

Integrated Management System (IMS) Manual

*To be better at what we do, to
embracing our values and to always be
passionate about
"Bringing Visions to Reality"*

	Name	Signed	Position	Date
Originated By	Mark Simpson		HSEQ Manager	21/07/2020
Approved By	Sean McGrath		Managing Director	21/07/2020

This manual has been documented around Maple Sunscreening Limited's certified Management Systems.

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0.2 Revision History

Version	Date	Section	Revision Details
01	22.07.2019	All	First issue.
02	14.02.2020	All	General up-date of ISO references and QMS certificates.
03	21.07.2020	Policy Statements	Annual review

All copies of this manual are provided on an un-controlled basis. For the latest version go to the HSEQ section of the company website or email our HSEQ Manager (mark.simpson@maplesunscreening.co.uk).

0.3 Introduction

Over the years many management system standards for topics ranging from quality to information security and business continuity have been published. Despite sharing many common elements, management system standards have historically had different structures. This has resulted in some confusion and difficulties during implementation especially when attempting to avoid duplication. To address this a structure has been developed widely known as Annex SL

Annex SL

All management system standards of the future will have the same high-level structure, identical core text, as well as common terms and definitions. Whilst the high-level structure cannot be changed, sub-clauses and discipline-specific text can be added.

Clause 1:	Scope
Clause 2:	Normative references
Clause 3:	Terms and definitions
Clause 4:	Context of the organization
Clause 5:	Leadership
Clause 6:	Planning
Clause 7:	Support
Clause 8:	Operation
Clause 9:	Performance evaluation
Clause 10:	Improvement

Clause 1: Scope

The scope sets out the intended outcomes of the management system and should be aligned with the context of the organization.

Clause 2: Normative References

Provides details of the reference standards or publications relevant to the standard.

Clause 3: Terms and Definitions

Details terms and definition applicable to the specific standard or related standards.

Clause 4: The Management System

Why the organization is here. The organization needs to identify internal and external issues that can impact on its intended outcomes, as well as all interested parties and their requirements. It also needs to document its scope and set the boundaries of the management system.

Clause 5: Leadership

Greater emphasis on leadership, not just management as in previous standards. Top management now has greater accountability and involvement in the management systems. They need to integrate the requirements of the management system into core business processes, ensure the management system achieves its intended outcomes and allocate the necessary resources. In addition, they are also responsible for communicating employee awareness and involvement in management systems.

Clause 6: Planning

This clause brings risk/opportunity-based thinking to the forefront of decision making. The planning phase looks at what, who, how and when these risks must be addressed. This proactive approach replaces preventative action and reduces the need for corrective actions. Particular focus is also placed on the objectives of the management system which should be measurable, monitored, communicated, aligned to the policy of the management system and updated when needed.

Clause 7: Support

Organisations must assess the support needed to meet their goals and objectives. This includes resources, targeted internal and external communications, as well as documented information that replaces previously used terms such as documents, documentation and records.

Clause 8: Operation

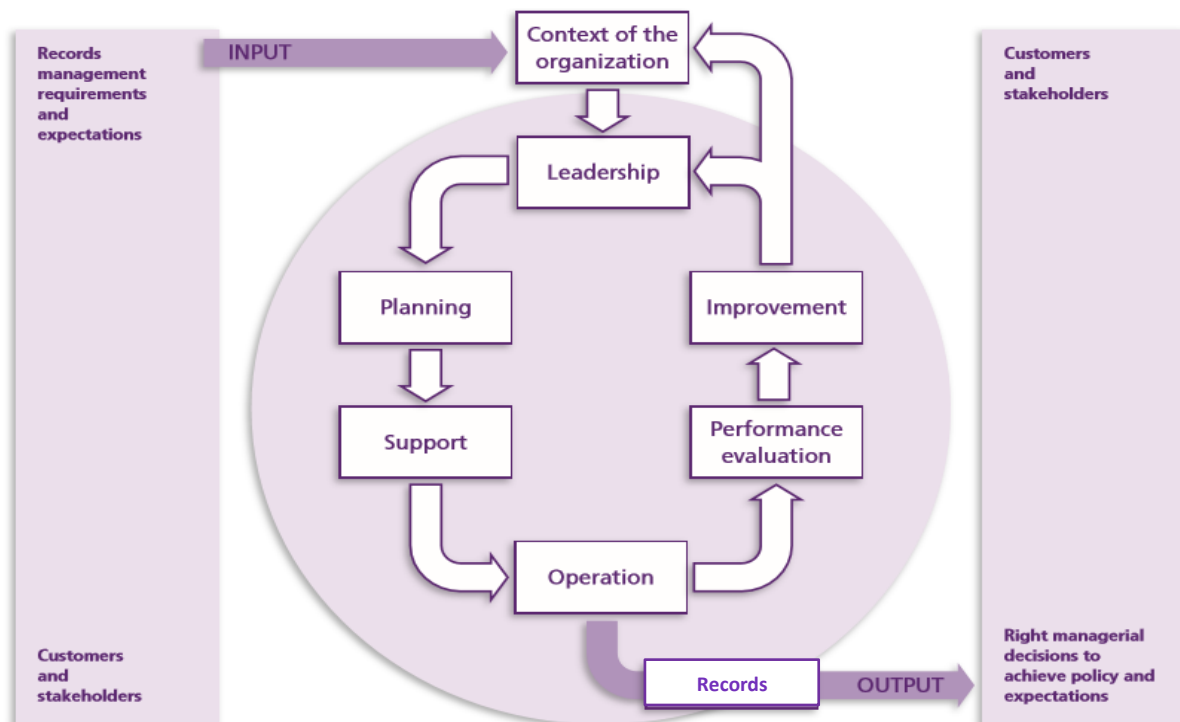
The bulk of the management system requirements lies within this single clause. The clause addresses both in-house and outsourced processes, while the overall process management includes adequate criteria to control these processes, as well as ways to manage planned and unintended change.

Clause 9: Performance Evaluation

Determine what, how and when things are to be monitored, measured, analysed and evaluated. Audits confirm the requirements of the organisation are successfully implemented and maintained, and management review, looks at suitability, adequacy and effectiveness of the management system.

Clause 10: Improvement

In an ever-changing world, not everything will go to plan. This clause looks at ways to address non-conformities and corrective action, as well as strategies for improvement on a continual basis.



Continuous Improvement

In addition to the above the management system approach applied in this document is founded on the concept of Plan-Do-Check-Act (PDCA). The PDCA concept is an iterative process used to achieve continual improvement.



Each of its individual elements, as follows:

- Plan:** Determine and assess risks, establish objectives and processes necessary to deliver results in accordance with the organisation management policies;
- Do:** Implement the processes as planned;
- Check:** Monitor and measure activities and processes, policy and objectives, and report the results;
- Act:** Take actions to continually improve performance to achieve the intended outcomes.

0.4 Terms and Definitions

For the purpose of this manual the following terms and definitions apply:

Audit

Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled.

Continual Improvement

Recurring activity to enhance performance.

Environment

Surroundings in which an organization (3.1.4) operates, including air, water, land, natural resources, flora, fauna, humans and their interrelationships.

Health

Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.

Health, as defined by the World Health Organization (WHO), is "a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity. This definition has been subject to controversy, as it may have limited value for implementation. Health may be defined as the ability to adapt and manage physical, mental and social challenges throughout life.

