



## **QUALITY MANUAL**

**Revision Date: 01/02/2019**

**Version 1.3**

**Approved by Carl Hendy, Director**

This is a complete re-issue of the manual with all previous changes incorporated, therefore there are no revision marks. This version replaces all prior issues.

Uncontrolled once printed.

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## **Introduction**

It is the intent of Carl Hendy Ltd, to establish a quality management that works towards the requirements of ISO 9001:2008, and in the future, is so integrated to meet the requirements of ISO 14001:2004 and OHSAS 18001:2007. The system will be implemented in relation to the activities described in Section 7.

This manual provides an overview of the in-house quality management system; its purpose is as follows:

- To explain the scope of the QMS
- To outline the company policies and procedures, and human resources available for implementation
- To describe the company organisation, the structure of the QMS and the interaction of the processes involved in the QMS
- To act as a signposting document in order to provide all employees with a clear understanding of the management system and the importance of adhering to the policies and procedures of the company and employee code of conduct.

## **Scope**

### **I. General**

The scope of the Quality Management System covers all the processes associated with the general service and activities of ASW Scaffolding as described in section 1 working towards to the international standard requirements for a quality management systems where an organisation demonstrates its ability to consistently provide services that meets customer and applicable statutory and regulatory requirements and aims to enhance customer satisfaction through the effective application of the system including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

## II. Exclusions

Design and Development – the organisation does not control the design and development of products – all materials are purchased and used in the process of scaffolding erection.

### Company Profile

ASW Scaffolding (a trading entity of Carl Hendy Ltd, Company Registration number: 08525010) was established by Managing Director, Carl Hendy in May 2013.

ASW Scaffolding is one of the leading scaffolding companies operating across South Wales. Clients chose ASW because of the attention to detail, excellence in customer service and evidence of operational systems and adherence to Safety, Health, Environment and Quality. Every job is completed with handover certificates and scaff tags placed on every erection.

The Company Quality objectives include:

- Safeguarding of the safety, health, quality and environment of our employees, clients, suppliers and third party stakeholders
- Working to exceed customer expectations and loyalty
- Safe systems of work are essential to ensure all scaffolds are erected, adapted and dismantled safely, on time and to a high standard

Working in domestic, commercial and industrial markets, the Company is the preferred choice of scaffolder for local tradesmen, Rhondda Cynon Taff Social Housing, Valleys to Coast (Bridgend Social Housing) and provides providing quality scaffolding solutions in accordance with NASC (National Access and Scaffolding Confederation) TG20:13 requirements.

Paying strict adherence to the 2015 CDM Regulations the business offers a fast, reliable service by fully qualified CISRS scaffolding erectors at competitive rates.

Based in Neath Port Talbot, close to the M4 motorway and A465 able to service the requirements of clients within a 35 mile radius. The depot is well maintained and allows for storage of extensive stock of scaffolding tube, British Standard scaffolding boards, gates, ladders and fittings as well as a fleet of vehicles.

ASW Scaffolding offers a widespread supply and fit service including:

- Access Towers
- Temporary Roofs
- New Build Works
- Chimney Scaffolds
- Interior Scaffolds (bird cages)
- Edge Protection/Hand rails
- Shoring Scaffolding
- Rubbish Chutes
- Hoists
- Safety Netting
- Emergency On Call Scaffolds
- Factory breakdowns and production stops
- Emergency response offering 24 hours a day, 7 days a week service.

The success of the company has been achieved through good reputation and through the philosophy of providing the best possible service to customers. Working towards BSI EN ISO 9001 standard, the company operates a Quality Management System works to strict Codes of Practice to meet customer and regulatory requirements.

The goals of ASW Scaffolding is to achieve controlled growth over the next few years whilst continuing to assess and improve all areas of the company in an attempt to provide a quality service to its customers. The key to achieving these goals is the maintenance of relationships with new clients and establishing relationships with new clients.

### **Commitment to Quality**

The company can meet all its customers' requirements and the main quality objective is to provide a service that gives total customer satisfaction and exceeds customer expectations. In addition, the company intends to continually improve its processes and Quality Management System (QMS).

This will be achieved through the implementation of the company Quality Policy, adherence to the Quality Procedures that control its operational processes and through continual improvement. Senior Contracts Manager, David Pearson is the responsible officer for review and management of company Quality Management Systems.

