



Interserve Support Services  
Working with Leeds City Council  
Leeds BSF & New Leaf Leisure  
Quality, Safety, Health & Environmental Plan



ISS-03-WI-12 Rev (December 2010)

Title: Quality, Safety, Health & Environment Management Plan

Author: Steve Alpar

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# Quality, Safety, Health & Environmental Plan

## Service Delivery QSHE Plan Review & Amendment Record

This Service Delivery QSHE Plan is to be reviewed annually on the anniversary of the contract start date. Further interim reviews need occur only when the Business Process Manager has identified changes. Minor changes will be accommodated in the amendment record below. Only major changes to the contract will require a section or Delivery Plan rewrite.

The Amendment record should record the following:

- a) Any small changes that happen throughout the life of this issue of the Service Delivery QSHE Plan, and
- b) List all changes that have prompted a re-issue of the Service Delivery QSHE Plan.

Issue	Date	Revision Description	Authorised by
1	18/10/12	Update plan to include relevant information for Leeds BSF	Rakesh Chamba
2	30/03/15	Update to Plan	Steve Alpar

## Management Review

Planned Review Date	Scope	Review By	Review Record Ref no. Date

## Endorsement of Quality, Safety, Health & Environmental Plan

\_\_\_\_\_ / /  
 Steve Alpar  
 General Manager Date

\_\_\_\_\_ / /  
 Chris Morbin  
 Contracts Director (Education) Date

\_\_\_\_\_ / /  
 Rob Owen  
 Head of QSHE Date

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## Distribution List

The Contract/Location Manager will ensure that the following hold the latest version of this document whether by e-mail or hardcopy. Hardcopies are to be issued under cover of a letter or Transmittal Sheet.

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1	Steve Alpar	General Manager	E	C
2	Chris Morbin	Contract Director (Education)	E	C
3	Steve Sapi	Asset Manager	E	C
4	Andrew Tunstall	AFM Schools	E	C
5	Kerry Laws	AFM Schools	E	C
6	TBC	AFM Leisure	E	C
7			E	C
8			E	C
9			E	C

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## INTRODUCTION

### 1. GENERAL:

This plan documents the method by which Interserve Support Services will implement its Quality, Safety, Health & Environmental policy within this contract.

The intention of this Quality, Safety, Health & Environmental (QSHE) Plan is to identify the key initiatives that will be implemented by Interserve Support Services Limited, to ensure the Health, Safety & Welfare of not only our own employees but also third party individuals including members of the public. It will also show that by implementing robust procedures and processes Interserve shall ensure that their operations are not detrimental but complementary to the services and operations of the client.

This Plan has been developed to supplement any QSHE standards currently being adopted and will be monitored by the QSHE Division(s) through internal/external auditing to ensure compliance.

Its intended purpose is to:-

- 1) Maintain and raise the profile of QSHE in the formal relationship between Client and Interserve Support Services.
- 2) Promote the development of the QSHE culture at Leeds BSF
- 3) Work towards improved QSHE performance for all work at Leeds BSF

The QSHE Plan should be used as a reference document aimed specifically at Interserve Support Services operations and our intention to manage specific QSHE requirements.

**This plan should not be confused with a Construction Phase Health & Safety Plan as required by the Construction (Design & Management) Regulations.**

#### 1.1 *Scope of Services:*

The contract is for the provision of the hard and soft Services at the Leeds BSF and Leisure sites. This includes the following locations:-

Leeds BSF  
Rodillian School  
Longthorne Lane,  
Loft House,  
Wakefield,  
WF3 3PS

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Allerton High School,  
King Lane,  
Leeds,  
LS17 7AG

Pudsey Grangefield  
Mount Pleasant  
Pudsey  
Leeds  
LS28 7ND

Allerton Grange Schools,  
Talbot Avenue  
Leeds  
LS17 6SF

Swallow Hill Community College  
Congress Mount/ Heights Lane  
Armley  
Leeds  
LS12 3DT

Leeds Leisure  
Armley Leisure Centre  
Carr Crofts, Armley,  
Leeds  
LS12 3HB

Morley Leisure Centre  
Queensway,  
Morley,  
Leeds,  
LS27 9JP

Holt Park WellBeing Centre  
Holtdale Approach,  
Holt Road,  
Leeds  
LS16 7QD

The following services are covered by the terms of the contract

Leeds BSF

- Helpdesk Facility- Provision of a 365 day helpdesk facility to allow school to report Building faults and Support Service Performance Shortfalls and Service requests
- Cleaning, Waste and Pest Control Management Service- To enable provisions of a sanitary, clean and tidy environment with surfaces reasonably free of dust, smears and scuffs, consistent with the education function and Good Industry Practice. To enable all users of the Buildings to do so safely and hygienically. Interserve will

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determine the appropriate frequencies of cleaning to suit the needs of the core services and conduct cleaning of all Areas in such a way as to maintain a clean and safe environment for all users; allowing the School and City Council the efficient and effective operational use of facilities; and promoting a positive image of the school to all its users.