Integrated Management System (IMS)

Integration of multiple aspects of an organisations systems and processes to one complete framework, meeting the requirements of more than one management system standard.

Interested Party (Stakeholder)

Person or organisation that can affect, be affected by, or perceive themselves to be affected by a decision or activity.

Management System

Set of interrelated or interfacing elements of an organisation to establish policies and objectives and processes to achieve those objectives.

Measurement

Process to determine a value.

Objective

Result to be achieved. An objective can be strategic, tactical or operational.

Organisation

Person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives i.e. sole-trader, company, corporation, firm, etc.

Performance

Measurable result. Performance can relate to quantitative or qualitative findings.

Policy

Intentions and direction of an organisation as formally expressed by its top management.

Process

Set of interrelated or interacting activities which transforms inputs to outputs.

Quality

“Degree to which a set of inherent characteristics fulfils requirements”.

Degree: refers to a level to which a product or service satisfies.

Inherent characteristics: those features that are a part of the product and are responsible to achieve satisfaction.

Requirements:

- refer to the needs of customer, organisations and other interested parties (e.g. regulatory bodies, suppliers, employees, community & environment).
- the expectations that may be stated, generally implied or obligatory.

Risk

Effect of uncertainty on objectives. An effect is a deviation from the expected either positive or negative.

Safety

Safety is the state of being "safe", the condition of being protected from harm or other non-desirable outcomes. Safety can also refer to the control of recognised hazards in order to achieve an acceptable level of risk.

1.0 Scope

The scope of the IMS is:

*“The design, manufacture, supply and installation of
internal window furnishings
and
external solar shading for commercial installations”*

The management system is applicable to the sales, marketing, design, manufacture and installation of all our products and services. The scope therefore covers all our processes and procedures and interactions with stakeholders including customers, suppliers, employees and the local community. Outsourced services and subcontractors are included in the scope of the integrated management system. The integrated management system encapsulates our values, beliefs, culture and business ethos, which all derive from the Maple Diamond Route Approach (DRA) and our IMS objectives. Policy manuals and statements have been developed in line with this and are highly valued and implemented across the company by our senior leadership team.

2.0 Company Overview and Context

We are the leading designer, manufacturer and installer of solar, weather protection and screening for building exteriors and interiors. Since 1983, we’ve been combining innovation, technical excellence and exceptional customer service to deliver projects that save energy, create visual impact and make buildings more comfortable for their occupants.

Based in the UK, we’re best known for our architectural facades, louvres and brise soleil – but we also supply internal blinds and curtains for a wide range of commercial clients. We work with construction companies on individual projects and large developments, while many of the UK’s leading architects trust us to turn their visions into practical, beautiful and award-winning reality.

Today our products and services are making a difference to everything from airports, commercial properties and hotels to schools, universities, shopping centres and hospitals. All design is carried out at our dedicated facility in Stockport. Naturally all our products and services meet the highest Health, Safety, Environmental and Quality standards, demonstrated through our ISO-9001, ISO-14001 and ISO-45001 third party certified management systems.

We’re also rated an approved supplier for construction projects, demonstrating our commitment to construction site health and safety, manufacturing excellence and document control, while our procurement team deal only with an approved supplier network, who ensure all metal, wood and other material is sustainably sourced.

Location: 11A – 11B Pepper Road, Hazel Grove, Stockport, SK7 5SA
Telephone: 0161 456 6644
Website: www.maplesunscreening.co.uk

3.0 Vision, Mission and Values

Central to our operating philosophy are the vision, mission and values described below which underpin our culture and approach to all internal and external stakeholders

- **Vision**
Bringing Visions to Reality.
- **Mission**
Solution driven creativity.
Market leadership founded upon superior customer service and tireless innovation.
- **Values**
Honesty above personal gain.
Unrivalled service.
Team loyalty.
Principles first and foremost.
Integrity always.
Quality without compromise

- **Diamond Route Approach (DRA) - Learn, Live, Innovate and Do**

Our Diamond Route Approach is the reason why we deliver exceptional service at every point of contact. It is driven by a pledge to bring visions to reality, and provides guidance for everything we do, across our core foundations; Learn, Live, Innovate and Do.

- **Learn**

To learn and develop new skills, knowledge and abilities. We continuously learn to be the best at what we do.

- **Live**

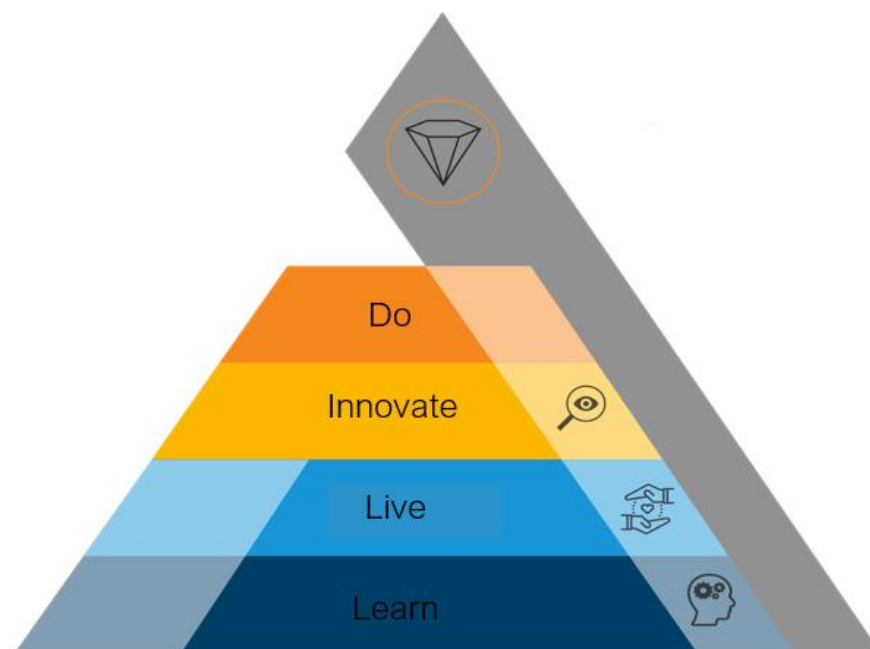
To 'live' our culture of honesty and integrity and solving customer challenges. We use our knowledge, skills and abilities as a way of life in our family business.

- **Innovate**

To bring visions to reality by being the best at what we do. We discover new ways to exceed expectations.

- **Do**

We bring visions to reality across every aspect of our business



DIAMOND ROUTE APPROACH (DRA)

- **Diamond Route Themes**

Family values.
Stay safe.
Close collaboration.
Passionate about quality.
Nine-star service.
Good communication.

4.0 Interested Parties

We have determined the external and internal issues that are relevant to our strategic direction and that affect our ability to achieve the intended results of the IMS. Consideration is given to:

- Positive and negative factors.
- External context and issues, such as legal, regulatory, technological, competitive, cultural, social, political and economic environments.
- Organisational Strengths, Weaknesses, Opportunities and Threats (SWOT).
- Internal context and issues, such as values, culture, structure, knowledge and performance.
- Determination of the needs and expectations of interested parties.
- Activities, products and services relevant to the business.
- Documented and information retained as evidence to support that the context of the organisation has been included in the IMS.

