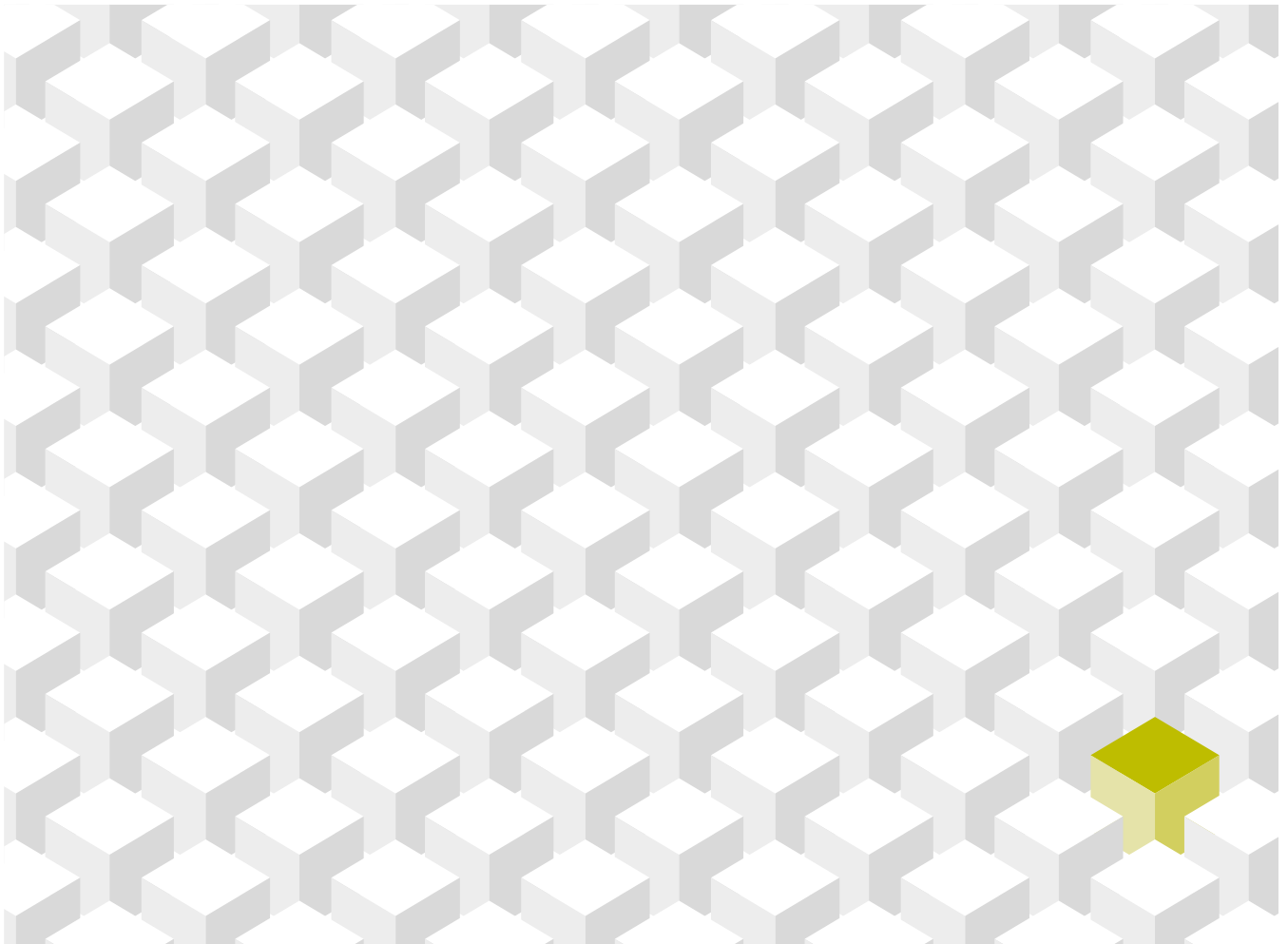


# INTEGRATED POLICY MANUAL

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OHSAS18001: 2007  
ISO9001: 2008  
ISO14001: 2004

ISSUE 6  
05.02.23



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## 1. Circulation & Amendment History

### 1.0 Circulation List

This Integrated Policy Manual is a controlled document. The Health and Safety Manager and Accounts Manager must ensure that all amendments are circulated and obsolete copies removed and filed.

