

**TITLE:**

**Management**

**SECTION REF:**

**4.**

#### **4.1 Management commitment**

The Directors and Managers of the Company are committed to supporting the Integrated Management System and this will be demonstrated by their involvement in communicating to all staff the need to meet every requirement and obligation placed upon them by customers, regulatory bodies and legislation.

The Managing Director will establish and endorse the overall Quality, Health & Safety and Environmental policies and will regularly set and review new objectives.

The Managing Director shall convene and participate in regular formal Management Reviews of the Integrated Management System and ensure that suitable resources are available to implement, support, maintain and continually improve the system.

#### **4.2 Business Focus**

##### **4.2.1 Customer focus**

The aim of any Management System is to ensure that the services or products provided completely satisfy all customer requirements. To help achieve this aim, the Directors and Managers will ensure that customer requirements are clearly identified and communicated to all staff.

##### **4.2.2 Legal and other Requirements**

Whilst satisfying customer requirements the Company will be equally focused on ensuring that all applicable legislation and regulations relating to health and safety in the workplace and environmental compliance are complied with.

#### **4.3 Main Policies**

Dunnella's overall aim can be expressed as follows:-

“To be the first choice of existing and potential Clients when a need arises for our capabilities”

Only by adopting the policies on the following pages and ensuring they are understood and applied can we hope to achieve our stated aim.

To support these policies Dunnella Ltd. has implemented an integrated Management System based upon the principles of ISO 9001, ISO 14001, OHSAS 18001, and the Investors in People Standard.

## DUNNELLA Ltd. – POLICY MANUAL

**TITLE:**

**Management**

**SECTION REF:**

**4.**

This Management System Manual and the supporting Company Procedures have the full commitment of the Directors and all employees are required to perform their duties and tasks in accordance with the documented policies and instructions.

### **4.3.1 Quality Policy**

Our aim to provide a service that totally satisfies the Client's needs and expectations, together with any contractual specifications in terms of quality time and cost whilst continually looking to improve our methods of operation.

### **4.3.2 Health, Safety and Welfare Policy**

We will provide safe and healthy working conditions and systems of work to protect the health and safety of any employees or other persons and shall strive to continually improve the processes for achieving this policy.

This policy will be achieved by analysing the risks involved to employees or others by the nature of our work and ensuring that appropriate protective or preventive measures are adopted. Furthermore, and whenever possible we will seek to eliminate or reduce the risks associated with the work whilst at all times complying with any regulatory or statutory requirements.

### **4.3.3 Environmental Policy**

We will ensure that as few as possible of our activities adversely affect the current environment in any way whatsoever. Whenever possible we will seek to develop processes of work which provide a positive contribution to the environment of the future.

This positive contribution will be achieved by our commitment to continual improvement in the methods of our work and the prevention of actual or potential pollution and ensuring that all our activities comply with any applicable environmental legislation, regulations, or codes of practice.

### **4.3.4 Equal Opportunities Policy**

We are committed to providing equal opportunities in employment to the extent that all job applicants and employees will receive equal treatment in all aspects of the job regardless of gender, sexual orientation, marital status, race, colour, nationality, ethnic or national origins. This policy also extends to physical disabilities where not restricted by the scope of the work required.

**DUNNELLA Ltd. – POLICY MANUAL**

**TITLE:**

**Management**

**SECTION REF:**

**4.**

This Integrated Management System and its policies have been developed in such a way as to provide a framework for establishing and reviewing our business objectives. Clear objectives will be established in order that the achievement of our aims and goals can be meaningfully measured and reviewed.

We are committed to a culture of continuous improvement whereby all staff are required to comply with the requirements of the Integrated Management System and are actively encouraged to suggest improvements.

The Managing Director will ensure that all Policies and Procedures are communicated to, and understood throughout the organisation and all Company employees are required to comply with them.

All documented company policies will be made available to interested parties upon request.

We will regularly review all our policies and procedures to ensure they remain effective in helping us meet our stated aims.