Interested Party	Needs, Expectations and Issues
Owners/Shareholders	<ul style="list-style-type: none"> • Have a growing business that provides profit. • Be well governed and well managed. • Want staff to enjoy their work, be challenged, perform their job competently and meet the company and customer requirements.
Customers	<ul style="list-style-type: none"> • Value for money. • A simple compliant solution. • Design, manufacture and installation of products in-line with customer expectations. • Receive responsive support throughout all stages. • Solutions through innovation.
Suppliers / Contractors	<ul style="list-style-type: none"> • Ongoing and secure work. • To be paid on time. • Clear understanding of requirements. • Constructive feedback.
Employees	<ul style="list-style-type: none"> • Job security. • Flexible work hours. • Clear understanding of their role and responsibilities. • Able to raise issues of concern and provide constructive feedback. • To feel valued and appreciated. • Opportunities for personal development.
Regulators	<ul style="list-style-type: none"> • To meet the required laws and regulations. • To submit all tax obligations accurately and on time. • To maintain high standards of corporate governance.
Community	<ul style="list-style-type: none"> • Good corporate citizen. • Diversity of employees.

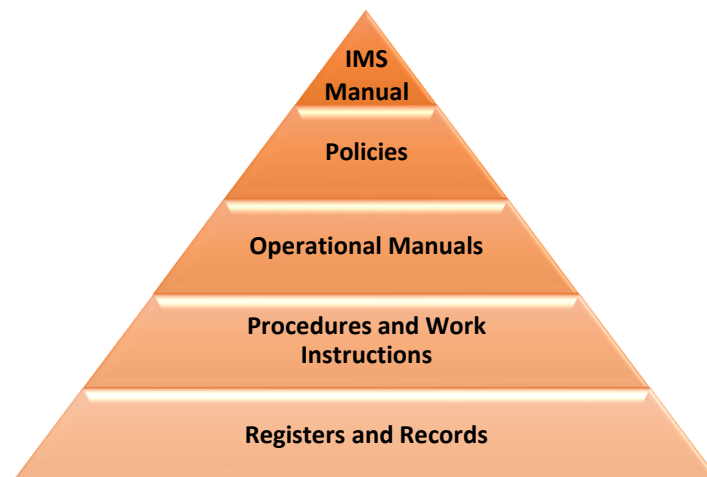
5.0 Integrated Management System Structure

The IMS is intended to comply with the following International Standards;

ISO-9001 (2015)	Quality Management Systems Requirements.
ISO-14001 (2015)	Environmental Management Systems Requirements.
ISO-45001 (2018)	Occupational Health and Safety Management Systems Requirements.

The IMS consists of the following levels of documented information:

- **Policies:** Policies are documents that demonstrate the overall commitment to improving performance and are authorised by the Senior Management Team.
- **System procedures:** high-level procedures that define the activities that are to be fulfilled to ensure that the IMS is compliant.
- **Operational procedures and work instructions:**
 - Meet customers' requirements.
 - Provide supplementary guidance and instructions to support the intent of the IMS.
 - Ensure that the requirements of the IMS will be adequately addressed within the organisation.
- **Registers and records** are evidence that the IMS is operational.



Manual: Top level document describing the Integrated Management System.

Policies: Describe the intentions and directions expressed by the senior management team.

Operational Manuals: Top level documents describing the departmental governance.

Procedures and Work Instructions: Detailed description on how a process or activity is to be completed.

Registers and Records: Registers are used to track document issues with records providing evidence of an activity having been completed.

6.0 Management Representative

The HSEQ Manager is the appointed Management Representative and has responsibility and authority for ensuring that:

- IMS is established, implemented and maintained in accordance with the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018.
- IMS processes are delivering their intended outputs.
- Integrity of the IMS is maintained when changes to the IMS are planned and implemented.
- Reporting on the performance of the IMS to top management for review and improvement.

We have adopted an IMS strategy aimed at improving our performance in the areas of health, safety, environment and quality management and reducing the negative impacts of our activities and operations. The system sets out the roles and responsibilities for managing, auditing, reviewing and updating our policies and procedures in support of its overall aims of the IMS.

7.0 Leadership and Commitment

Leadership and commitment are demonstrated through top management assuming responsibility for the effectiveness of the IMS and will demonstrate their commitment by:

- Defining roles, allocating responsibilities and accountabilities, and delegating authorities, to facilitate effective IMS management, by ensuring:
 - That relevant policies and objectives are established for the IMS and that these are aligned with the context and strategic direction.
 - The integration of the IMS requirements into the organisation's business processes.
 - That resources needed for the IMS are available.
 - The IMS achieves its intended results.
 - The process approach and risk-based thinking is promoted. Communicating the importance of effective IMS management and of conforming to the IMS requirements.
 - Engaging, directing and supporting personnel to contribute to the effectiveness of the IMS.
 - Improvement is promoted.
 - Other relevant management roles are supported to demonstrate their leadership as it applies to their areas of responsibility.
- Top management is committed to our customers and enhancing customer satisfaction. This commitment is demonstrated by:
 - Ensuring that applicable customer and statutory requirements are determined, understood and met throughout the business.
 - Ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.
 - Exercising due care with our customer's property (data) whilst it is under the control of the company.
 - Monitoring customer's perceptions of the degree to which their needs and expectations have been fulfilled.

- The key aspects of the customer information and data generated through the effective implementation of the IMS processes are collected and collated by the Management Representative and presented at each Management meeting.

8.0 Employee Participation

The success of any management system depends on leadership, commitment and participation from all employees irrespective of their position or function. Regular consultation and participation take place to ensure;

- Employees receive suitable training both internally and externally when necessary.
- Information is provided which is relevant and in an understandable format.
- Employees have the opportunity to openly contribute, challenge and assist in developing the content of the management system, and
- Senior management effectively communicate through an agreed communication plan which aims to deliver timely information to all employees to enable them to undertake their work safely, of the required quality and in accordance with the IMS.

At all levels employee participation is important in achieving both the integrated management system objectives and targets but also those of the business in its wider context.

9.0 Integrated Management System Policy



INTEGRATED MANAGEMENT SYSTEM POLICY STATEMENT

Maple Sunscreening Ltd, Units 11a-11d, Bramhall Moor Technology Park, Pepper Road, Hazel Grove, Stockport, SK7-5BA

We are the leading designer, manufacturer, and installer of solar, weather protection and screening for building exteriors and interiors, combining innovation, technical excellence, and exceptional customer service to deliver projects that save energy, create visual impact, and make buildings more comfortable for their occupants. We are best known for our architectural facades, louvres and brise soleil – but also supply internal blinds and curtains for a wide range of commercial clients.

Our commitment to Health, Safety, Environment and Quality is demonstrated through the implementation of an integrated management framework with the aim of continually improving our ISO-9001, ISO-14001, ISO-45001 management systems. Each element of the integrated management system has a specific policy statement which further details our commitment to providing products and services which exceed our customer expectations. This policy applies to products and services provided by Maple from our UK Head Office and Manufacturing Facility, and Installation Sites, we are committed to:

- Provide defect free products and services to our customers on time and on budget.
- Enable employees to develop skills and knowledge to the mutual benefit of all stakeholders through investment in appropriate training and education.
- Provide a safe and healthy working environment for employees and those who may be affected by our activities.
- Provide consultation with employees regarding health, safety, environment and quality, objectives, and targets.
- Measuring performance and analysing the results periodically to identify opportunities for improvement.
- Develop mutually beneficial relationships with suppliers and sub-contractors.
- Enable effective customer satisfaction measures to be implemented.
- Comply with customer and legal requirements which are applicable to the products and services provided.