- Waste Management- The safe and legal disposal of all generated waste products from the accommodation and to consequently maintain a sanitary environment for all users.
- Pest Control- To maintain the school free of pest species of public health significance or nuisance value at all times. The presence of the above will be deemed to constitute an 'infestation'. The contractor is to deal with any such infestation which may arise so as to minimise the risk to public health and distribution to the operation of the School.
- Building and Asset Management Service- Interserve Leeds BSF will provide a safe and comfortable environment for all School users through the provision of a complete Building and Asset Maintenance Service for all the facilities. It is also to provide preventative, cyclical and reactive maintenance to the facilities to ensure that the assets provide full operational functionality at all times. All internal areas in accordance with the City Council Requirements, particularly room data sheets and Furniture Schedule and Contractor's Design and Build Delivery Plan are properly furnished with the correct number of furniture items and any broken or damaged furniture are repaired or replaced at the earliest opportunity.
- Grounds maintenance - To ensure that the grounds and external traffic routes within the curtilage of each school are maintained to a high aesthetic standard and are safe for all users. Grounds should provide a high level of visual attractiveness within a safe and interesting recreational resource and create a stimulating environment for the development and or growth of all users. The horticulture service should involve the protection and enhancement of habitat for a variety of plant and animal life accessible to all users.
- Security Management Service- To ensure integrity of the security function whilst having regard to the City Council's responsibility to ensure the safety and security of all users. The security service is provided in order to prevent physical damage and theft to premises and to provide controlled access to the School or other associated Buildings, for all users and to ensure the safety and security of all users. This shall be a joint approach with the school.
- Health and Safety Management Service- To create a safe environment at the school having regard to the City Council's responsibility to ensure the safety and security of all users who have a good reason to visit the School.
- Emergency and Utilities Management Service- To ensure the efficient and effective, safe and timely supply of energy and utilities in order to ensure continued operation of the School.
- Caretaking and Portering Management- To offer a timely, responsive and proactive system for the movement of material and equipment within the

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facility/school site and undertake a number of other support services ancillary to the functioning of the School scope of operations.

- Catering Management Service- To provide catering for School Users upon request and who have reason to visit along with buffets and ad hoc catering requests. Support local Healthy School Programmes as well as appropriate government led and local initiatives.

#### New Leaf Leisure Centre

- Cleaning- Interserve will operate a cleaning service that remains responsive in the delivery of the services, ensure the uninterrupted use of NLLC facilities and the safety, security and well being of users.
- Waste Management- To ensure the safe and legal disposal of all generated waste products from the accommodation and to consequently maintain a sanitary environment to all users.
- Pest Control- The scope applies to, but not exclusively, rats, mice, cockroaches, ants, moles, pigeons, woodlice, flies, millipedes, wasps, bees, lice, silverfish, and fleas. The pest control service will be both a preventative and responsive service.
- Building and Asset Management- Interserve will be responsible for routine maintenance, day-today

#### **1.2 QSHE Objective:**

The underlying objective of this plan is about establishing the arrangements by which risks to Quality, Safety, Health & Environment on site are controlled and allow all contract services to be completed on time, and to the specified quality standards, without exposing any person connected with the task, either directly or indirectly, or any other third parties, to significant risk.

QSHE Targets and Objectives are set each year for the company they are measured on a monthly basis in order to determine the status, they are communicated to all persons employed by the company and placed on company notice boards.

Interserve Support Services is committed to delivering Services which meet the requirements of the Leeds BSF

We contribute to this by planning, organising, resourcing, directing, monitoring and measuring the processes and products relative to Interserve Support Services policies, objectives and the requirements of the Leeds City Council.

Specific contract objectives have been set that are aligned to meet Leeds City Council and Interserve Objectives

## **Purpose:**

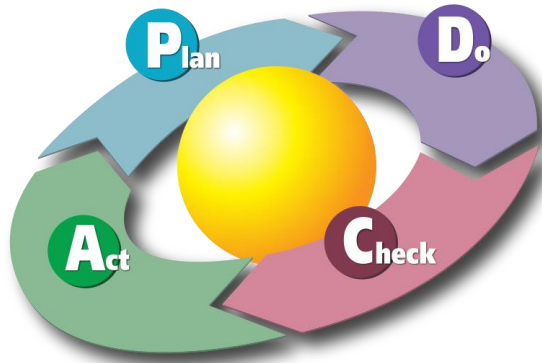
The purpose of this document is to set out the overall strategy for ensuring safe systems of work are followed and that a QSHE culture exists within the Interserve Support Services organisation at Leeds BSF. This Plan is not merely a repetition of Company policy, but a statement of how and at what frequency the various strands of policy are translated into practice by allocating specific responsibilities to named individuals.

The purposes of Interserve QSHE Management Plan are to:

- Define Interserve Support Services management of QSHE processes when delivering their Services,
- Provide guidance to Interserve staff on Interserve's obligations under the Contract,
- Assures Leeds City Council that Interserve is fulfilling its obligations regarding the Contract,
- Define the responsibilities of the QSHE Management Representative under the contract (the responsibilities and authorities of other positions are set down in the Contract Management Plan and other functional plans) and
- Set down the frequency and responsibilities for management review of this Plan,

### 1.3 Practice of QSHE Management Systems

To drive continuous improvement throughout the services delivered, the Integrated Management Systems is based on the Plan Do Check Act Cycle. Just as a circle has no end, the PDCA cycle is repeated again and again for continuous improvement.