**The Integrated Policy Manual is distributed as follows.**

Copy No. 1

Holder: Melissa Canavan

All staff shall have access to the Integrated Policy Manual held in the office under the control of the Health and Safety Manager or as a 'read only' document on the company's server.

Copies of this document other than those listed above will not be revised; such copies are marked as

**UNCONTROLLED.**

### 1.1 Amendment History

This document is amended by the distribution of new revisions of all or part of the Integrated Policy Manual to the named holders. The history of amendments is recorded below.

Date	Amendment No.	New Issue No.	Details of amendment	Authorised By
23/03/10	-	1	First issue of Integrated Policy Manual, incorporating the requirements of ISO9001: 2008 and OHSAS18001: 2007	
08/09/10	1	2	Changes to Procedures	
08/09/10	2	2	Changes to Control of Production – Stock Takes for Preparation of Interim Accounts Only	
16/09/11	3	3	Change to Management Structure	
06/12/11	4	4	Removal of Balance Scorecard Meetings	
12/04/12	5	5	Change to Management Structure	
10/07/12	6	6	Addition of ISO14001:2004 requirements to the Integrated Management System	

## 2. Introduction

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Western Building Systems are a County Tyrone-based family-owned business with a portfolio of products and services within the building sector. We pride ourselves in building innovative solutions across our operating sectors. Our extensive product and project portfolio spans both the corporate and residential markets.

Western Building Systems are a company that can deliver. We offer a diverse and innovative range of cost-effective buildings to match every client's needs. Our building systems consist of:

- Modular systems
- Panelised systems
- Jackleg units
- Timber Framed, Modular and Park Homes

As well as providing building systems, the company also is in other sectors by providing the construction industry and homeowners with the following services;

- Aluminium: Manufacturers and installers of residential & commercial windows, doors & curtain walling
- PVC: Manufacturers and installers of Windows, Doors & Conservatories

Modular construction units comprise of pre-finished timber framed or steel framed module systems, which - when linked together - create finished buildings. These systems are factory fabricated up to and including mechanical, electrical services as well as internal and external finishes and then transported to site in modules. These systems offer a wide range of finishes.

Panelised construction units comprise timber or steel insulated floor and wall panels. These panels are factory produced and delivered to site for erection to form a structural frame for a building. This system does not offer the same level of pre-fabrication of modular construction, but speeds up construction time of buildings on-site. The internal fit-out and finishes of panelised construction are added on site and this system includes a wide range of external finishes.

Western Building Systems is a company that recognises its responsibility in terms of occupational health & safety, the protection of the environment and the delivery of high quality products to its clients. In order to manage the quality, health and safety and environmental performance of our business, the company has implemented an Integrated Management System, (IMS), to meet the requirements of ISO9001: 2008, OHSAS18001: 2007 and ISO14001:2004.

The company is committed to the provision of products, which meet customer expectations.

An internationally recognised certification body will assess the company for compliance with international standard ISO9001: 2008, OHSAS18001: 2007 and ISO14001:2004 in order to demonstrate the effectiveness of their Integrated Management System to meet the needs of its customers, employees and interested third parties.

### 3. Scope of Certification

The scope of the certification shall include all activities relating to the manufacture and installation of modular and panelised buildings; these include but are not restricted to:

- Modular systems
- Panelised systems
- Jackleg units
- Timber Framed, Modular and Park Homes
- Aluminium windows, doors & curtain walling
- PVC Windows, Doors & Conservatories

The system has been designed to address the requirements of ISO9001: 2008, OHSAS18001: 2007 and ISO14001:2004 with no restrictions in scope.