We recognise that a genuine commitment to understanding the present and future expectations of our customers, suppliers and sub-contractors is essential in the achievement of this policy. We will continually work to ensure that future needs and expectations are realised in the quality of the information, products, and services we provide. The Senior Leadership Team is committed to the implementation of this policy, which is publicly available to all interested parties through our website (maplesunscreening.co.uk - HSEQ Download Section).

Name: Sean McGrath

Signed:

Position: Managing Director

Date: 20th July 2020

Issue: 02

Document No. IMS-Pol-001-Integrated Management System Policy Statement-02-July20-S McGrath

10.0 Health and Safety Policy



HEALTH AND SAFETY POLICY STATEMENT AND ARRANGEMENTS

Maple Sunscreening Ltd, Units 11a-11d, Bramhall Moor Technology Park, Pepper Road, Hazel Grove, Stockport, SK7-5BA

We are the leading designer, manufacturer, and installer of solar, weather protection and screening for building exteriors and interiors, combining innovation, technical excellence, and exceptional customer service to deliver projects that save energy, create visual impact, and make buildings more comfortable for their occupants. We are best known for our architectural facades, louvres and brise soleil – but also supply internal blinds and curtains for a wide range of commercial clients.

This policy applies to products and services provided by Maple from our UK Head Office and Manufacturing Facility, and Installation Sites. The Senior Leadership Team has considered all external and internal issues applicable to the organisations context, and all relevant interested parties and their related requirements to consistently provide products and services that meet customer and associated legislation.

The discipline of Health and Safety Management is an integral part of our overall management function and has a significant influence on all aspects of the products and services we provide. In order to manage and continually improve our performance, we operate a Health and Safety Management System (HSMS) meeting the requirements of ISO 45001:2018. Specifically, we are committed to operating management policies and procedures which ensure:

- Achievable objectives, targets and measures are set.
- Regular monitoring of progress and review of health and safety performance.
- Prevention of accidents and work-related ill health arising from our activities.
- Employee involvement in health and safety matters is encouraged at all levels through training, engagement, consultation and continuous evaluation of processes and procedures.

We recognise that a genuine commitment to understanding the present and future expectations of our customers, suppliers and sub-contractors is essential in the achievement of this policy. We will continually work to ensure that future needs and expectations are realised in the quality of the information, products, and services we provide. The Senior Leadership Team is committed to the implementation of this policy, which is publicly available to all interested parties through our website (maplesunscreening.co.uk - HSEQ Download Section).

Name: Sean McGrath
Signed: 
Position: Managing Director
Date: 20th July 2020
Issue: 02

Document No. HSMS-Pol-001-Health and Safety Management System Policy Statement-02-July20-S McGrath

HEALTH AND SAFETY ARRANGEMENTS

The Managing Director has overall responsibility for health and safety in the Company, and will:

- Ensure suitable financial provision is made for health & safety obligations
- Provide appropriate information and instruction to employees
- Ensure work is planned to take into account health & safety issues
- Ensure that staff at all levels, receive appropriate training
- Monitor and assess risk to health and safety
- Understand the company policy for health and safety and ensure it is readily available for employees
- Set a personal example when visiting site by wearing appropriate protective equipment
- Actively promote at all levels the company's commitment to effective health and safety management

The HSEQ Manager will undertake and be responsible for:

- Monitoring the implementation of the Health and Safety Policy throughout the company and reviewing its appropriateness by regular safety audits/inspections carried out in various workplaces
- Investigating accidents and implementing corrective action
- Reviewing health and safety legislation and implementing any new requirements pertaining to the company's undertaking
- Liaising with managers, employees and specialists, as and when appropriate
- Collating and reporting any accidents reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

Section 7 of the Health and Safety at Work Act 1974 states that it shall be the duty of every employee while at work;

- a) To take reasonable care for the health and safety of himself and of other persons who may be affected by his acts or omissions at work; and
- b) As regards any duty or requirement imposed on his employer or any other person by or under any of the relevant statutory provisions, to co-operate so far as is necessary to enable that duty or requirement to be performed or complied with.

In order for all employees to comply with their legal duties, they will undertake and be responsible for:

- Reading and understanding the Company's Health and Safety Policy and carry out their work safely and in accordance with its requirements
- Ensuring that all protective equipment provided under a legal requirement, is properly used in relation to any instruction / training given and in accordance with this Health and Safety Policy
- Reporting any defects to work equipment immediately to their immediate supervisor
- Reporting to the management any incidents, which have led or might lead to injury or damage
- Reporting any accidents or near misses, however minor, to the Managing Director and HSEQ Manager
- Using the correct tools and equipment for the job in hand and in accordance with training and instructions
- Co-operating with any investigation which may be undertaken, with the objective of preventing recurrence of incidents.

Communication - The company will communicate and consult with all employees on the following issues:

- The content of this policy
- Any rules specific to a site or job
- Changes in legislation or working best practice
- The planning of Health and Safety training
- The introduction or alteration of new work equipment or technology

This communication and consultation will take place directly with the employees via regular safety meeting, toolbox talks, e-mails and information posted on the company communication board.

Training - All employees are given training appropriate to their responsibilities, in accordance with the Management of Health and Safety at Work Regulations. Training will be provided for the following situations:

- Induction training for new employees (Health and Safety Awareness, Company Procedures, etc.)
- The introduction or modification of new/existing process, procedure, machinery or technology
- Training is also specifically provided for work with hazardous substances, use of PPE and manual handling.

It is the policy of the company that Health & Safety training is on-going and reviewed annually.

Risk Assessments - The appropriate departmental lead will carry out and record formal risk assessments in their specific areas of responsibility. The HSEQ Manager maintains the latest risk assessments and reviews these annually to ensure they remain relevant and in compliance with any legislative changes. In addition, risk assessments are carried out at the start and continuously by employees throughout their work. Hazards are considered and work methods established to minimize the risk of injury to themselves and others affected by the work.

Method Statements - Formal Method Statements (safe working procedures) will be prepared in writing where the risk is particularly high. The Method Statements will provide site-specific information on the task to be undertaken, including site set up, chain of responsibility and will detail a clear sequence of work that would be followed in order to undertake the given task safely. These will be checked by the Project Manager and the HSEQ Manager before work commences.

Work Equipment - All work equipment (including electrical equipment) used at work, will comply with the Provision and Use of Work Equipment Regulations (PUWER). Before new equipment is introduced into the working environment, an assessment will be made by HSEQ Manager, in order to ascertain that the equipment is suitable for its intended use. No employee will use work equipment for which they have not received specific training. No employee will knowingly misuse work equipment or remove any guards that are in place to minimise a specified risk.

All work equipment will be maintained and inspected at suitable intervals either internally by a competent person or by specialist external companies. The frequency of work equipment maintenance or inspection will be based on manufacturers guidance and the risk assessment. If any faults or damage are found on any equipment, stop using the work equipment and report the fault to your immediate line manager.