QSHE planning is:

- Determining what to do - the processes which lead to the end result required by the customers,
- Assessing what can go wrong and the consequences to the quality of the end-result,
- Deciding the “right” way to do each process to minimise the risk of mistakes or waste,
- Choosing key points to check that each process is effective, defining what to check and how to check then reporting and
- Reviewing the reports and, where appropriate, improving the processes.
- Assessing risks and plan work activities to eliminate or control foreseeable hazards or risks,
- Comply with relevant QSHE, workplace injury management and workers compensation legislation and regulations,
- Establish measurable objectives and targets for continuous improvement,
- Consult with employees and subcontractors and disseminate QSHE information,
- Make available relevant parts to subcontractors working at the site during construction/maintenance activities ,
- Maintain the workplace in a safe condition,
- Maintain plant and equipment in a safe condition,
- Provide appropriate instruction and training for employees and subcontractors to assist them in avoiding unsafe situations, unsafe work practices and the use of defective equipment,
- Provide adequate facilities for all staff and
- Provide sufficient resources to achieve all the above.

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## 2.0 STRATEGY

### 2.1 *Service Delivery:*

The strategy concentrates on the key areas of delivery of the contracted services and the methods by which these are carried out. In essence, either staff directly employed by Interserve or specialist subcontractors, or a mixture of both, execute these.

### 2.2 *Management:*

The essential principle of the strategy is that **Line Managers** at all levels are responsible for Quality, Safety, Health and Environment management matters in their own areas of delegation. This will include ensuring the competency of directly employed staff, the provision of Risk Assessments for all activities, the provision of full and sufficient information, training and supervision to all levels of staff, and a regular review process.

### 2.3 *Sustainable Procurement*

Wherever possible and practical Greener or more sustainable procurement principles are to be used to reduce the environmental impact of the goods and services that we purchase

The main theme of our green procurement is to consider the life cycle of products as a whole, not just their purchase price. This includes thinking about the:

- Materials used
- Methods of use and embedded energy
- Energy use of the product over its life span
- Eventual disposal costs and environmental impacts
- Potential for re-use or recycling

### 2.4 *Management of the Site Specific QSHE Management Plan*

Interserve has warranted that it will provide people, materials, resources and systems to properly perform the Services.

Interserve require the people to be suitably qualified, experienced and competent to carry out the Services

### 3. Organisation and Responsibilities

PAS99	ISO 9001	OHSAS 18001	ISO 14001
Clause 4.2	Clause 5	Clause 4.2	Clause 4.2

#### 3.1 Management of QSHE

Interserve Support Services recognises that the management of QSHE is a function of line management and that managers at all levels have responsibilities for the well being of those under their control and for others to whom the Company owes a duty of care.

Line management, although subject to periodic change, will at all times be accurately defined by specified chains of command from Managing Director, Director, Divisional Director, through to Site Manager and then, as defined by the Site manager, to those working on site.

A site specific organisation chart will be developed, up-dated as necessary and placed on QSHE notice boards.

Specific management roles and responsibilities in QSHE matters are identified in Section 20

#### 3.2 Interserve Support Services <Contract Name> Management Team Details

The following Interserve Support Services personnel are employed either wholly or part time on the delivery of this contract. The Local Management System Representatives are shown.

Job Title:	Name:	Telephone No:	Email @interserve.com
General Manager	Steve Alpar	07747472030	Steve.alpar
Asset Manager	Steve Sapi	07918652356	Steve.Sapi
Assistant Facilities Manger	Andrew Tunstall	07889022351	Andrew.tunstall
Assistant Facilities Manager	Kerry Laws	07880785665	Kerry.laws
Assistant Facilities Manager	TBC	TBC	TBC

Contract Head Office Address:

Interserve  
Westland Square  
Beeston  
Leeds  
LS11 5SS

**3.3 Client Contact Points**

NAME:	E Mail Address:	Telephone No:
D Whitaker (SPV)	David.whittaker@interserve.com	
P Rose (BSF)	patricia.rose@leeds.gov.uk	
H Evans (Leisure)	'helen.evans@leeds.gov.uk'	

**3.4 Customer Client Interface**

Leeds BSF

There is a continuous interface between schools staff and our local teams due to the nature of the contractual requirements. In addition to this there are:

- weekly ad hoc meetings between both the site teams and the relevant AFM with local LCC management,
- half termly meetings are held at each school site with local school management, LCC central staff, the SPV, catering subcontractors and IFM staff.
- Monthly meetings are held with the SPV, central LCC staff and IFM.

Leeds Leisure

There is a continuous interface between schools staff and our local teams due to the nature of the contractual requirements. In addition to this there are:

- weekly ad hoc meetings between both the site teams and the relevant AFM with local LCC management,
- fortnightly meetings between the AFM, site management and central LCC staff
- Monthly meetings are held with the SPV, central LCC staff and IFM.

## 4.0 MANAGEMENT SYSTEMS

PAS99	ISO 9001	OHSAS 18001	ISO 14001
Clause 4.1	Clause 4.1, 7.1	Clause 4.1	Clause 4.1

### 4.1 General

Interserve Support Services has established, documented, implemented, maintained and continually improved a management system covering the requirements of ISO 9001:2008, BS OHSAS 18001:2007 and ISO 14001:2004 used to fulfil the obligations of the contract. A review of competence will be undertaken as part of the annual appraisal process, with any further training needs identified and time scales for completion agreed to implement the management system.

To implement the QSHE management system Interserve Support Services has: -

- Identified the processes needed for the management system and their application throughout the organisation
- Determined the sequence and interaction of these processes
- Determined the criteria and methods required to ensure the effective operation and control of these processes
- Ensured the availability of information necessary to support the operation and monitoring of these processes
- Put procedures in place to manage, monitor, measure and analyse these processes
- Implemented action necessary to achieve planned results and continual improvement
- Ensured any process where outsourced, are identified and controlled. Controls of such outsourced processes are identified within the QSHE management system.

