

Integrated Management System Manual

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Approved by :

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Revision History

Revision Date	Description	Sections Affected	Revised By	Approved By
1/9/09	New I.M.S Manual – IMS01	All	DM	RL
8/6/10	4.4.3	Communication	DM	RL
6/4/11	Communications procedure amended.	4.4.3 & 18001 System Overview	MC	RL
18/01/12	Audits and site inspections added.	4.5.1	MM	RL
28/01/13	Included Waste Hierarchy in Environmental Policy	2.1	MM	RL
13/02/14	Include reference to Upwood	1.1	MM	RL
27/02/14	Scope wording changed to match Scope of Certification	1.3	MM	RL
1/2/16	Rewrite of IMS	All	DM	RL
3/3/17	Rewrite of IMS	All	DM	RL
23/01/2018	Update of IMS	All	MC	DM
01/12/2018	H&S Policy update 45001	2.2	MC	DM

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Requirements and Sections in the IMS Manual and
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1.0 General

1.1 Company Profile

HLC specialises in the manufacture and supply of wooden pallets, boxes and cases. The Company occupies four sites, a 10 acre site at Needham in Norfolk, an 8 acre site at Upwood near Huntingdon and two smaller sites at Burton Upon Trent and Dereham, Norfolk. The parent company The Scott Group have other sites around the country but for clarification this manual only refers to the site at Needham. It has expanded its production capacity through reinvestment into state of the art automated flow line production machinery for high volume production whilst its skilled workforce handles non-standard specifications and lower volume requirements. This policy has maintained a loyal customer base and drawn in additional repeat business from a greater variety of industries.

Production is planned in conjunction with customer's delivery date requirements and the ready-made stock holding levels. The production work shops handle all production for prompt deliveries but the large areas of concrete surfaced hard standing means that a further service is offered to customers who require just-in-time short notice call off of their own buffer stock. The timber raw material is purchased from suppliers whom over the years have proved able to supply correctly graded lumber to suit the manufacture of pallets and cases.

The original use of the Needham site is known to be agricultural and prior to current industry a gravel pit, thus it has no expected historical environmental issues. The unit and its services are of modern construction and built to general building regulation specification for insulation and drainage etc, the site is under continued development.

The current activity has been operating consistently over 30 years under family management within the timber products and allied industries. There is no known history of location or use of hazardous materials such as PCB's, PBB's, Asbestos, Lead, Heavy oils, etc.

1.2 Purpose of this Manual

This Manual defines the Integrated Management System (IMS) of HLC's activities and contains:

- The Quality, Environmental and Health & Safety Policies;
- Statements of responsibility and authority;
- An overview of the company's procedures and controls;
- The identification of the resources and training allocated to management, performance of work and verification activities including internal audit;
- The appointment of the Quality, Environmental and Health & Safety Management Representatives; and
- The arrangement for periodic management reviews.

The purpose of this Manual is to demonstrate that this IMS meets all ISO 9001:2015 / 14001:2015 and OHSAS 18001:2007 requirements and provide guidance and direction for the implementation and operation of the IMS to all personnel including all relevant documents.

1.3 Scope of IMS

The company's scope of registration is for:

- The provision of manufacture and supply of timber products including pallets and wooden packaging.
- The management of the environmental assessment of the site, its operations within the site, and the inputs and outputs to identify their potential impact on the local and global environment.
- The management of the health, safety and welfare of all employees, contractors and visitors within the site and operations of the company.

Reduced Scope

The following details the areas of the BS EN ISO 9001: 2015 Quality Management Systems that are not applicable to HLC current scope of operation. Should they become appropriate in the future then suitable procedures will be developed to cover the requirements.

CLAUSE	TITLE	JUSTIFICATION
8.2.4	Design and development	The Company's products are manufactured in accordance with its customer requirements, and therefore design is not undertaken.