## **Policy Statement**

ASW Scaffolding provides high quality services in the fields of the erection and dismantling of Scaffolding is committed to the continual improvement of the effectiveness of its Quality Management System (QMS).

The commitment is communicated through the major objectives of:

- Achievement of upholding the safety, health, quality and environment of employees, clients, suppliers and third party stakeholders;
- The Company works to exceed customer expectations and loyalty and;
- Assures safe systems of work in the erection, adaption and dismantling of scaffolding on time and to a high standard.

The objectives are essential to the Company business growth and will be achieved through continual monitoring and evaluation of the effectiveness of its processes together with effective communication with employees, clients, suppliers and third party stakeholders.

Employees have an obligation to ensure that services are provided to the customers' satisfaction and are suitable for the purpose for which they are intended.

The Director of the business is committed to the effective implementation and communication of the QMS and to the involvement of all staff in the continual maintenance of high standards of services provided.

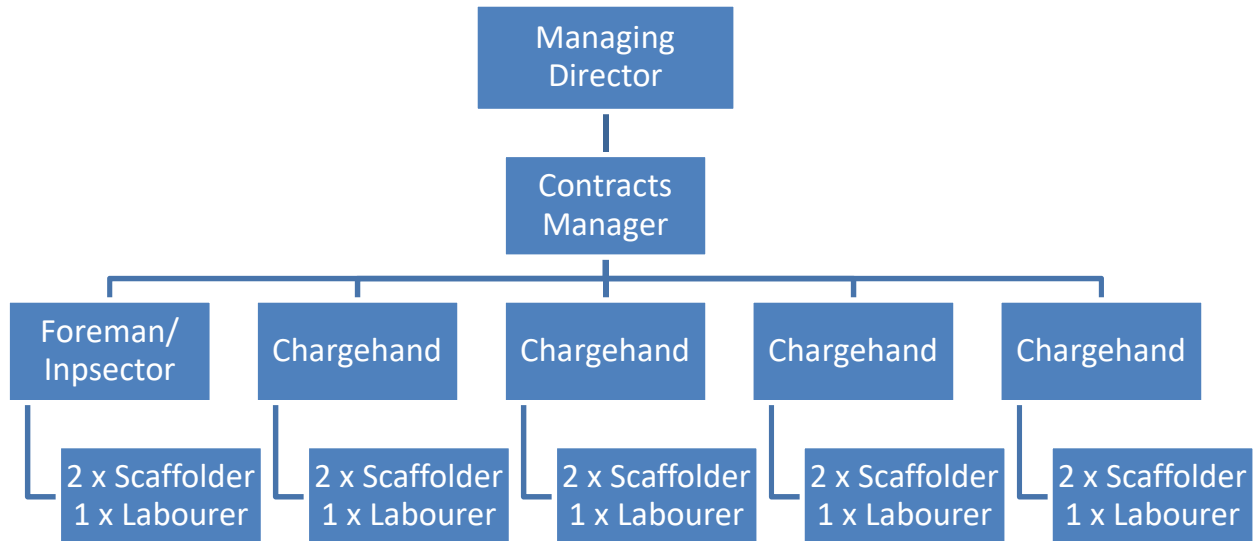
The Director will ensure that clear quality objectives are set, achieved and regularly reviewed through internal audit and annual management review to ensure that they remain appropriate and support the business aims and objectives.

The Director and Senior Management Team will ensure that all the necessary preventive action is taken to ensure that the services provided are delivered in such a manner that they are right first time and customers are assured of commitments to Safety, Health, Environment and Quality.

The policy will be implemented through documented procedures and working towards EN ISO 9001: 2008 and shortly EN ISO 9001: 2015 standards.

It is considered a condition of employment that the terms set out within this Quality Policy are understood, implemented and maintained by all personnel irrespective of their role within the company.

### Organisational structure



## **Roles and Responsibilities**

### **Managing Director**

- Defining roles, allocating responsibilities and accountabilities as well as delegating authorities to facilitate effective management of the QMS.
- Defining the company's long term financial and commercial goals.
- Ensuring the company operates in accordance with statutory requirements.
- Establishing Quality, Safety, Health and Environmental Objectives.
- Ensuring that the Quality, Safety, Health & Environment Policy and objectives are communicated to staff.
- Ensuring the availability of adequate resources, including time, in order to establish, maintain and continually improve the Management Systems.
- Initiating and coordinating training plans for all personnel.
- Establishing relationships with stakeholders such as customers and industry.
- Provide support and expertise to line management in incident investigation and reporting (including dangerous occurrences and occupational diseases).
- Producing and authorising Risk Assessments and Method Statements.
- Responsibility for risk control.
- Ensuring supplier RAMS are up to date and relevant for works.