## **4.2 Documentation**

The management system documentation includes: -

- Documented instructions, process and records required by ISO 9001:2008 including a Integrated Management System Manual, Integrated Management System policy statement and QSHE objectives
- Process Maps indicating the core processes required to operate & manage the contract
- Documents required by the organisation to ensure the effective planning, operation and control of its process in the form of measures, reports and tests to assess the acceptability and verification at various stages of the proc which may arise from: -
- QSHE contractual requirements from the customer or other interested parties

## **4.3 QSHE Manual**

A QSHE manual has been established which includes the scope of the Management system, the sequence and interaction of the process.

Management has defined the documentation needed to support the needs of the organisation and the QSHE management system. The defined documentation provides for implementation, maintenance and improvement of the system and includes: -

- Policy and objectives
- Documentation for control of process
- Process Maps where required for defined tasks
- Standard formats for collection and reporting of data
- QSHE records

The primary purpose of QSHE documentation is to express the IMS policy and to describe the management system. This documentation serves as a basis for the implementation, effective operation and maintenance of the system.

The QSHE manual is under the control of the Company Business Process Manager.

## **4.4 Control of Documents**

Documentation control has been defined and implemented to ensure that correct documents are used. All obsolete documents are promptly removed from all points of issue, therefore prevented from unintended use. Documents to be retained, and records of quality performance, are controlled, maintained and protected.

Controls are imposed to ensure that the latest copies of all documentation relevant to the accomplishment of works are available at the time and place of work to ensure effective functioning of the organisations QSHE management system. QSHE records are  
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analysed to provide inputs for corrective and preventive action, improvements to process control and the QSHE management system.

The company Intranet system “Iris” provides access to an extensive library of company, technical, statutory and legislative information. Iris is maintained by Company Business Process Manager. The main functions of this facility are: -

- To maintain and update business process and technical information held by the company.
- To facilitate the access to sources of technical information that is necessary in order to carry out the functions of the business.
- To maintain links and access to sources of technical and legislative information in order to update records and where necessary, to obtain documents not normally held.

#### 4.5 Control of Quality Records

Records required for the management system are controlled and maintained to demonstrate conformance to the requirements and effective operation of the management system.

Records shall remain legible, readily identifiable and retrievable. A documented procedure has been established to define the controls needed for identification, storage, protection, retrieval, retention time and disposal of records. Documentation records may be in any form or type of medium suitable for the needs of the contract.

The company manages these processes in accordance with the requirements of the following standards - also see section 20

#### 5.0 MANAGEMENT OF RISK

PAS99	ISO 9001	OHSAS 18001	ISO 14001
Clause 4.3.1	Clause 5.2, 7.2.1, 7.2.2	Clause 4.3.1	Clause 4.3.1

#### 5.1 General

Interserve Support Services have introduced a formal risk assessment procedure for all of our principal activities specific to each of our areas of work ongoing hazard identification, risk assessment and risk control. Supervision, in conjunction with the Site Manager will be responsible for undertaking risk assessments for all work activities, and ensure that all hazards associated with each work activity are identified, the associated risks assessed and measures for eliminating or minimising and monitoring the risk are developed, documented and implemented. Guidance and support will be given by the Business Unit / Contract QSHE Advisor as required.

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Information from risk assessments is relayed to the operatives directly concerned by the supervision controlling that work. All personnel engaged on the activity MUST sign and date the relevant risk assessment(s), to confirm their understanding and acknowledgement of the hazards & controls.

Due consideration will be given to client-controlled activities in the Risk Assessment section of the IMS and Interserve Support Services will ensure compliance with any relevant legislation & other requirements and advise the client of same.

Best practice will be encouraged best practice and improved environmental performance in these areas.

- Activities of all personnel having access to the workplace (including subcontractors and visitors);
- Routine and non-routine, i.e. periodic or emergency activities;
- Activities, products or services that can be controlled or influenced, i.e. purchasing;
- The environmental concerns of interested parties;
- Existing and changing legislation and regulations;
- All information on occupational health safety hazards and environmental aspects and impacts assessments is kept up to date and regularly reviewed;
- High risk occupational health, safety, hazards, and significant environmental aspects are taken into account in establishing, implementing, and maintaining the QSHE Management System.

The contract and QSHE representative will ensure that the corporate environmental aspects and impacts cover the main activities of the directly controlled activities of Interserve Support Services at contract level, reflecting any additional local aspects & impacts in the register in the event of any DIRECTLY CONTROLLED Interserve Support Services activities that are not covered.

## **5.2 Permit to Work**

Where applicable, Interserve Support Services will operate a PTW scheme in relation to the provision of its services and will ensure that it contractors, sub-contractors and suppliers provide detailed Safe Systems of Work (SSoW) for all work activities to be undertaken to enable the transfer of information relative to known site specific hazards and risks.

Interserve Support Services PTW will include as a minimum procedures for:

- Working in Confined Space
- Low voltage electrical work
- High voltage electrical work
- Hot working
- Activities that are Subject to high risk

### 5.3 *Safe Systems of Work.*

Safe Systems of Work will be produced and followed in the following disciplines:

HV and LV Electrics, Boilers and Pressure Systems, Confined Spaces, Water Management, Working at Height, LEV's will be administered and overseen by the Authorised Engineer or Persons identified.

Guidance on the establishment of safe systems of work is given in the QSHE management systems and procedures, & site QSHE Management Systems..

Where applicable, contractors will follow the same Safe Systems of Work for high-risk operations as laid down above for directly employed staff.