2.0 Policy

2.1 Environmental Policy

HLC

Environmental Policy

The Management team of HLC are fully committed to protecting the environment by being at the forefront of good environmental practice, by understanding the impact the business has on its surroundings and the wider community, both as a leading manufacturer and as one of the largest local employers.

The Company has developed and implemented an integrated management system (IMS) that meets the requirements of ISO 14001:2015.

To minimize environmental impacts concerning our activities, products and services, we shall:-

- *Comply with applicable legal requirements and other requirements to which the Company subscribes which relate to its environmental aspects.*
- *Prevent pollution, reduce waste, minimise the consumption of resources and apply the waste hierarchy as follows:*
 - *Reduce*
 - *Reuse*
 - *Recycle*
 - *Energy Recovery*
 - *Disposal*
- *Educate, train and motivate employees to carry out tasks in an environmentally responsible manner.*
- *Encourage environmental protection among suppliers and subcontractors.*

The Company is committed to continual improvement of environmental performance. This Policy will be communicated to all staff, contractors and suppliers, and be available for the public.

Endorsed by

(Signature)

(Director)



2.2 Health & Safety Policy

HLC

Health & Safety Policy

The Management team of HLC are fully committed to meeting the company's responsibilities and statutory requirements for ensuring high standards of health, safety and welfare of its employees and others who may come into contact with or be affected by its operations. It is the company's policy to eliminate hazards and reduce OH&S risks, reduce the risk of personal injury, ill health, damage to property to protect everyone from foreseeable risks and hazards. This includes non-employees insofar as they are exposed to or affected by the operations of the company and its products.

The Company has developed and implemented an integrated management system (IMS) that meets the requirements of ISO 45001:2018.

In pursuit of this the company will:

- Provide and maintain safe and healthy working conditions and operate safe systems of work.*
- Make available the appropriate and necessary safety devices and protective equipment.*
- Provide information, instruction, training and supervision to enable employees to perform their work safely and efficiently.*
- Commit to consultation and participation with employees in matters appertaining to health and safety.*
- Encourage all employees to bring to the notice of management and correct any likely breach or shortfall in Health and Safety matters that may arise.*
- Strive through the application of appropriate techniques to continually improve Health and Safety status in all areas of operation.*

This policy will be kept up to date by review at least annually, regarding any significant change in the nature of our business or operations, or in the light of legislative changes.

Endorsed by



(Signature)

(Director)

2.3 Quality Policy

HLC

Quality Policy

It is the policy of HLC to manufacture and supply timber pallets and packaging for a wide range of industries.

The Company has developed and implemented an integrated management system (IMS) that meets the requirements of ISO 9001: 2015 and as part of the IMS the Company's specific aims are to:

- *Consistently meet customer specifications and requirements*
- *Provide on time deliveries*
- *Provide accurate product information and technical support*
- *Be compliant to statutory and regulatory requirements*

The Company is committed to the continual improvement of the effectiveness of its integrated management system. As part of its commitment to the continual improvement process it has established a framework for setting and reviewing IMS objectives.

The Company's senior management are responsible for ensuring that this policy is understood, implemented and maintained at all levels of the organisation and that personnel operate in accordance with the system and procedures described herein. Senior management reviews the policy at management review meetings.

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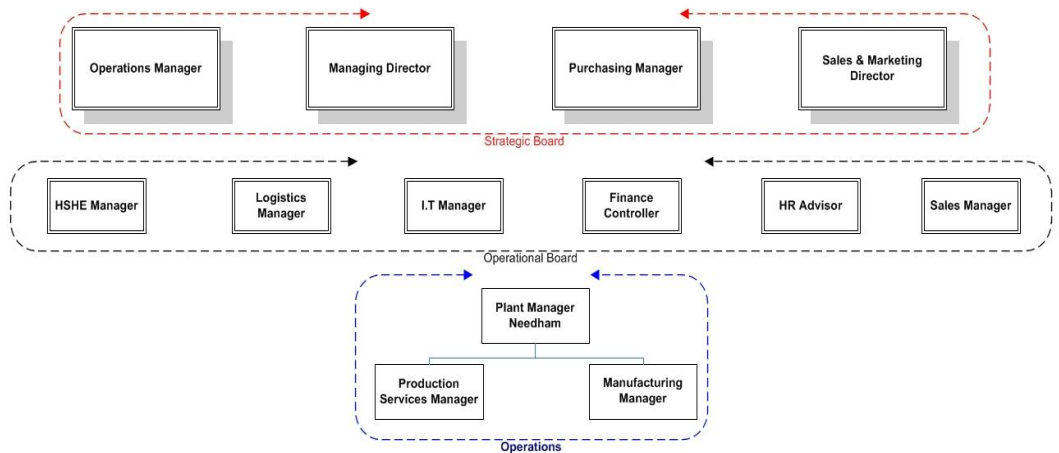