### 4. Integrated Management System

#### 4.1 General Requirements

Western Building Systems has established and maintains an Integrated Management System as a means of providing a structured process for the achievement of continual quality, environmental and health & safety related improvement, including any outsourced processes.

The company shall prepare and effectively implement documented procedures and instructions in accordance with the requirements of the Integrated Management System. The IMS documentation is structured in three main levels, and illustrated below.

##### LEVEL 1 Integrated Policy Manual

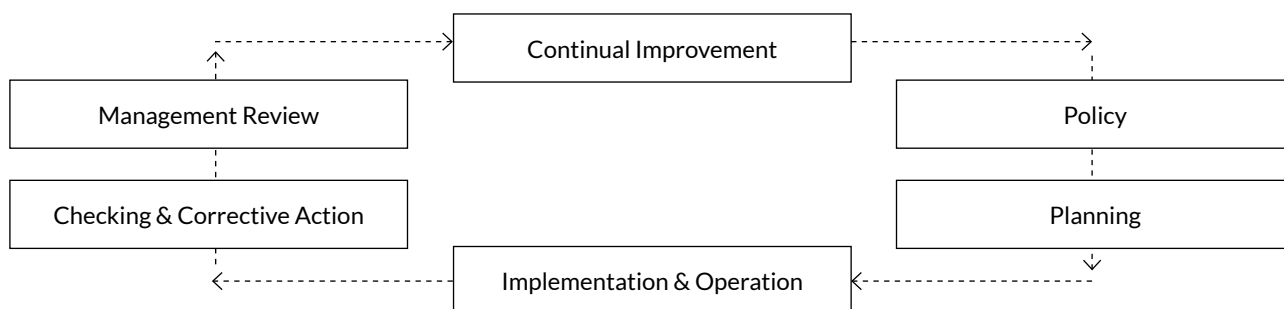
This manual demonstrates how the company meets the requirements of the Integrated Management System, including ISO9001: 2008, OHSAS18001: 2007 and ISO14001:2004. It includes the policy, responsibilities, and acts as a signpost to related system documentation.

##### LEVEL 2 Integrated Procedures Manual and Work Instructions

Procedures have been prepared to cover situations where their absence could lead to deviations from the company's policy statement and the set improvement objectives & targets.

##### LEVEL 3 Supporting Documentation

This includes the Register of Legislation, Regulation and other Policy Requirements, Legal compliance check, Register of Environmental Aspects, Register of H&S Risks, Management Programmes, and any other documentation and records related to the operation of the IMS including training records and quality checks.



## 4. Integrated Management System

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### 4.2 Integrated Policy Manual

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The Integrated Policy Manual relates to the company's activities that both have significant environmental impacts as well as intolerable H&S risk ratings and directly affect the quality of products provided by the company. All these issues shall be considered while reviewing the activities of its suppliers.

The manual also describes the arrangements for ensuring that the company's processes are safe, energy efficient and personnel are educated to understand the quality, environmental and health & safety issues relative to their own activities and how they can contribute to the attainment of the company's improvement objectives.

The arrangements for processing complaints, corrective and preventive actions, together with systematic monitoring, auditing and review of the entire system by the company's management team are also summarised in this manual.

### 4.3 Documentation & Record Control

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Western Building Systems has established and documented a procedure for the approval, issue, and change control of documents within the Management System.

The company has also established and documented a procedure for the creation, storage, protection, retrieval and disposition of records that are necessary to plan, operate and control the IMS and to provide evidence of conformity to ISO9001: 2008, OHSAS18001: 2007 and ISO14001:2004. Within the IMS, a single document may contain several procedures and vice versa.

#### **Related Procedure**

IP 01

Document / Data & Record Control

## 5. Management Responsibility

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### 5.1 Management Commitment

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It is the Policy of Western Building Systems to operate an Integrated Management System in accordance with the requirements of ISO9001: 2008, OHSAS18001: 2007 and ISO14001:2004.

