

**TITLE:**

**General**

**SECTION REF:**

**3.**

### **3.1 General requirements**

Dunnella Ltd. (the Company) will develop and continually improve their Integrated Management System in accordance with the requirements of ISO 9001:2000, ISO 14001:1996, OHSAS 18001:1999 and Investors in People Standards.

The Company will identify and document the key processes needed to ensure that they deliver their products and services in accordance with agreed requirements. The interaction of these business processes is shown in the flow charts in section 8. of this manual and the effectiveness of these processes will be regularly monitored and measured to ensure that the processes are implemented correctly, maintained and whenever possible continually improved.

The Managing Director will ensure that appropriate resources and necessary information are available to effectively support the operation of the Integrated Management System.

### **3.2 Scope of documentation**

The scope of the documentation within the Integrated Management System is intended to cover the full range of activities of the Company and can be described as follows:-

***“Design, Construction and Civil Engineering Works including Waste Water Treatment Projects”***

### **3.3 Exclusions**

The Company has no activities or processes that require validation as per clause 7.5.2 of ISO 9001:2000 and therefore this clause have not been addressed within this document.

### **3.4 Documentation**

The Integrated Management System consists of the following elements:-

- a) Written objectives for Quality, Health, Safety, Staff Welfare and Environmental Performance.
- b) Policy Manual.
- c) Flowcharts, Procedures or Work Instructions.
- d) Records.
- e) Other documents of internal or external origin necessary for the effectiveness of the system.

Such documents may exist in either hard copy (paper) or electronic (computer based) format.

## DUNNELLA Ltd. – POLICY MANUAL

**TITLE:**

**General**

**SECTION REF:**

**3.**

### **3.5 Policy Manual (this document)**

This Policy Manual describes the policies that will be adopted by the Company and refers to the processes and procedures required to make the Integrated Management System effective.

### **3.6 Control of documents and data**

This policy applies to all pertinent documents of internal or external origin.

Document control processes will be implemented to ensure that all pertinent documents and data relating to the Integrated Management System adopted by the Company are, where applicable:-

- a) Generated when needed
- b) Reviewed by appropriate persons
- c) Approved by authorised persons
- d) Issued in a timely manner
- e) Distributed to point of use or reference
- f) Controlled to ensure only correct information is available
- g) Withdrawn or replaced when obsolete

Changes to documents will be identified and any obsolete documents retained will be suitably identified.

Data relating to the Integrated Management System held on computers, such as records, procedures, work instructions etc. will be backed up regularly.

Mail, faxes and e-mail shall be printed and/or saved to appropriate files and treated according to their content. Telephone messages shall be recorded and passed to applicable recipients.

### **3.7 Control of records**

Records of all activities affecting the operation of the Integrated Management System and records relating to customer's requirements will be maintained in a manner that ensures that they are systematically filed and easily retrievable. The method of filing, storage and retention of these records shall be included in each individual Company Procedure.

Documented instructions will be developed to define the process of archiving and eventual disposal of records.