All Risk Assessments will be readily available and reviewed periodically.

### 5.4 *Control of Substances Hazardous to Health.*

The selection and control of materials that may be hazardous will be vetted by COSHH trained personnel. For such substances a full COSHH assessment, based on supplier's data sheets, will be completed via Sevron.

For each location, a COSHH register of substances will be maintained within the Integrated Management System File.

Where appropriate full and sufficient Personal Protective Equipment and facilities such as eye baths will be issued and maintained.

Evidence of training of any personnel who are required to work with such substances will be available in the Project Quality, Safety, Health and Environmental Working File.

## 6. FIRST AID, ACCIDENT & DISEASE

PAS99	ISO 9001	OHSAS 18001	ISO 14001
Clause 4.6.2	Clause 8.5.1	Clause 4.5.2	Clause 4.5.3

### 6.1 *Accidents and Incidents*

All accidents / incidents MUST be reported using the accident reporting process map ISS-03-PM-04 Accident Reporting immediately.

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An Accident / Incidents Report Form must be completed for all, first aid, medical treatment, restricted work and lost-time accidents. A copy of this Accident / Incidents Report shall be distributed in accordance with ISS-03-PM-04 Accident Reporting. Depending on the severity of the accident / incident a detailed investigation will be undertaken and this will include senior representatives from the company.

The responsibility for the reporting and subsequent investigation of all accidents, near misses and dangerous occurrences lies with the site manager.

In addition to their own duties under the Reporting of Injuries, Diseases, Dangerous Occurrences Regulations, sub-contractors shall submit a copy of the F2508 Report in respect of any injury reportable under these regulations to Interserve.

Corrective actions shall be initiated to eliminate the cause of non-conformance. Review of corrective actions will be performed to ensure these actions are effective. Corrective actions are issued, recorded, and verified in accordance with documented procedures. Investigations resulting in required changes to documented procedures are processed in accordance with the document control system and procedures are to be rewritten.

## 6.2 First Aid Kits

First aid kits will be installed at convenient locations in the work site. Kits will also be available in all Interserve vehicles.

A worker who holds a Senior First Aid Certificate (or equivalent) will be designated as the work site First Aid Officer when appropriate. The First Aid Officer will:

- carry out any first aid treatments that are required and
- record details of all first aid treatments.

## 7. AUDIT, INSPECTIONS & SURVEYS

PAS99	ISO 9001	OHSAS 18001	ISO 14001
Clause 4.5.1,4.5.3	Clause 8.1, 8.2.2	Clause 4.5.1,4.5.4	Clause 4.5.1,4.5.5

### 7.1 General

Interserve Support Services has established procedures for monitoring and measuring the QSHE performance on a regular basis.

The recording of such data and the ensuing results will be used to facilitate subsequent corrective and preventive action analysis. Management is responsible for identifying, investigating, and documenting the cause of repetitive non conformance and identifying the corrective actions required to prevent recurrences. Problems are evaluated for potential impact on processes, quality, safety, the environment, performance, reliability, and customer satisfaction. Causes of non-conformance shall be investigated and corrective actions shall be implemented to prevent recurrence of the non-conformance.

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## **7.2 Site inspection**

Site inspection schedules will be developed to identify hazards associated with Services performed under the Contract.

Audits are to be conducted by Interserve Support Services managers, supervisors, and QSHE representatives on site. Audit schedules will be regularly reviewed to encompass all changes.

Inspection of services will include services performed by subcontractors and will verify they are complying with ISS policies and procedures as well as their own. Records of the inspections are to be kept in accordance with Interserve Support Services Audit procedure.

## **7.3 Housekeeping**

Operatives will have a duty to ensure the work areas they intend to work in are kept to an acceptable standard. To assist them in reporting potential hazards/risks they can utilise hazard spotter forms and incident/near miss report forms.

Interserve Support Services Managers, supervisors, safety representatives and operatives will be encouraged to take part in task observation and behavioural audits. Supervisors and QSHE Advisor will also address housekeeping issues during audits/inspections.

## **7.4 Plant Operators**

Plant operators will carry out a start-up check before using the plant or truck each day and record the check as appropriate on identified Records. Unsafe plant will not be operated.

## **7.4 Electrical Testing**

All electrical equipment operated by Interserve Support Services personnel is electrically tested. A list of all electrical equipment and current test certificates will be held on site. All personnel are required to declare personal electrical equipment in order to ensure compliance with the test regime.

## **7.5 Management System & Audits**

The site will manage QSHE in-line with the company QSHE Management System. A Site Working File will be established on site, which will ensure compliance with company procedures the file shall be indexed and contain records for the 12 mandatory sections as a minimum:

All activities that are operational specific to site such as Working At Height, LOLER, Asbestos etc should have records to demonstrate compliance and should be located under Section 13 of the working file.

A compliance audit would be carried out and an audit schedule developed for further audit requirements for the year (as a minimum) by the Business Unit QSHE Advisor. The

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comprehensive audit is based on procedures and behavioural aspects of site working. Upon completion of the comprehensive audit a QSHE Improvement Plan will be completed and forwarded to all relevant persons the remedial actions required, the timescales and persons responsible for their completion.

### **7.6 Senior off-site management**

Senior off-site management will visit site on a regular basis to conduct a recorded inspection.