All management within the company is fully committed to the development and improvement of the integrated management system. This commitment is illustrated through involvement in the communication of customer, legal and regulatory requirements throughout the company, establishing the quality, environmental and health and safety policies and objectives, conducting reviews of the integrated management system and ensuring the availability of all necessary resources. Western Building Systems have appointed a joint Management Representative, who are members of the company's own management team, to have overall responsibility for quality and health and safety within the company. Their role will be made known to all persons under the control of the company.

### 5.2 Customer Focus

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Top management within the company ensures that customer needs and expectations, along with any appropriate legal and regulatory requirements, are determined and converted into specific requirements aimed at achieving complete customer satisfaction. The interests of the Client will be taken into consideration when determining client requirements.

### 5.3 Integrated Policy Statement

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Western Building Systems is a company involved in the construction of buildings for public and private clients and recognises, and is committed to, the highest possible quality of products, whilst reducing the health and safety risks and environmental impacts associated with the provision of its services and the installation of products.

It is the policy of Western Building Systems to operate an Integrated Management System in accordance with the requirements of ISO9001: 2008, OHSAS18001: 2007 and ISO14001:2004 and to provide the highest possible quality of products to all our clients. The achievement of high quality and consistency calls for a systematic and disciplined approach by all staff in all activities associated with the delivery of the customer's specific requirements.

The overall objective of the policy is the provision of a safe and environmentally friendly and quality orientated work environment for employees and customers. The company is committed to the concept of continual improvement and will use the Integrated Management System as an

improvement tool. Safety, environmental and quality issues are viewed as core business values.

#### The objectives of the company are as follows:

- To ensure that risks are identified and controlled so that employees and others can be protected from danger;
- To ensure that environmental impacts are minimised and controlled;
- To ensure compliance with all applicable environmental and health and safety legislation and other requirements to which the company subscribes which relate to our environmental aspects
- To ensure that the products provided meet and indeed exceed the expectations of their customers;
- To ensure the prevention of pollution as a result of our operations and activities;
- A commitment to continual improvement in quality, environmental and health, safety management.

The company will set and monitor specific measurable objectives to assist with the achievement of these overall objectives.

All employees are required to understand, implement and maintain the ethos of the company's policy statement. This policy will also be made available to other interested parties as required, and will be reviewed on an ongoing basis to ensure that it is continuing to reflect the requirements of the company.

Martin McCloskey  
Managing Director

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Date

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### 5.4 Planning

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The company shall establish and maintain procedures to identify the Occupational Health and Safety (OHS) hazards and environmental aspects associated with the company's activities, products and services. In doing so the company shall assess the tolerance criteria of identified risks and the significance criteria of identified aspects as well as the subsequent implementation of necessary control measures. This shall cover routine and non-routine activities, activities of all personnel having access to the workplace and the facilities at the work place.

The company shall ensure that the identification and assessment processes are considered while setting their improvement objectives, and in implementing and

## 5. Management Responsibility

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maintaining the IMS. The company shall up-date this information on an ongoing basis. The company shall also establish and maintain procedures to identify and have access to legal and other requirements, which are applicable to the company.

The company has established a register of legislation identifying applicable health and safety and environmental regulations and other standards and guidelines associated with the business. The company also monitors and records compliance with this legislation.

Quality planning is carried out to ensure that all resources necessary to achieve quality objectives are identified and planned. Quality planning ensures that change within the company is achieved in a controlled manner, and that the integrity of the integrated management system is maintained at all times.

### 5.5 Objectives, Targets & Management Programmes

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Western Building Systems shall establish and maintain documented objectives and targets at each relevant function and level within the company.

When establishing and reviewing its objectives, the company shall consider legal requirements, significant environmental aspects, occupational health & safety hazards and associated risks, technological options, financial, operational and business requirements as well as the views of other interested parties. Objectives shall be consistent with the policy, including the commitment to continual improvement.