Personal Protective Equipment (PPE) and Respiratory Protective Equipment (RPE) - Appropriate PPE and RPE equipment will be issued to employees, as and when necessary for work activities. Training will be provided for employees on the safe use, storage and maintenance of the relevant equipment before issue and a written record detailing what PPE has been issued will be signed by the employees on receipt of the equipment.

Employees have a legal duty to wear PPE / RPE as specified in relevant risk assessments and method statements.

Hazardous Substances - The risks associated with hazardous substances are considered for all work activities. Alternative less harmful substances are used wherever possible. In case of risks to health, PPE/RPE is provided and used by employees, and health surveillance undertaken where necessary. Before any hazardous substances are used during a work process, a material safety data sheet (MSDS) will be requested from the supplier and an appropriate assessment made of the risks from that substance undertaken by the HSEQ Manager, in line with the Control of Substances Hazardous to Health Regulations (COSHH). An inventory of all substances and materials hazardous to health is maintained and made available to all employees.

First Aid and Accident Reporting - Adequate first aid provision will be made at every place of work occupied by the Company. Each first aid box shall be suitably marked and be easily accessible to all employees at all times when they are at work. A number of employees have undertaken First Aid Training and hold a First Aid Appointed Persons Certificate.

On Project Sites – wherever possible arrangements are made with clients/principal contractors to use their first aid facilities. Where this is not possible, a member of the site team will be nominated as the appointed person for first aid and a first aid box supplied, which will contain adequate supplies for the total number of employees on site.

All accidents **MUST** be reported to the Managing Director and the HSEQ Manager with details recorded in the Accident Book (held at Head Office). Serious accidents where hospital treatment is required, must be reported to the HSEQ Manager as soon as possible after the incident.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR): Certain accidents are reportable to the HSE's Incident Contact Centre. The Health and Safety Advisor must be notified as soon as practicable after incidents causing the following injuries:

- Any work-related injury that leads to an employee being absent from work for more than 7 working days
- Fracture other than to fingers, thumbs or toes;
- Amputation;
- Dislocation of the shoulder, hip, knee or spine;
- Loss of sight (temporary or permanent);
- Chemical or hot metal burn to the eye or any penetrating injury to the eye;
- Injury resulting from an electric shock or electrical burn leading to:
- Unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours;
- Any other injury: leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours.

Manual Handling - Manual handling risks are considered prior to each work activity. The method of work is adapted to minimise manual handling risks wherever possible, including use of alternative lifting and carrying methods. Our employees are advised not to manually handle loads that they feel incapable of moving safely.

Those employees involved in manual handling will receive suitable training in the best techniques to use.



HEALTH AND SAFETY POLICY STATEMENT AND ARRANGEMENTS

Maple Suncscreening Ltd, Units 11a-11d, Bramhall Moor Technology Park, Pepper Road, Hazel Grove, Stockport, SK7-5BA

Fire Safety and Emergency Procedures - It is the Company's policy to take account of fire hazards in the workplace. All employees have a duty to conduct their operations in such a way as to minimise the risk of fire. This involves compliance with the Company's no smoking policy; keeping combustible materials separate from sources of ignition and avoiding unnecessary accumulation of combustible materials.

Public Safety - The safety of members of the public and other contractors is considered at all times whilst on site and in manufacture. Any work area that could place others at risk due to the Company's activities will be closed off by appropriate means (e.g. safety signage, bollards, tape, hoarding, etc.) in order to restrict access. We will respect all persons who have reason to be in any premises in which we are to work.

11.0 Environmental Policy

MAPLE ENVIRONMENTAL POLICY STATEMENT AND ARRANGEMENTS

Maple Sunscreening Ltd, Units 11a-11d, Bramhall Moor Technology Park, Pepper Road, Hazel Grove, Stockport, SK7-5BA

We are the leading designer, manufacturer, and installer of solar, weather protection and screening for building exteriors and interiors, combining innovation, technical excellence, and exceptional customer service to deliver projects that save energy, create visual impact, and make buildings more comfortable for their occupants. We are best known for our architectural facades, louvres and brise soleil – but also supply internal blinds and curtains for a wide range of commercial clients.

This policy applies to products and services provided by Maple from our UK Head Office and Manufacturing Facility, and Installation Sites. The Senior Leadership Team has considered all external and internal issues applicable to the organisations context, and all relevant interested parties and their related requirements to consistently provide products and services that meet customer and associated legislation.

The discipline of Environmental Management is an integral part of our overall management function and has a significant influence on all aspects of the products and services we provide. In order to manage and continually improve our performance, we operate an Environmental Management System (EMS) meeting the requirements of ISO 14001:2015. Specifically, we are committed to operating management policies and procedures which ensure:

- Continual improvement of the environmental management system through achievable objectives, targets and measures.
- Eliminate, reduce, and recycle waste materials whenever possible. Waste, which cannot be recycled will be disposed of through safe and responsible methods.
- Prevention of Pollution arising from our activities in accordance with applicable EU legislation and other requirements.
- Employee involvement in environmental matters is encouraged at all levels through training, communication and continual evaluation of processes and procedures

We recognise that a genuine commitment to understanding the present and future expectations of our customers, suppliers and sub-contractors is essential in the achievement of this policy. We will continually work to ensure that future needs and expectations are realised in the quality of the information, products, and services we provide. The Senior Leadership Team is committed to the implementation of this policy, which is publicly available to all interested parties through our website (maplesunscreening.co.uk - HSEQ Download Section).

Name: Sean McGrath

Signed: 

Position: Managing Director
Date: 20th July 2020

Issue: 02

Document No. EMS-Pol-001-Environmental Management System Policy Statement-02-July20-S McGrath

ENVIRONMENTAL ARRANGEMENTS

The Managing Director has overall responsibility for environmental matters in the Company, and will:

- Ensure suitable financial provision is made for environmental obligations
- Provide appropriate information and instruction to employees
- Ensure work is planned to take into account environmental issues
- Monitor and assess risk to the environment by assessing the aspects and impacts of our operations
- Understand the company policy for the environment and ensure it is readily available for employees
- Actively promote at all levels the company's commitment to effective environmental management

The HSEQ Manager will undertake and be responsible for:

- Monitoring the implementation of the Environmental Policy throughout the company and reviewing its appropriateness by regular audits/inspections carried out in various workplaces and construction sites
- Investigating environmental incidents and implementing corrective action
- Reviewing environmental legislation and implementing any new requirements pertaining to the company's undertaking
- Liaising with managers, employees, and specialists, as and when appropriate

Communication - The company will communicate and consult with all employees on the following issues:

- The content of this policy
- Any rules specific to a workplace or construction site
- Changes in legislation or working best practice
- The planning of environmental training
- The introduction or alteration of new work equipment or technology

This communication and consultation will take place directly with the employees via regular environmental meetings, toolbox talks, e-mails and information posted on the company communication board.

Training - All employees are given environmental training appropriate to their responsibilities, training will be provided for the following situations:

- Induction training for new employees (Environmental Awareness, Company Procedures, etc.)
- The introduction or modification of new/existing process, procedure, machinery, or technology
- Training is also specifically provided for work with hazardous substances, procedures for managing and disposing off as required by legislation.

It is the policy of the company that environmental training is on-going and reviewed annually.

Risk Assessments - The HSEQ Manager maintains the latest risk assessments and reviews these annually to ensure they remain relevant and in compliance with any legislative changes. Environmental issues are considered, and work methods established to minimize the risk of an environmental incident.