ENDORSED:        John Farley – Managing Director

**TITLE:**

**Management**

**SECTION REF:**

**4.**

#### **4.4 Planning**

##### **4.4.1 Objectives and Targets**

Strategic planning has been applied during the design and development of the integrated management system shown in the block diagram in figure 2.

Programmes for the achievement of measurable objectives or targets for quality, health & safety and environmental performance will be clearly stated in each Management Review and revised annually.

More general and detailed objectives at varying functional levels are contained within each individual Company Procedure.

##### **4.4.2 Quality Planning**

The use of a tender appraisal and contract review process ensures that all the needs and requirements of the customer are understood and that all quality aspects relating to that job are planned for. When applicable a Project Programme may be produced to define the stages of work.

These processes ensure that suitable resources will be available, a clear specification for the work is understood and agreed, and the sequence of activities planned.

##### **4.4.3 Health & Safety Planning**

Planning for health, safety, & welfare is performed by conducting risk assessments and producing individual Method Statements for jobs undertaken.

Where CDM regulations apply, pre-tender and construction phase Health & Safety Plans may also be produced.

The purpose of such planning is to ensure that all routine and non-routine hazards and risks to persons associated with the proposed or actual work have been assessed and the necessary provisions made for people's safety and welfare.

##### **4.4.4 Environmental Aspects and Planning**

Prior to undertaking any work the Company shall evaluate the potential impact that their activities may have on the proposed work and the surrounding environment. Consideration shall be given to both the direct and indirect consequences of undertaking the work. This planning shall consider what precautions

# DUNNELLA Ltd. – POLICY MANUAL

**TITLE:**

**Management**

**SECTION REF:**

**4.**

must be taken to minimise or eliminate the possibility of pollution to air, soil or water caused directly by the Company whilst operating at a site and must also include an analysis of the risks and precautions to be taken to avoid causing other organisations to emit similar pollutants.

## 4.4.5 Management programmes

A programme will be established and maintained to achieve all the stated objectives of the company.

The programme will be defined at Management Review meetings and clear responsibilities, actions and timescales will be specified for the achievement of the objectives.

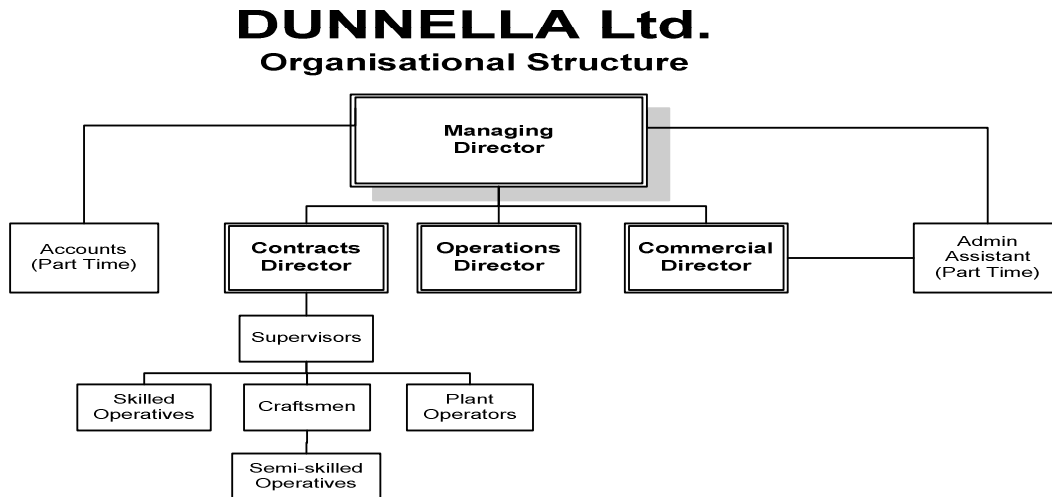
## 4.5 Responsibility, authority and communication

### 4.5.1 Responsibility and authority

The responsibility, authority and lines of reporting of all staff within the Company are shown in the organisation chart in Fig 1.