The company shall establish and maintain programmes for achieving the objectives set in relation to quality, environmental and health & safety improvement. They shall include:

1. Designation of responsibility for achieving objectives and targets at each relevant function and level of the company;
2. The means and time-scale by which they are to be achieved.

The programmes will be reviewed at regular and planned intervals.

With regards to the introduction of new or modified developments, activities, and/or services, programmes shall be amended where relevant to ensure that the Integrated Management System (IMS) applies to such new projects.

### 5.6 Structure and Responsibility

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Roles, responsibility and authorities shall be defined, documented and communicated in order to facilitate effective management of the IMS. The overall organisation chart is listed as an appendix to this manual. Details of responsibilities are contained within this manual and the various documented procedures within the IMS.

The Managing Director is the member of management who has been assigned the specific responsibility for controlling the Integrated Management System. To assist with the day to day management of the system, the H&S Manager and Financial Controller has been allocated the responsibility of Management Representative and has been assigned the specific role for the ISO 9001, ISO14001 and OHSAS 18001 standards with full responsibility for controlling the IMS. The management team shall ensure that they provide the resources required to operate and improve upon the Integrated Management System. The management team is committed to the continual improvement of the company's quality, environmental and health and safety performance.

### 5.7 Management Review

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Top management within the company shall, at planned intervals, review the IMS, to ensure its continuing suitability, adequacy and effectiveness in conforming to ISO9001, ISO14001 and OHSAS18001. The management review process shall ensure that the necessary information is collected to allow management to carry out this evaluation. This review shall be documented and the outputs made available for communication and consultation.

The management review shall address the possible need for changes to policies, objectives and other elements of the Integrated Management System, in light of internal and external results, changing circumstances and the commitment to continual improvement.



## 5. Management Responsibility

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### 5.8 Communication, Participation and Consultation

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With regard to identified H&S risks and environmental aspects and the overall operation of the Integrated Management System, the company shall establish and maintain procedures for:

- Internal communication between the various levels and functions.
- Receiving, documenting and responding to relevant communication from external interested parties.

**Wherever possible, employees shall be:**

- Involved in the development and review of policies and procedures and objectives to manage risks, incident investigation and consultation and representation. (Contractors will also be consulted where necessary in relation to health and safety and environmental matters).
- Consulted where there are any changes that affect the workplace.
- Represented on Health and Safety and environmental matters.
- Informed as to who is their employee H&S representative is and specified management appointee.

Information is initially provided to employees through induction and updated using Tool Box Talks and memos as appropriate.

### Related Procedure

#### IP 02

Identification of Health & safety Risks and Environmental Aspects

#### IP 03

Regulatory & Other Requirements

#### IP 04

Continual Improvement

#### IP 05

Management Review

#### IP 07

Communication, Consultation & Participation

## 6. Resource Management

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Management is committed to providing all necessary resources that are essential to the implementation and control of the Management System and its aims of preventing pollution, controlling risk and meeting customer requirements. Resources shall include human resources and specialised skills, technology and financial resources. The Managing Director shall ensure that resources are adequate to ensure safe working practices and minimum disruption to the public and anyone else affected.

### 6.1 Competence, Training and awareness

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Western Building Systems shall identify all training needs. It shall require that all persons performing tasks for the company or on its behalf whose work may create a significant effect upon quality, health & safety and environmental performance have received appropriate training. This includes both direct employees and sub-contractors carrying out work on behalf of Western Building Systems.

The H & S Manager / Production Manager are responsible for the identification of competency requirements and for the provision of appropriate training. This includes on-the-job training, where appropriate.

The company shall establish and maintain procedures to make its employees at each relevant function and level aware of:

- a) The importance of conformance with the organisation's policies and procedures and with the requirements of the Integrated Management System;
- b) The consequences, actual or potential of their work activities and the benefits of improved personal performance;
- c) Their roles and responsibilities in achieving conformance with the IMS policies and procedures and with the requirements of the Integrated Management System, including emergency preparedness and response requirements;
- d) The potential consequences of departure from specified operating procedures. (Disciplinary, liabilities)

As a part of its training commitment Western Building Systems ensures that personnel are aware of the role in achieving the goals of preventing pollution, meeting customer requirements, identifying and controlling / eliminating risks present throughout the workplace.