Hazardous Substances - The risks associated with hazardous substances are considered, with alternative less environmental harmful substances used wherever possible. Before any hazardous substances is used a material safety data sheet (MSDS) will be requested from the supplier and an appropriate assessment made of the risks from that substance undertaken by the HSEQ Manager, in line with the Control of Substances Hazardous to Health Regulations (COSHH).

12.0 Quality Policy



QUALITY POLICY STATEMENT

Maple Sunscreening Ltd, Units 11a-11d, Bramhall Moor Technology Park, Pepper Road, Hazel Grove, Stockport, SK7-5BA

We are the leading designer, manufacturer, and installer of solar, weather protection and screening for building exteriors and interiors, combining innovation, technical excellence, and exceptional customer service to deliver projects that save energy, create visual impact, and make buildings more comfortable for their occupants. We are best known for our architectural facades, louvres and brise soleil – but also supply internal blinds and curtains for a wide range of commercial clients.

This policy applies to products and services provided by Maple from our UK Head Office and Manufacturing Facility, and Installation Sites. The Senior Leadership Team has considered all external and internal issues applicable to the organisations context, and all relevant interested parties and their related requirements to consistently provide products and services that meet customer and associated legislation.

The discipline of Quality Management is an integral part of our overall management function and has a significant influence on all aspects of the products and services we provide. In order to manage and continually improve our performance, we operate a Quality Management System (QMS) meeting the requirements of ISO 9001:2015. Specifically, we are committed to operating management policies and procedures which ensure:

- Achievable objectives, targets and measures are set.
- All processes focus on achieving customer satisfaction within a framework of control.
- Each process delivers complete and on-time the product, service or information required for the next to function effectively.
- Employee involvement in quality matters is encouraged at all levels through training, participation, communication and awareness of the importance of complying with agreed processes and procedures.
- Suppliers and Sub-Contractors are selected from approved sources.

We recognise that a genuine commitment to understanding the present and future expectations of our customers, suppliers and sub-contractors is essential in the achievement of this policy. We will continually work to ensure that future needs and expectations are realised in the quality of the information, products, and services we provide. The Senior Leadership Team is committed to the implementation of this policy, which is publicly available to all interested parties through our website (maplesunscreening.co.uk – HSEQ Download Section).

Name: Sean McGrath

Signed:

Position: Managing Director

Date: 20th July 2020

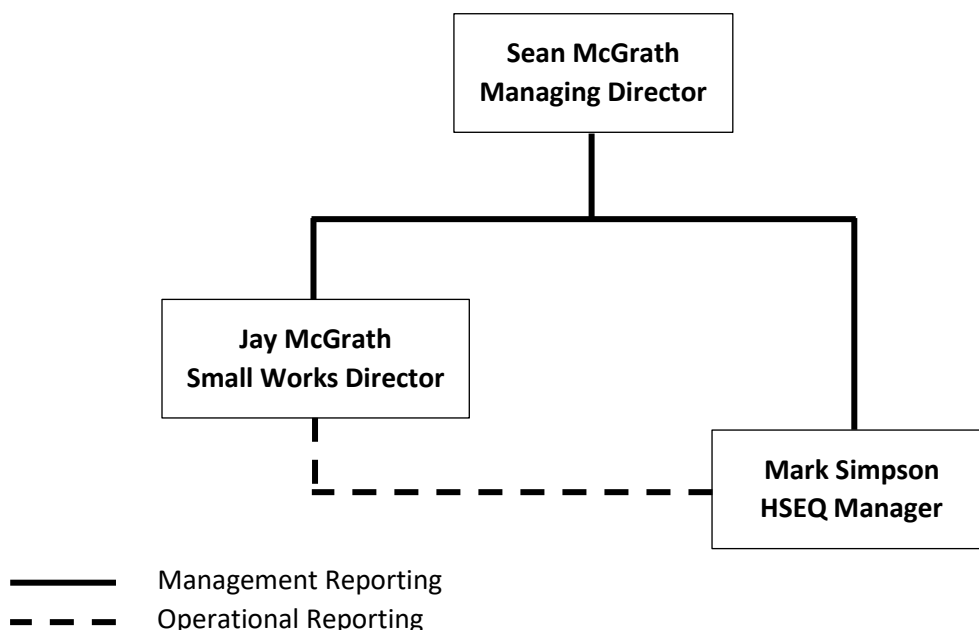
Issue: 02

Document No. QMS-Pol-001-Quality Management System Policy Statement-02-July20-S McGrath

13.0 Roles, Responsibilities and Authorities

The Directors have overall responsibility and accountability for the IMS, ensuring the policy and objectives are established and in context with the strategic direction of the business, promoting the use of risk-based thinking, ensuring resources are available, communicating the importance of the IMS and the requirement of conformance to it, ensuring agreed targets are met, ensuring the promotion of customer focus, engaging, directing and supporting the continual improvement and ensuring the integrity of the management system when changes are required.

The HSEQ Manager, has the responsibility for reporting to the other Directors on the performance of the IMS, ensuring processes deliver their intended outputs, planning and implementing changes aimed at achieving agreed targets, arranging audits and reviewing with the Directors the overall health, safety, environmental and quality performance.



Managers working in locations across the business are responsible for promoting the IMS policy in their areas and providing reports on performance. Employees and any contractors are expected to follow the principles of the IMS policy statement and its supporting processes and procedures.

Alcumus have been appointed to provide competent health, safety, environmental and quality guidance and support as may be required.

14.0 Legal and Other Requirements

All relevant requirements including; legislation, regulations, codes of practice, etc are managed through the business legal and other requirements register. The register contains details of the requirement, the key points to be considered and complied with, who within the business is responsible and the evidence required to demonstrate compliance.

The register is reviewed on a regular basis to ensure any changes in requirements are captured and addressed in a timely manner.

15.0 Objectives, Targets and Plans

Annual objectives, targets and plans are agreed by top management which drive continuous improvements in the integrated, quality, health, safety and environmental management systems. These objectives, targets and plans are specific, measurable, achievable, realistic and time bound for consistency. Objectives, Targets and Plans are monitored on a regular basis by the HSEQ Manager reporting monthly and annually to top management.

Individuals are assigned responsibility within the IMS to ensure objectives, targets and plans are achieved ensuring continual improvement is a central pillar of the management system.

16.0 Training, Competency and Knowledge Management

Key positions hold specific qualifications which allow them to undertake their roles in the most effective and compliant manner. These post holders provide the structure which help deliver the IMS and any mandatory training required by legislation or other requirements. All employees are considered competent to complete the tasks assigned to them through internal training and externally when considered the most suitable method of achieving the desired outcome.

Knowledge is a valuable commodity in any business, and we are no different. The IMS provides the process for collating knowledge centrally and ensuring this is shared with the appropriate positions and functions.

17.0 Communication, Consultation and Awareness

A strategic approach is taken to consultation and awareness with a clear communication plan agreed at senior management level and implemented operationally. The plan includes the; what, when, who and how communications will be made internally, and provides the opportunity for feedback making communication a two-way interactive process.

External communications are achieved through our website and through a network of business contacts with the aim of sharing information which will enable existing and future customers to understand our products and services. Through our marketing function Continuous Professional Development (CPD) seminars are delivered which further elevate our position with architects, main contractors, contractors, etc.