### **7.7 Behavioural Safety**

Interserve Support Services operates a Behavioural Safety Procedure that is aimed to encourage safe working on all sites called *Changing Attitudes Towards Safety (CATS)*. CATS reports will be undertaken by site Management and Supervision visiting Interserve personnel. They will observe Safe AND Unsafe acts to try and identify the root causes of accidents in the workplace and encourage best practice. The information from the reports will be inputted onto the company database so that trends can be identified and areas of weakness examined and rectified.

### **7.8 Hazard Spotters**

Interserve Support Services operates a Hazard Spotter, whereby operatives are encouraged to identify any potential hazards or to give their constructive observations to the management team. This is achieved by the operative reporting the incident to his site supervisor.

### **7.9 Vehicles and Workplace Transport**

All vehicles operated by Interserve Support Services will be inspected by the nominated drivers on a daily basis for any defects. The Vehicle Daily Inspection form will be completed and submitted to the Site Manager.

Additional to this a matrix identifying the inspection / maintenance and MOT criteria of each vehicle on site will be maintained.

Interserve shall identify all areas under their control where vehicles are in use and will conduct suitable and sufficient Risk Assessments of those areas.

### **7.10 Compliance with the Equality Act 2010**

Interserve Support Services will undertake initial audits and, thereafter, will continually monitor the sites to ensure that the facilities are compliant with the provisions of The Equality Act 2010. Any non compliances will be reported back to the Client fully detailing actions required to facilitate compliance.

## 8. HEALTH HAZARD CONTROLS

PAS99	ISO 9001	OHSAS 18001	ISO 14001
Clause 4.2, 4.4.2	Clause 5.5.2, 6.1, 6.2.1, 6.2.2, 6.3	Clause 4.4.1, 4.4.2	Clause 4.4.1, 4.4.2

### 8.1 Occupational Health.

ISS will establish and maintain a safe and healthy working environment which will facilitate optimal physical and mental health in relation to work by adapting work activities to the capabilities of workers in the light of their state of physical and mental health.

Line Managers are responsible for the Identification and assessment of the risks from health hazards in the workplace

This involves surveillance of the factors in the working environment and working practices which may affect workers' health. It also requires a systematic approach to the analysis of occupational "accidents", and occupational diseases.

- Advising on planning and organisation of work and working practices, including the design of work-places, and on the evaluation, choice and maintenance of equipment and on substances used at work. In so doing, the adaptation of work to the worker is promoted.
- Contributing to occupational rehabilitation Providing advice, information, training and education, on occupational health, safety and hygiene and on ergonomics and protective equipment.
- Surveillance of workers' health in relation to work.

Line management and the Corporate QSHE Department will liaise with the Occupational Health team in both the observation and identification of Occupational Health matters and preventative / corrective measures implemented therewith.

### 8.2 Personal Protective Equipment (PPE)

Interserve Support Services and its sub-contractors will supply to their employees free of charge Personal Protective Equipment (PPE) in accordance with the Personal Protective Equipment Regulations and site requirements.

Site Management will ensure that all PPE provided will suitable for the tasks being carried out i.e. correct type, suitably fitting, does not interfere with other items of PPE etc, and will ensure that it is being used correctly at all times when required. All PPE issued to employees should be issued and registered on an issue form, which employees must sign to acknowledge receipt.

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In addition examinations / inspections will be carried out by a competent / suitably trained person & the findings recorded at the relevant intervals where appropriate.

### 8.3 DSE.

Line managers are responsible for identifying “Users” of Display Screen Equipment (DSE) and ensuring that DSE assessments are completed when staff commence of their employment, after every 2 years of their employment and when there are substantial changes to the user’s circumstance.

All staff using DSE will be provided with adequate information and training on health and safety aspects relating to the use of their equipment and the measures taken by the company to ensure the equipment can be used safely.

A record of the DSE assessment should be retained.

### 8.4 Welfare Facilities.

Person or persons will be assigned specific responsibilities for the regular cleaning of all Welfare Facilities as often as is necessary to comply with specified standards. Employees are also expected to maintain these facilities in a clean and tidy condition.

## 9. TRAINING & INDUCTION

PAS99	ISO 9001	OHSAS 18001	ISO 14001
Clause 4.2, 4.4.2	Clause 5, 5.1, 5.5.1, 5.5.2, 6.1, 6.2.1, 6.2.2, 6.3	Clause 4.2, 4.4.1, 4.4.2	Clause 4.2, 4.4.1, 4.4.2

### 9.1 Interserve QSHE induction

The **General Manager** will ensure that all personnel on site engaged on the project (including subcontractor’s personnel working under Interserve QSHE system) have undergone an appropriate induction programme which ensures they are aware of how the QSHE system is to be implemented on the project. The programme will focus on their specific roles and responsibilities,

The minimum standard that should be provided to new employees is QSHE Course Training Package (CTP) 001 Induction and should cover but not be limited to:

- Access to and from the site
- Rules and regulations to be complied with on the site
- Level and utilisation of personal protection
- Permit to Work System
- First Aid facilities / arrangements
- Reporting procedure for near miss / accidents
- Muster points in the event of an emergency alarm
- Key telephone numbers in the event of an emergency

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- Environmental awareness training
- An awareness of the safety, health and environmental policy and statement.
- Outline of the risks involved in their own job and on the site in general and the precautions necessary to prevent accidents.
- Made aware of their responsibilities as an employee to ensure their own safety and the safety of those affected by their activities.
- The issuing of the QSHE handbook and instruction on its use and contents.
- Shown the working area, cautioned on any hazards and all welfare facilities pointed out.
- Made aware of all QSHE rules and regulations, housekeeping, working attire, breaches of discipline, use of company property, time-keeping, absenteeism, reporting illness, smoking, etc.