In particular, the following points are considered: -

- All employees receive training in performance of their assigned tasks;
- A training programme is prepared, which reflects changing methods and techniques, and includes briefing on the Integrated System;
- Training records are prepared and kept up-to-date for each employee; and
- The effectiveness of training is evaluated

Personnel performing the tasks, which can cause deviations from quality standards, affect the conformity of the product or service and / or can cause intolerable H&S risks and/or significant environmental impacts shall be competent on the basis of appropriate education, training and/or experience. Training procedures shall take into account differing levels of responsibility, ability, literacy and H&S risk and/or environmental impact. The company has identified all training needs and endeavours to ensure that competent personnel are available to provide the services required these will include any persons under the organisations control.

### 6.2 Infrastructure and Work Environment

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Western Building Systems has determined, provided, and maintains an appropriate work environment and infrastructure necessary to achieve the stated policies.

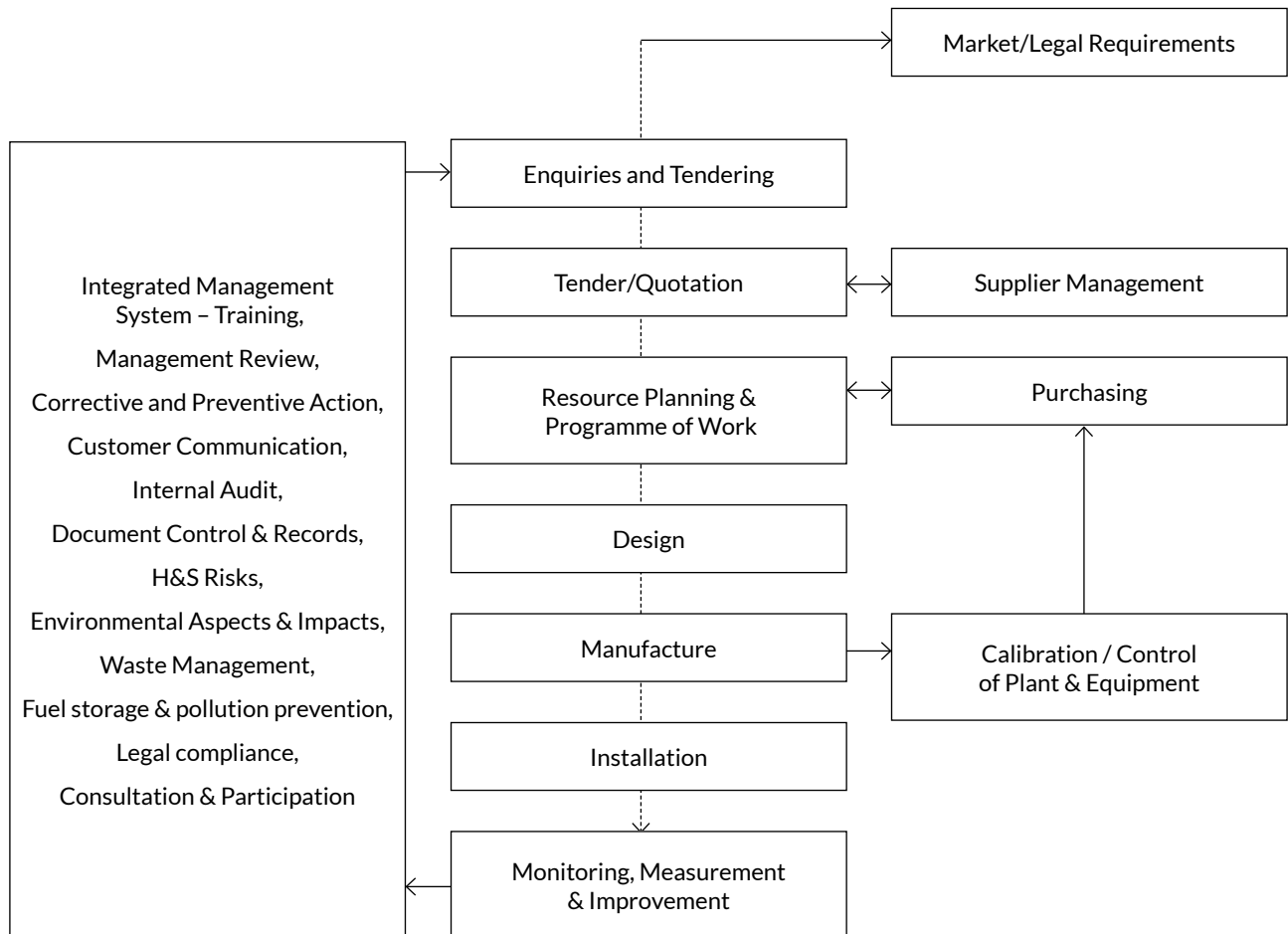
Western Building Systems ensures that its physical infrastructure i.e. offices, stores, plant, equipment, IT and support services, transport and communication are adequate in providing products to customer requirements.