[Job Descriptions](#) will also be produced for all members of staff and these will contain detailed duties and objectives relative to the role.

### 4.5.2 Company structure and lines of reporting Fig.1



**DUNNELLA Ltd. – POLICY MANUAL**

**TITLE:**

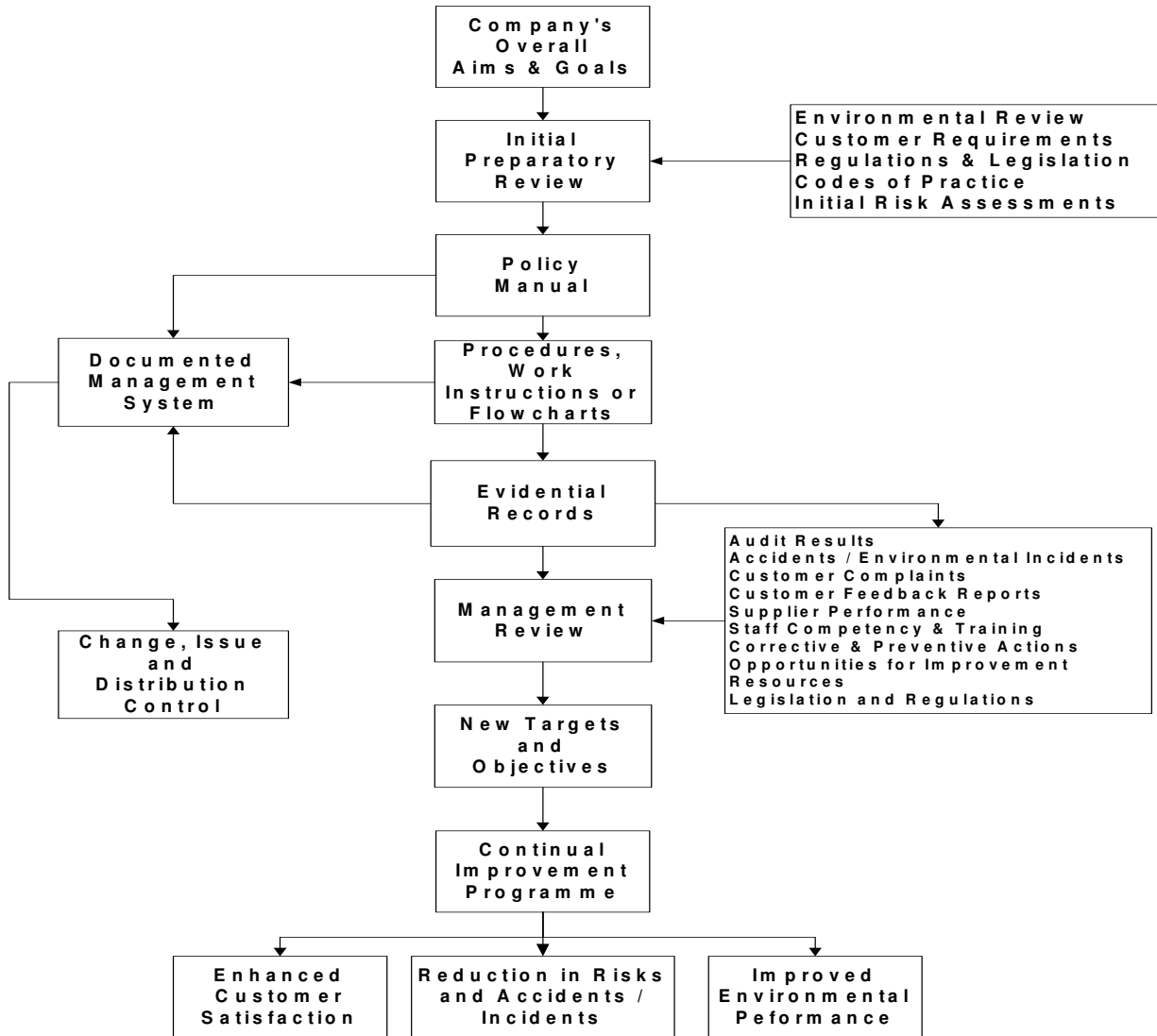
**Management**

**SECTION REF:**

**4.**

**4.5.3 Strategic Integrated Management System plan Fig.2**

**Strategic Planning Process**



**TITLE:**

**Management**

**SECTION REF:**

**4.**

#### **4.6 Management representative**

The Company will nominate a senior member of staff as the Management Representative, who irrespective of their other responsibilities will ensure that the Integrated Management System developed by the Company is implemented and maintained throughout.

The Management Representative shall also be responsible for helping ensure that customer, management system and regulatory requirements are communicated to all staff.

The Management Representative will ensure that Directors and Managers are kept informed of the performance of the Integrated Management System and advise them of the need for any improvements.

In the absence of the Management Representative another senior member of staff will be nominated to deputise for their responsibilities.

#### **4.7 Communication**

##### **4.7.1 Internal Communication and Consultation**

The Managing Director shall establish clear communication and consultation processes at all levels within the Company and ensure that these processes are effective. These processes shall include but not be limited to:-

- a) Regular meetings with all staff
- b) Use of notice boards
- c) Circulation of Company Reports (including Management Review Reports)

##### **4.7.2 External Communication**

The Company will ensure that a process exists for communication with relevant external interested parties. This process will cater for:-

- a) Declaring the Company's Quality, Health, Safety, Welfare and Environmental policies.
- b) Providing details of the Company's health and safety record.
- c) Declaring the Company's significant environmental aspects and performance.

#### **4.8 Management review**

**DUNNELLA Ltd. – POLICY MANUAL**

**TITLE:**

**Management**

**SECTION REF:**

**4.**

**4.8.1 General**

To ensure the ongoing effectiveness of the Integrated Management System it will be subject to periodic formal reviews by the Directors together with other staff or advisors considered necessary.