18.0 Marketing

Telemarketing and our website are the main marketing tools as these provide direct contact with existing and future customers. The preference is to provide face to face contact whenever possible to engage and support customers understand in sufficient detail what we offer as products and services. This can be delivered through CPD's or simply an informal discussion as the starting point to future relationships.

Often customers are invited into our Head Office to review examples of the products we offer and to see some of the innovative methods being developed for future projects.

19.0 Sales

Enquiries are received through various channels such as telemarketing, email, postal, etc. Following internal review, the decision to price or decline is made with any enquiries declined being returned to the potential customer with a brief explanation of why.

Enquiries that are to be priced often involve a customer meeting to establish the scope of work to be priced along with any other aspects of the project that could be brought into the scope, followed by pre-contract meetings as the enquiry process develops. Once a price is provided further support is also offered throughout the bid stage including the production of samples if requested.

On successfully securing a project the design team take ownership of the project and a Project Manager is appointed internally to oversee the delivery of the works.

20.0 Design

Most packages of work are received at an advanced stage of design with manufacturing and installation details being added as part of the detail design work we undertake. During this stage possible alternatives in terms of materials, products and fixtures are offered depending on the application and the environment in which the project is located.

The general arrangement drawings are issued for customer review and approval before any work is undertaken. This is a critical stage of ensuring both parties are clear on what is being produced and the interpretation of the architect's design is acceptable. Once approved specific manufacture and installation drawings are completed and issued into work in accordance with the project program. These drawings detail the individual parts along with their unique identification numbers for ease of installation.

21.0 Operations

Materials are sourced from suppliers on the supplier approval register and managed by the procurement department. Raw materials are bought in bulk and when possible held at the suppliers and called off as required. Materials are delivered direct into the supply chain for cutting, profiling, forming, etc ready for deliver to us for trail assembly checks as required. The procurement department manage not only the material procurement but also the expediting of finished goods in accordance with the delivery program agreed.

The assigned Project Manager oversees the procurement process and manages all aspects of the project from commercial issues through to sign off and final handover/closure of the final account. This provides a single point of contact for our customers and the opportunity to build long term trusted relationships for the future.

22.0 Manufacture

The majority of cutting, profiling and forming is undertaken by an approved and trusted supply chain. A small amount of manufacture is undertaken in-house to supplement the work completed in the supply chain. Materials are procured from approved suppliers and free issued into the supply chain for consumption. Once materials have been completed in the supply chain, they are delivered to us for trail assembly and checking prior to any final decorative/protective coatings being applied.

Following coating all materials are again returned for final assembly and checking prior to packaging and despatch. All products are uniquely identified for ease of installation and component traceability if required.

We also have a large storage area for customers who may require manufacture in advance of the installation program providing the reassurance that the project is ready for installation to coincide with the availability of the site.

23.0 Installation

Each project is managed through a Project or Installation Manager depending on the size and complexity of the installation works. The installers are selected from an approved pool of existing sub-contractors who are controlled through the IMS. Each sub-contractor signs off against the provide method statements and risk assessments as do all those brought onto site.

We take the lead in ensuring our installation works are carried out safely by competent personal but also take great pride in the quality of installation. All work is signed off internally before being offered for customer acceptance. Once all parties are satisfied with the finish works a final handover certificate is issued for all party sign off and retain as a permanent record of the project.

24.0 Supplier Evaluation and Control

The supply chain is integral to the overall delivery and success of any project. A robust supplier management and performance process is in place which helps monitor performance and provides suppliers with accurate feedback on their performance. We work closely to ensure our key suppliers enjoy a successful relationship and they provide the quality of product and service expected.

Service Level Agreements (SLA's) are implemented and used as part of the monitoring of performance which helps all parties to support each other and deal effectively with issues as they arise. The HSEQ Manager collates information on a monthly basis and records any observations or non-conformances with the supplier for response. The response deals with the immediate corrective action required but also assesses the root cause as part of the preventative action approach taken with all suppliers.

25.0 Performance Evaluation

In order to achieve the intended outcomes of the IMS various tools are used to monitor and measure performance against the objectives and metrics set. These tools provide both active and reactive measures which allow timely intervention when indicators highlight performance is not as expected. The tools used include;

- Internal / External audits
- Supplier audits
- Management Reviews
- Observations and Non-Conformances
- Customer Satisfaction
- Pre-qualification assessments

26.0 Internal Audit

The Company aims for continuous improvement in its quality, environmental and health & safety performance. To achieve this the organisation shall conduct internal audits at planned intervals to provide information on whether the IMS conforms to the organisation's own requirements and the requirements of the standards. Audits shall be planned through an audit schedule that shall define the scope of the audit. Audits shall be carried out by impartial and objective auditors who shall report to management the results of the audits.

Performance will be monitored, along with progress towards any targets. Information shall be collated for an annual management review.

27.0 Management Review

The suitability, adequacy and effectiveness of the IMS is formally reviewed annually by the senior management team. The agenda for the meeting includes;

1. Safety share.
2. Minutes of previous meeting.
3. Status of actions from previous management reviews.
4. Third party certification status and other approvals.
5. Health, Safety, Environment and Quality changes, including;
 - 5.1 Changes in the needs and expectations of interested parties.
 - 5.2 Changes in legal and other requirements.
 - 5.3 Changes in risk and opportunities.
6. Policy documents.
7. Status of objectives and metrics.
8. Management system performance and trends.
 - 8.1 Non-conformities and corrective actions
 - 8.1 Monitoring and measurement results
 - 8.1 Legal compliance
 - 8.1 Audit results
9. Adequacy of resources.

