2) the extent to which Quality / Environmental objectives have been met;</li> <li>3) process performance and conformity of products and services;</li> <li>4) nonconformities and corrective actions;</li> <li>5) monitoring and measurement results;</li> <li>6) audit results;</li> <li>7) the performance of external providers;</li> </ul> </li> <li>d) the adequacy of resources;</li> <li>e) the effectiveness of actions taken to address risks and opportunities (see 6.1);</li> <li>f) opportunities for improvement.</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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1.	Management reviews are carried out in line with the agenda items listed in the summary of requirements above.
2.	All agenda items will be considered and where applicable evidence will be presented for consideration and discussion during the management review.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 9 - PERFORMANCE EVALUATION

<b>9.3</b>	<b>Management review</b>
<b>9.3.3</b>	<b>Management review outputs</b>
Summary of Requirements	<p>The outputs of the management review will include decisions and actions related to:</p> <ul style="list-style-type: none"> <li>a) opportunities for improvement;</li> <li>b) any need for changes to the Quality / Environmental management system;</li> <li>c) resource needs.</li> </ul> <p>We will retain documented information as evidence of the results of management review.</p>

<b>STATEMENT/PROCEDURE</b>
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1.	The outputs from the management review will form the meeting minutes to describe any actions that are to be implemented along with the responsibilities and timescales for their implementation.
2.	The outputs from the current management review will form a basis for discussion at the next management review to ensure that actions have been addressed, as required.
3.	Management review records will be retained for reference and inspection.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 10 - IMPROVEMENT

<b>10.1</b>	<b>General</b>
Summary of Requirements	<p>We will determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.</p> <p>These will include:</p> <ul style="list-style-type: none"> <li>a) improving products and services to meet requirements as well as to address future needs and expectations;</li> <li>b) correcting, preventing or reducing undesired effects;</li> <li>c) improving the performance and effectiveness of the Quality / Environmental management system.</li> </ul>

	<b>STATEMENT/PROCEDURE</b>
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1.	<p>We will identify opportunities for improvement through the monitoring and measurement processes carried out. Actions to address opportunities for improvement will be found in our: -</p> <ul style="list-style-type: none"> <li>• Management Review Minutes</li> <li>• Internal Audit Reports</li> <li>• Non-conformance and Corrective Action Reports</li> <li>• Master Risk Register</li> <li>• Aspects and Impacts Register</li> <li>• Compliance Register</li> </ul>
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# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 10 - IMPROVEMENT

<b>10.2</b>	<b>Nonconformity and corrective action</b>
Summary of Requirements	<p>When a nonconformity occurs, including any arising from complaints, we will:</p> <ol style="list-style-type: none"> <li>a) react to the nonconformity and, as applicable:             <ol style="list-style-type: none"> <li>1) take action to control and correct it;</li> <li>2) deal with the consequences;</li> </ol> </li> <li>b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not happen again, by:             <ol style="list-style-type: none"> <li>1) reviewing and analysing the nonconformity;</li> <li>2) determining the causes of the nonconformity;</li> <li>3) determining if similar nonconformities exist, or could potentially occur;</li> </ol> </li> <li>c) implement any action needed;</li> <li>d) review the effectiveness of any corrective action taken;</li> <li>e) update risks and opportunities determined during planning, if necessary;</li> <li>f) make changes to the Quality / Environmental management system, if necessary.</li> </ol> <p>Corrective actions must be appropriate to the effects of the nonconformities encountered.</p> <p>We will retain documented information as evidence of:</p> <ol style="list-style-type: none"> <li>a) the nature of the nonconformities and any subsequent actions taken;</li> <li>b) the results of any corrective action.</li> </ol>

<b>STATEMENT/PROCEDURE</b>
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1.	<p>A Non-conformance and Corrective Action Report will be completed when we have identified one or more of the following: -</p> <ul style="list-style-type: none"> <li>• not meeting our customers' requirements</li> <li>• not meeting our own internal requirements</li> <li>• suppliers not meeting our requirements</li> <li>• members of staff or subcontracted staff not working to our policies or procedures</li> <li>• our breach of legal or regulatory requirements.</li> </ul>
2.	<p>Where a non-conformance is identified, the person who identified the non-conformance will record the details on Part 1 of the Non-conformance and Corrective Action Report and pass it on to the immediate manager.</p>

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 10 - IMPROVEMENT

<b>10.2</b>	<b>Nonconformity and corrective action</b>
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	<b>STATEMENT/PROCEDURE</b>
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3.	A decision will be made as to how to correct the issue immediately and this decision will be communicated to all interested parties associated with that non-conformity.
4.	The correction will be authorised by a member of staff with the authority to do so prior to any action commencing.
5.	A decision will then be made as to whether corrective action must be formulated to prevent recurrence of this non-conformance. This decision will be confirmed on the Non-conformance and Corrective Action Report.
6.	Root cause analysis will be carried out to find the source of the problem and whether any similar non-conformities have occurred or could potentially occur.
7.	Once we have sourced the root cause of the problem we will establish the required action to attempt to eliminate or mitigate the risk of the non-conformance happening again. The nature and extent of this action must be proportionate to the level of the non-conformance.
8.	Implementation of the action will then take place by the appointed person responsible for doing so.
9.	Once implemented we will review the implementation to ensure that it has worked. This review will be confirmed by the final sign off of the Non-conformance and Corrective Action Report.
10.	The Master Risk Register (Refer Document Register Master Risk Register) and the Aspects and Impacts Register (Refer Document Register – Aspects and impacts Register) will be updated to reflect any risks and opportunities that have been identified during the non-conformance process.
11.	All Non-conformance and Corrective Action Reports will be reviewed as part of the management review process.

# Metricab

## QUALITY / ENVIRONMENTAL PROCEDURES MANUAL

### 10 - IMPROVEMENT

<b>10.3</b>	<b>Continual improvement</b>
Summary of Requirements	We will continually improve the suitability, adequacy and effectiveness of our Quality / Environmental management system. To do this we will consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

	<b>STATEMENT/PROCEDURE</b>
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1.	<p>We will demonstrate continual improvement through one of more of the following ways:-</p> <ul style="list-style-type: none"> <li>• Management review outputs</li> <li>• Internal audits</li> <li>• Review of customer feedback</li> <li>• Staff development</li> <li>• Risk analysis</li> <li>• Aspects and impacts review</li> <li>• Corrective action.</li> </ul>
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