All aspects of the human and physical factors of the working environment that affect conformity of the products and services provided by the company, including weather conditions, temperature, humidity, lighting, noise etc. have been identified and are managed where possible. As a portion of the company's services are provided on client sites, it is not always possible to completely control the external working environment. Suitable controls are set in place and PPE is provided to all site personnel.

#### **Related Procedure** **IP 06**

Training, Awareness and Competence

## Appendix A - Process Flow Chart



## Appendix B - Organisational Chart

<b>DIRECTOR</b> Martin McCloskey	<b>DIRECTOR</b> Declan McCloskey	<b>DIRECTOR</b> Rory McGuigan	<b>DIRECTOR</b> Melissa Canavan
<b>MANAGING DIRECTOR</b> Rory McGuigan			
<b>OPERATIONS DIRECTOR</b> Declan McCloskey	<b>CONTRACTS DIRECTOR</b> Shane Taggart	<b>HEAD OF FINANCE &amp; ADMIN</b> Melissa Canavan	
<b>OFF SITE CONTRACTS MANAGER</b> Ciaran O'Hagan	<b>SENIOR ESTIMATOR</b> Mark Currie	<b>BUSINESS DEVELOPMENT MANGER</b> Sarah Harrison	<b>COMPANY ACCOUNTANT</b> Brian Prunty
<b>SITE SUPERVISOR</b> Kevin Wylie	<b>QUANTITY SURVEYOR</b> David Harvey	<b>HOUSING SALES</b>	<b>ACCOUNTS MANAGER</b> Michelle Coyle
<b>SITE FOREMEN</b>	<b>ESTIMATOR</b> Orlagh Moss	<b>CONTACTS ADMINISTRATOR</b> Maria Teague	<b>ADMINISTRATION</b> Paula Burns
	<b>CONTRACTS SUPERVISOR</b>	<b>CONTRACTS SUPERVISOR</b>	
	<b>CONTRACTS FOREMEN</b>		
	<b>CONTACTS ADMINISTRATOR</b> Marie O'Kane		
<b>WINDOW DIVISION MANAGER</b> Kieran Devlin	<b>FACTORY MANAGER</b> Nigel Donaldson	<b>HEALTH &amp; SAFETY</b> John Canning	<b>PROCUREMENT MANAGER</b> Liam Hughes
<b>WINDOW PRODUCTION MANAGER</b> Brian McGuinness	<b>MODULAR / HOME PRODUCTION</b> Sean Corr		
<b>WINDOW SALES</b> Charlie Quinn	<b>TFK / JOINERY PRODUCTION</b> Martin Brunton		
	<b>PANELS PRODUCTION</b> Stephen Henderson		
	<b>FURNITURE PRODUCTION</b> Brian Devlin		



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