All employees attending an induction course must sign the ISS-03-FM-23.3 Course Attendance register and sign for receipt of the QSHE handbook.

### **9.2 Managers Competency**

As a minimum all managers and supervisors where identified will be IOSH Managing Safely trained and qualified and will receive additional company Course Training Packages on their roles and responsibilities. The company realises the need to train our personnel to undertake these duties and inform them on the legal and company requirements of carrying out these functions.

### **9.3 Training Matrix**

A site specific training plan / matrix will be devised on each Interserve Support Services contract which will specify the training obtained and required by each individual.

Refresher training will be undertaken at specified intervals and validation questionnaires completed for all training given to ensure that the training has been understood.

### **9.4 Plant Operator(s) Certification**

All plant operators on the project will be by fully certificated operators who have received training to CITB / IPAF or equivalent standards. Sub-contractors will be required to produce copies of certificates in respect of all plant operators on the project. The names of any operator of plant will be entered onto a nominated plant operator register. The Site Manager will be responsible for the maintenance of all records. Plant operators will fully comply with the site traffic management requirements in force on the project.

## **10. COMMUNICATION**

PAS99	ISO 9001	OHSAS 18001	ISO 14001
Clause 4.4.4	Clause 5.5.3, 7.2.3	Clause 4.4.3	Clause 4.4.3

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### **10.1 Internal Communications**

An Intranet system (IRIS) is available to provide company and contract specific information, as well as other information relating to developments within the business.

IRIS provides a common database for all authorised personnel on the performance of the contract & potential improvement opportunities and ensures that all contract data is stored in a central, accessible and secure location.

As well as through IRIS, Interserve communicates changes and improvements to process, legislation etc. by means of: -

Meetings

Notice Boards

Email

The efficiency & adequacy of the method of communication will be regularly reviewed by listening to feedback from the staff & discussion at the management review meeting to ensure that the most appropriate method is used.

Information relating to the management & operation of the contract at a local level, and information relevant to the contract from head office will be communicated at the team briefing meetings

### **10.2 External Communications**

In addition to QSHE communications ISS will establish lines of external communication with both the Client in order to ensure continuity of information flow and allow all parties where required access to information they require to satisfy the demands of the contract,

These lines of communication will consist of but will not be limited to

- Meetings (planned and otherwise)
- Monthly reporting
- Auditing carried out by ISS/Client personnel
- E Mail
- Any other method of communication deemed necessary by either party as the occasion demands

### **10.3 QSHE Notice Board**

A QSHE notice board has been developed and placed in a location where all concerned can obtain information specific to their location.

### **10.4 Consultation / Meetings.**

Provision will be made for Interserve Support Services employees involved in work on site(s) to consult with Interserve Support Services management who will co-ordinate such views to the relevant persons, if considered beneficial to the overall safety of the project.

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### **10.5 QSHE Committee**

The General Manager (or in his/her absence, the nominated deputy) will hold regular scheduled Health and Safety Committee meetings. Committee membership will include representation from management, staff and if required health and safety department.

Committee Members are responsible for disseminating the information from these meetings to their own staff, copies of the minutes of these meetings will be held within all Departmental and Contract Generic Health and Safety Management Files.

These meetings also act as the forum by which IFM discharges its duties under the Health and Safety (Consultation with Employees) Regulations 1996. These meeting can be part of the management meetings held on site.

### **10.6 QSHE signage**

Interserve Support Services will maintain and display of QSHE signage in accordance with current legislation and standards appropriate to each Site in accordance with the contract specification.

### **10.7 Toolbox Talks**

Toolbox talks are undertaken to ensure relevant safety information is relayed to all employees. The talks should be two-way, and the frequency at which the talks are given will be up to the discretion of the location manager. Persons who attend the toolbox talk will be required to sign ISS-03-FM-23.3 Course Attendance register.

Predominately these toolbox talks will be given by the supervision, but we will encourage safety reps, Clients etc and operatives to deliver them from time to time. We will also expect management to attend the toolbox talks and to occasionally deliver them.

### **10.8 QSHE Bulletins / Campaigns**

Pertinent issues that affect ISS employees on a company-wide basis will be communicated to them via Bulletins / Alerts issued by the Corporate QSHE department. Site Management will ensure that these issues are effectively communicated

The QSHE Division will implement regular QSHE Campaigns that are used to raise awareness of issues affecting the company and its employees. Previous campaigns have included topics such as Manual handling, Slips and Trips, etc. The campaigns normally take the form of posters, Tool Box Talks and sometimes involve the showing of videos and the undertaking of specific audits to improve the safety performance in relation to the particular campaign.

## **11. EMERGENCY PROCEDURES.**

<b>PAS99</b>	<b>ISO 9001</b>	<b>OHSAS 18001</b>	<b>ISO 14001</b>
Clause 4.3.3	Clause 8.3	Clause 4.4.7	Clause 4.4.7

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### ***11.1 Management of fire precautions and emergency procedures***

Interserve Support Services will provide the following specific services in relation to fire precautions and emergency procedures.