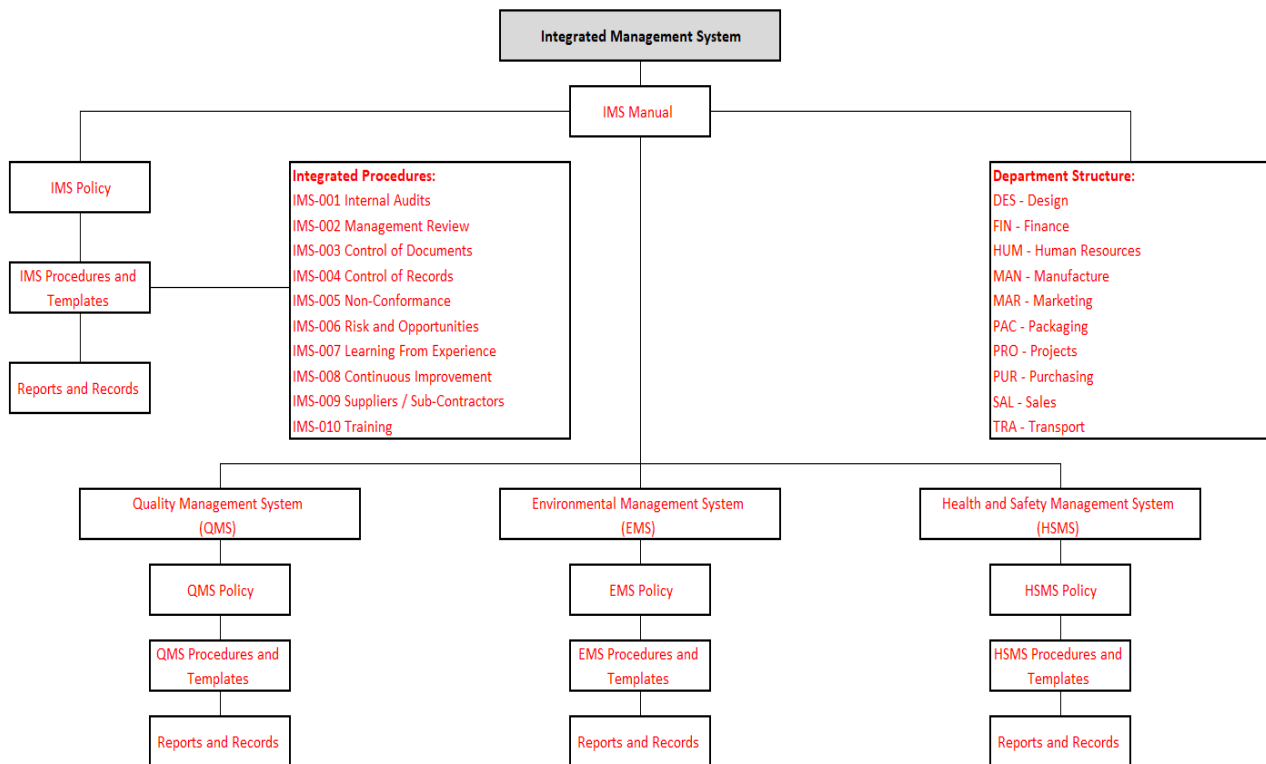
10. Communications with interested parties.
11. Training, awareness and resources.
12. Supply chain performance.
13. Continual Improvement Plan (CIP).
14. Employee participation and consultation.
15. HSEQ/Business priorities.
16. Management Review - Outputs
17. Any other business.

28.0 Improvement

For any management system to be effective at its core it must deliver continuous improvements in all areas of product and service delivery. The monthly Continual Improvement Plan (CIP) is centrally to managing continual improvement. Issues and opportunities for improvements are logged through the CIP and reviewed monthly. The monthly review meeting brings together relevant department representatives with the aim of assigning tasks and ensuring they are closed out in a timely manner.

Continuous Improvement Plan - CIP				
	HSMS	EMS	QMS	OTHER
Continuous Improvement Plan Register	NCRs 1	NCRs 0	NCRs 7	NCRs 0
Risk / Opportunity Register	Obs 28	Obs 0	Obs 70	Obs 18
OBS's / NCR's Register	RIDDOR 0	Customer Compliants		2
Monthly Observation Card Reports	Lost Time 0	Total Observation Cards		116
Observation Card Trends	First Aid 2	Total Non-Conformance Reports		8
IT Strategy Document	Near Miss 7	Supplier Visits		15
	Property Damage 2	Site Visits		19

Appendix-1 IMS Structure and Document Numbering System



Document Numbering System						
Department or Management System	Document Type	Sequential Number	Title	Revision	Date	Owner
IMS / QMS / EMS / HSM DES / FIN / HUM / MAN MAR / PAC / PRO / PUR SAL / TRA	Man (Manual) Pol (Policy) Pro (Procedure) Tem (Template)	001, 002, 003, etc	Title that appears on the actual document	Latest Revision	Date Document Issued for Use	Document Author or Responsible Person

Department or Management System	Document Type	Sequential Number	Title	Revision	Date	Owner
Finance (Fin)	Policy (Pol)	001 (001)	Employee Expenses (Employee_Expenses)	1.14 (1.14)	April 2019 (Apr19)	Shmail Shahid (S_Shahid)
(FIN-Pol-01-Employee_Expenses-1.14-Apr19-S_Shahid)						
Integrated Management System (IMS)	Procedure (Pro)	001 (001)	Internal Audit (Internal_Audit)	01 (01)	May 2019 (May19)	Mark Simpson (M_Simpson)
(IMS-Pro-01-Internal_Audit-01-01-May19-M_Simpson)						

Note:

The above structure is intended to provide a uniform basis for the introduction, implementation and control of documentation across all disciplines. This is a stand-alone structure but should be read in conjunction with the existing project documentation and records structure.

Appendix – 2 Third Party Approval Certificates (ISO-9001:2015)



QMS[✓]
INTERNATIONAL
A CITATION COMPANY

ISO 9001 REGISTERED

This document certifies that the quality management systems of

MAPLE SUNSCREENING LTD
11A-11B Pepper Road, Hazel Grove, Stockport SK7 5SA

have been assessed and approved by QMS International Ltd to the following quality management systems, standards and guidelines:-

ISO 9001 : 2015

The approved quality management systems apply to the following:-
THE DESIGN, MANUFACTURE, SUPPLY AND INSTALLATION OF INTERNAL WINDOW FURNISHINGS AND EXTERNAL SOLAR SHADING FOR COMMERCIAL INSTALLATIONS.

Original Approval: 19 October 2010

Current Certificate: 12 February 2020

Certificate Expiry: 18 October 2020

Certificate Number: 14130898





On behalf of QMS International Ltd

This Certificate remains valid while the holder maintains their management system in accordance with the published standard. To check the validity and status of this certificate please email certificates@qmsuk.com

This Certificate is the property of QMS International Ltd and must be returned in the event of cancellation

QMS International Ltd • Muspole Court • Muspole Street • Norwich NR3 1DJ • T: 01603 630 345
www.qmsuk.com • Registered in England No. 9512735

Appendix – 2 Third Party Approval Certificates (ISO-14001:2015)



QMS[✓]
INTERNATIONAL
A CITATION COMPANY

ISO 14001 REGISTERED

This document certifies that the environmental management systems of

MAPLE SUNSCREENING LTD
11A-11B Pepper Road, Hazel Grove, Stockport SK7 5SA

have been assessed and approved by QMS International Ltd to the following environmental management systems, standards and guidelines:-

ISO 14001 : 2015

The approved environmental management systems apply to the following:-
THE DESIGN, MANUFACTURE, SUPPLY AND INSTALLATION OF INTERNAL WINDOW FURNISHINGS AND EXTERNAL SOLAR SHADING FOR COMMERCIAL INSTALLATIONS.

Original Approval: 19 October 2010

Current Certificate: 12 February 2020

Certificate Expiry: 18 October 2020

Certificate Number: 14130899


On behalf of QMS International Ltd



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Appendix – 2 Third Party Approval Certificates (OHSAS-45001:2018)



QMS[✓]
INTERNATIONAL
A CITATION COMPANY

ISO 45001 REGISTERED

This document certifies that the occupational health and safety management systems of

MAPLE SUNSCREENING LTD
11A-11B Pepper Road, Hazel Grove, Stockport SK7 5SA

have been assessed and approved by QMS International Ltd to the following occupational health and safety management systems, standards and guidelines:-

ISO 45001: 2018

The approved occupational health and safety management systems apply to the following:-
THE DESIGN, MANUFACTURE, SUPPLY AND INSTALLATION OF INTERNAL WINDOW FURNISHINGS AND EXTERNAL SOLAR SHADING FOR COMMERCIAL INSTALLATIONS.

Original Approval: 19 October 2010

Current Certificate: 12 February 2020

Certificate Expiry: 18 October 2020

Certificate Number: 14130901





On behalf of QMS International Ltd

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