### **Operations Manager**

- To complete prevention inspections on a regular basis and ensure records maintained of the same.
- To organise the day-to-day operations and activities both on and off site.
- To raise and deal with Corrective Action Requests for all staff under their supervision.
- To communicate and ensure safe working practices are being adhered to by all personnel under their responsibility.
- To assist with incident investigation and reporting (including dangerous occurrences and occupational diseases).
- To ensure regular programmes of maintenance, servicing and inspection of plant and equipment is undertaken.



- To ensure compliance is maintained.
- Facilitate all forms of risk assessment e.g. general, manual handling, COSHH, fire prevention and acts as a final authority where a specialist response is required in relation to risk assessments performed by others on site.
- Producing and authorizing Risk Assessments and Method Statements

## **All employees**

All employees are responsible for the implementation of the policy and procedures applicable to the processes and activities they perform. Employees are motivated and empowered to identify and report any known or potential problems and recommend related solutions through internal audits and/or the corrective action process. Detailed responsibilities and authorities for QMS implementation and improvement are contained in lower level documents referenced throughout this manual.

## **QMS Procedures**

### **I. General Requirements**

The company has established, implemented and maintained a QMS and is committed to continually improving its effectiveness in accordance with the working towards the requirements of BSI EN ISO 9001.

The company has determined the criteria and methods needed to ensure that both the operation and monitoring of business operations and processes are effective and is committed to ensuring that the resources and information necessary to support the operation and monitoring of these processes are made available.

### **II. Documentation Requirements**

- A quality policy and quality objectives
- A quality manual
- Documented procedures

- Documents needed by the company to ensure the effective planning, operation and control of its processes
- Quality records

The company intends that this manual is to be utilised by employees and other applicable person(s) as a signposting document for the QMS.

The QMS is comprised of various components that are required to ensure effective planning, operation and control of our business which is regularly reviewed to ensure it remains appropriate for the complexity and interaction of our processes and the competence of our employees.

## ***A - Aspects, Implications, Legal, Objectives***

### **i. Industry, Health, Safety and Environment Requirements:**

The company has established and maintains a procedure to identify, and have access to, legal and other requirements applicable to our operations. The Register of Industry, Environmental, Health and Safety Legislation is maintained in order to identify areas where compliance is a legal requirement and regular checks are carried out to ensure that the company are meeting these requirements.

All our activities are regularly reviewed in order to determine and analyse the impacts and risks to our customers, our employees, other affected persons and the environment.

Significant impacts and risk are determined through the use of various risk assessments before appropriate control measures are identified and implemented in order to eliminate or reduce the level of risk from the activity. The results of these assessments are documented and all affected people are made aware of both the risks and the control measures that are in place to deal with them.

### **ii. Organisation policies**

The company communicates its ethos and commitment to industry, employees, suppliers, clients and general public through a collective of policies which state the aspirations and code of conduct of operations.

Policies include:

<b>Policy:</b>	<b>Date of issue:</b>	<b>Date of review:</b>
ASW Scaffolding Quality Management Policy	01/02/2019	01/02/2020
ASW Scaffolding Health and Safety Policy & Safety Management System	01/02/2019	01/02/2020
ASW Scaffolding Equal Opportunities Policy (update within ASW Scaffolding H&S Policy)	01/02/2019	01/02/2020
ASW Scaffolding Environmental Policy (update within ASW Scaffolding H&S Policy)	01/02/2019	01/02/2020
ASW Scaffolding Worksafe Policy	01/02/2019	01/02/2020
ASW Scaffolding Fatigue Policy	01/02/2019	01/02/2020
ASW Scaffolding Sustainability Policy	01/02/2019	01/02/2020

### ***B – Continual Improvements, Training and Awareness***

ASW Scaffolding ensures that training needs are identified and relevant training plans are created. All employees are made aware of their role and responsibilities and will be provided with training appropriate to the activities performed. Competent personnel are assigned to specific tasks and selected on the basis of their education, training and experience. Training needs and requirements are continually monitored and evaluated to ensure that levels of competence remain appropriate for the tasks assigned.