(Signature)

(Director)

3.0 Organisation

3.1 Organisation Chart



3.2 Responsibility

3.2.1 Strategic Board

The Strategic Board is responsible for:

- endorsing the quality, environmental and health & safety policies
- ensuring appropriate resource allocation to enable the effective operation and continual improvement of the IMS.
- ensuring that IMS requirements are established, implemented and maintained in accordance with the ISO 9001 / ISO 14001 / ISO 45001 standards;
- ensuring that sufficient resources are allocated for the proper implementation of the quality, environmental and health & safety policies and the IMS;
- regularly reviewing the policies and the effectiveness of the IMS, and ensuring that the necessary changes are made.
- leading the Committees to establish and implement the IMS according to the relevant ISO standard, and monitoring the performance of the IMS;
- coordinating internal IMS audits to ensure the IMS has been properly implemented and maintained;
- handling and investigating nonconformity and ensuring corrective and preventive action has been taken to mitigate any impacts caused;

The Strategic Board shall undertake the IMS management review annually to ensure top management commitment and integration of the IMS with business strategies for its implementation and continual improvement.

4.0 Integrated Management System Requirements

The IMS, as documented within this Manual, has been developed and implemented to meet the needs of HLC, the needs of our customers and comply with statutory and regulatory requirements.

The Company has identified and provided adequate resources, including trained personnel for management, performance of work and verification activities including internal system audits.

The Strategic Board is responsible for the efficient use and control of all resources and facilities to ensure full implementation and maintenance of the integrated management system and its objectives

4.1 Integrated Management System Documents

The structure of the IMS is such that it is built on four levels; these levels are described in this section of the Policy Manual together with their principle purpose.

The purposes of these IMS documents are as follows:

Level 1	Quality, Environmental and Health & Safety Policy	Describes the intention and principles to be adopted in relation to quality, environmental, forest stewardship and safety performance, including but not limited to legal compliance and continual improvements.
	Integrated Management System Manual (IMS Manual)	Describes the management system and outlines how the requirements of the International Standards (ISO 9001/ 14001 / 45001) are achieved. A cross-reference of the ISO clauses to the sections of this Manual is listed in Appendix A.
Level 2	Procedures (QP's, EP's, FP's and HP's)	Define the roles, responsibilities, and actions to be taken to ensure that activities are performed and the IMS implemented in accordance with the policies and the requirements of ISO standards. A cross-reference of the ISO clauses to the Procedures is listed in Appendix A.
	Register of Environmental Aspects	Compiles the environmental aspects that are derived from the activities and services of HLC. The register also denotes the significance of the environmental aspects and the respective operational controls for significant environmental aspects.
	Register of Legal and Other Requirements	Compiles the legal and other requirements, which include legislation, codes of practice, regulatory and non-regulatory guidelines that are applicable to HLC.
Level 3	Work Instructions (EI's, QI's and HI's)	Describe which and how activities should be performed, in accordance with procedures and requirements of the ISO standards.
Level 4	Forms/Records	Record information for the audit trail and the assessment of quality, environmental and health and safety conditions and performance.

4.2 Management Review

The “plan-do-check-act” cycle shall require the management team of HLC to act and review the integrated management system periodically to ensure its suitability, adequacy and effectiveness.