The prime aim of these reviews will be to review data and information relating to the performance of the Company against stated objectives and requirements and identify opportunities for improving Company performance.

On conclusion of the reviews the Managing Director shall consider the appropriateness of all current policies, processes and procedures and recommend any changes considered necessary.

**TITLE:**

**Management**

**SECTION REF:**

**4.**

#### **4.8.2 Review input**

The Company will produce and agenda for the review. As a minimum this agenda shall include but not be limited to the following topics:-

- a) Status of actions relating to previous reviews.
- b) Progress towards or achievement of any previously stated targets, goals or objectives.
- c) Results of all internal and second or third party audits performed since the last review.
- d) Accidents, incidents and risks assessments (of both a health and safety or environmental nature).
- e) Complaints, concerns and any other documented instances of non-conformance together with the effectiveness of any corrective actions taken.
- f) Customer feedback reports.
- g) The effectiveness of any preventive actions previously taken.
- h) Changes to any regulations, legislation, codes of practice or any other document that has a bearing on the content of the Integrated Management System or stated objectives.
- i) The overall effectiveness of training undertaken during the period since the last review.
- j) Suggestions for changes and improvement of the Integrated Management System.

#### **4.8.3 Review output**

The output of the review meetings will be a written report. This report shall contain but not be limited to the following information:-

- a) Statements on the effectiveness of the Integrated Management System, policies and procedures together with any recommendations for change.
- b) Any preventive actions considered necessary to avoid the occurrence of non-conformances or mitigate / eliminate risk.
- c) Any other actions required as a result of the review together with the names of persons responsible for taking such actions and the dates by which they should be achieved.
- d) Future objectives for the improvement of the Integrated Management System and Company performance.
- e) Adequacy or need for further resources

The report shall be signed by the Managing Director and circulated to those persons with actions to complete, with further copies circulated to other Managers and Notice Boards.