The company records continual improvements, training and awareness through the following managed systems:

- i. Training matrix
- ii. Records of Tool Box Talks delivered and attendance
- iii. Training Certificates
- iv. HSE Communications
- v. Accreditations
- vi. Risk Assessments
- vii. Method Statements
- viii. Improvement (ALL SAFE at WORK)
  - a. The Company recognises the efforts that employees have made to go above and beyond the call of duty in the line of their work by making special effort for customer care, levels of service, commitment or in looking after their colleagues

through complying with Health and Safety instructions, reporting near misses or supporting the senior management by encouraging safe working practices.

ASW Scaffolding have created an award called 'All Safe at Work' and through discussion at monthly management meetings, employees will be nominated for a monthly achievement award and token of the Director's appreciation.

- ix. COSHH Register
- x. Daily Job Briefings
- xi. Management Meetings
  - a. Top Management with support and advice provided by appropriate personnel, conducts a management review at least once annually in order to ensure the continuing suitability, adequacy, and effectiveness of our QMS. The primary outputs of management review meetings are management actions taken to make changes or improvements to our QMS and the provision of resources needed to implement these actions.

### ***C – Document record control***

All documentation and records used as part of the QMS is subject to control and is administered and maintained in accordance document and record control best practice. The Document Control Procedure Statement policy describes the approval and issue of documents, how changes are made, revision levels identified and obsolete documents retrieved. Current versions of relevant documents and other data are available at all locations where operations relating to the QMS are performed.

### ***D – Procurement & Finance***

The organisation is working toward proceduralising financial system which will include procurement, purchasing, payment and monitoring company and supplier performance. An approved supplier matrix is prepared to establish management systems in this area of the business.

The company will ensure that resources are protected by carrying out due diligence checks on potential customers who are not known to the business. Additionally, checks will be made

against registers held by Natural Resources Wales and the Health and Safety Executive to ensure that business operations are legal and above board.

ASW Scaffolding is a member of several trade associations and as such, would expect major suppliers to demonstrate their commitment to best practice within their industry sector and memberships of trade associations will be requested.

Public indemnity generally to the cover of £5m and Employers Liability generally to the cover of £10m Insurances are pre-requisites. The insurance limits may change depending on the needs of the business and the project to be undertaken.

Requirements will be communicated through invitations to tender and project briefing documentation.

### ***E - Control of Non-Conformance, Corrective Actions, Accidents, Incidents and Audit***

Actions to correct an immediate problem and actions to prevent recurrence are put in place when a non-conformance has been identified. Review of other processes, in order to prevent similar occurrences, is part of this process. This process, including those responsible and having the authority for handling and investigating non-conformance, is detailed. Corrective Actions are to be raised for all accidents and near misses, non-conformances identified as part of an audit or daily check, customer complaints or general staff observations.

Associated elements:

- i. Non Conformity Log
- ii. Accident Reports
- iii. Incident Reports
- iv. Audit Schedule
  - a. A programme of planned and systematic audits has been planned to ensure compliance with all aspects of our QMS. **Internal Audits** are to be carried out by appropriately competent personnel appointed by the MD. They are not to have direct responsibility for the work activity and results that are generated and reported. **External H&S and site inspection Audits** are carried out periodically by appointed suitably qualified personnel body. The MD is responsible for organising these audits. Appropriate action should be taken after such an audit, referring to the Non-Conformance procedure if necessary.

- v. Completed H&S Audits
- vi. Emergency Responses and Continuity  
Work instructions and safe systems of work have been developed and implemented to control risks and emergency situations. Appropriate staff are given training and instruction about the need to adhere to these procedures and the potential consequences of departure from them.

## ***F - Resource Management***

ASW Scaffolding has documented its commitment to managing company resources including assets. An asset register is maintained together with records maintenance and servicing.

Associated elements:

- i. Assets
  - a. Vehicles
  - b. Equipment
  - c. PPE
- ii. Records of maintenance and servicing
- iii. Company information
- iv. Records of works in situ at site

## ***G - People Management, Roles and Responsibilities***

ASW Scaffolding recognises that it's people are the key to the company success and invests in training and development for all members of staff. The associated elements form this important QMS function:

- i. Organisation chart
- ii. Responsibilities as described above in section 6 and job descriptions for employees
- iii. Contracts of employment
- iv. Company Handbook
- v. Appropriate investigations for potential misconduct
- vi. New employee paperwork
- vii. Employee communications
- viii. Recruitment