The Strategic Board shall schedule for the management review and inform all the participants, and gather all relevant records/requirements (such as change in legal requirements) and prepare a summary report (if necessary) for discussion.

The Strategic Board shall take part in the annual management review. They shall assess the work done in the past year in quality, health & safety and environmental management and evaluate the existing IMS with respect to changes in legislation, concerns of interested parties, business activities, technology and product requirements, and lessons gained from previous experience, etc.

Topics to be discussed in the management review shall include but not be limited to:

- review of the policies, objectives, targets, and programmes;
- review of legal compliance and compliance with other requirements (including contractor compliance on HLC activities);
- environmental aspects of activities and their disclosure to public;
- findings of the internal audits;
- review of nonconformities and the status of corrective/preventive actions;
- communications from external interested parties, including complaints;
- areas for improvement with respect to quality, health & safety, forest stewardship and environmental performance;
- adequacy of emergency preparedness and response;
- changing circumstances, including developments in legal and other requirements related to its health & safety and environmental aspects,
- identify the need for modification of the existing IMS in light of the above items, and
- follow-up action from previous management reviews.

The review shall initiate a new “plan-do-check-act” cycle with improvements in HLC Wood Products Ltd’s overall performance and further enhancement of the IMS.

Findings from the management review shall be recorded in the meeting minutes and the Management Representative shall retain it as an IMS record.

Appendix A Cross Reference of ISO 9001 / ISO 14001 / ISO 18001 Requirements and Sections in the IMS Manual and Procedures.

Section Ref:	Section Title	BS EN ISO 9001:2008	BS EN ISO 14001:2004	BS EN ISO 18001:2007
1.0	Scope	4.1	4.1	4.1
2.0	Policies	5.3	4.2	4.2
3.0	Organisation	5.5 & 6.3	4.2	4.2
4.1	IMS Documents & Structure	5.1	4.2	4.2
4.2	Policies	4.2	4.2	4.2
4.3.1	Planning	5.2	4.3	4.3
4.3.2	Legal & Other Requirements	n/a	4.3	4.3
4.3.3	Objectives, Targets & Programmes	5.4	4.3	4.3
4.4.1	Resources, Roles, Responsibilities & Authority	6.1	4.4	4.4
4.4.2	Competence, Training & Awareness	6.2	4.4	4.4
4.4.3	Communication	6.3	4.4	4.4
4.4.4	Documentation	4.2	4.4	4.4
4.4.5	Control of Documents	4.2	4.4	4.4
4.4.6	Operational Control	6.4, 7.1, 7.2, 7.4, 7.5, 7.6, 8.1 & 8.3	4.4	4.4
4.4.7	Emergency Preparedness & Response	n/a	4.4	4.4
4.5.1	Monitoring, Measurement & Evaluation of Compliance	8.1, 8.2 & 8.4	4.5	4.5
4.5.2	Nonconformity, Corrective Action & Preventative Action	8.5	4.5	4.5
4.5.3	Control of Records	4.2	4.5	4.5
4.5.4	Internal Audit	5.6	4.5	4.5
4.6	Management Review	5.6	4.6	4.6

Appendix B Controlled Document List (I.M.S Procedures)

REF	TITLE
QP01	Internal Auditing
QP02	Management Review
QP03	Documentation and Data Control
QP04	Training
QP05	Non-Conformity, Corrective Action & Preventative Action
QP06	Manufacturing Procedure
QP07	Purchasing, Stock Control & Supplier approval
QP08	Facilities Management, Calibration & Maintenance
QP09	Performance Measurement and Continuous Improvement
QP10	Sales Order Processing
QP11	Production Planning
QP12	Logistics
QP13	ISPM 15 Management & Control
HP01	Risk Assessment and Hazard Management

HP02	Accident and Reporting
HP03	Emergency Planning and Response
EP01	Environmental Register and Significant Evaluations
EP02	Legal Compliance Register
EP03	Environmental Procedures