- will ensure, in accordance with The Regulatory Reform (Fire Safety) Order and Health and Safety (Safety Signs and Signals) Regulations, notices, information and instructions are continually monitored and reviewed for suitability;
- will co-operate with local enforcing authorities, and Client Representatives as appropriate in undertaking fire risk assessments. Results of fire risk assessments will be communicated by Interserve Support Services to the appropriate personnel.
- will file on site all Health and Safety reports, Certificates, risk assessments and other appropriate documents.
- will be responsible for communicating changes to emergency procedures to the Client Representative.
- emergency numbers will be displayed by Interserve Support Services where appropriate at each Site. Emergency drills will be carried out periodically by Interserve Support Services in conjunction with the Client Representative.
- the Client will appoint and Interserve Support Services will train appropriate numbers of emergency personnel for each Site. Together with the Client Representative, these staff will review, report on and record emergency procedures as part of a continuous improvement process

### ***11.2 Evacuation facilities for the disabled***

Interserve Support Services will maintain all evacuation facilities and equipment necessary for maintaining the health and safety of all disabled staff and those with restricted mobility for their safe and unrestricted egress from each Site in the event of an emergency.

### ***11.3 Fire equipment***

Interserve Support Services will ensure that all fixed fire equipment and systems are inspected and tested in accordance with The Regulatory Reform (Fire Safety) Order and the appropriate British Standards and are fully operational at all times

### ***11.4 Fire risk assessments***

Interserve Support Services will co-operate with the Client in its endeavors to obtain, maintain and update Fire Risk Assessments for all Sites covered by The Regulatory Reform (Fire Safety) Order. At the Contract, Interserve Support Services will be responsible for conducting the fire Risk Assessment for areas under their control and for ensuring a copy of the fire Risk Assessment is available at each Site at all times.

### **11.5 Emergency procedures**

Interserve Support Services will ensure that all emergency instructions, information, notices and signage are maintained and updated in accordance with the fire certificate and relevant Statutory Requirements.

### **11.6 Emergency drills**

Interserve Support Services will ensure that emergency drills are organised, coordinated, conducted and managed in accordance with the fire risk assessments, Statutory Requirements and local procedures. Interserve Support Services will ensure that drills are arranged, carried out and recorded in consultation with the Clients Representatives a minimum of four times annually.

### **11.7 General awareness and training**

Interserve Support Services will ensure that all staff are aware of the emergency procedures relating to the relevant Site and kept advised of all relevant changes. All site nominated emergency staff are given training appropriate to their duty and are familiar with the use of fire fighting equipment and appliances.

### **11.8 Fire and evacuation notices**

Interserve Support Services will monitor the sites to ensure that fire and evacuation notices are up to date and appropriate to the Site. Any non compliances will be reported back to the Client fully detailing actions required to facilitate compliance.

### **11.9 Lift Alarm Monitoring and Emergency Procedures**

Interserve Support Services are to ensure where required:

- Lift controls are compliant with The Regulatory Reform (Fire Safety) Order so that the controls can be operated by the fire brigade and that fire personnel can take immediate control of the lift for safety and fire fighting purposes.
- Inspection of all lifts to ensure that emergency communication devices are operable and that they are linked to an emergency response point.
- When and where Interserve Support Services has a responsibility to have staff present on site, they will provide suitably trained personnel who can respond to any incidents of people trapped in a lift
- At sites and times or where the Service Provider does not have a manned presence, the emergency communication is to be managed so that assistance can be obtained from the local Fire Brigade. In such circumstances Interserve Support Services will dispatch a suitable trained operative.

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- Records and incident reporting systems to be maintained to indicate that regular inspections, have taken place, with any remedial action logged. Emergency call-out procedures will be implemented to ensure a continual and regular service. The emergency call out procedure will be displayed on site.

## 12. ENVIRONMENTAL PROCEDURES

PAS99	ISO 9001	OHSAS 18001	ISO 14001
Clause 4.4.1	Clause 7.1	Clause 4.4.6	Clause 4.4.6

### 12.1 General

Interserve Support Services and its sub-contractors have a moral and legal obligation to limit the environmental impact of their operation at all times. Interserve Support Services will:

- Reduce the significance of the negative impacts of its activities upon regional, national and global environmental issues such as CO2 production, use of water, consumption of finite resources, production of waste etc.
- Eliminate/minimise the risk of environmental incidents with negative impacts at site level e.g. pollution/contamination of land, water, air etc.

This will be achieved by:

- The setting of Targets and Objectives that will seek to manage / reduce the significant aspects of ISS activities which. Site Management will set local Targets and Objectives to achieve these aims.
- Assessment of site activities that will minimise the risk of environmental incidents with negative impacts at site level.

### 12.2 Sustainable Development

ISS will continually improve its Sustainable Development performance and enhance the discharge of our corporate social responsibilities by the implementation of its corporate sustainability framework “Interserve RENEWABLES”. This will ensure a sustainable business adding benefit to the client and the contract.

## 13. MONTHLY STATISTICS

PAS99	ISO 9001	OHSAS 18001	ISO 14001
Clause 4.5.1	Clause 8.1	Clause 4.5.1	Clause 4.5.1

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### 13.1 General

Site QSHE statistics for Interserve Support Services are collated by the location on a monthly basis. This Information is forwarded to the business unit representative for inclusion in overall QSHE statistics. Targets may be set against these statistics to encourage a continual improvement in our safety performance.

## 14. CONTRACTORS / SUB-CONTRACTORS

PAS99	ISO 9001	OHSAS 18001	ISO 14001
Clause 4.4.1	Clause 7.1, 7.3, 7.4, 7.5	Clause 4.4.6	Clause 4.4.6

### 14.1 General

All sub-contracted companies required to complete works for ISS will be pre-approved by the Corporate Procurement department and placed upon an approved suppliers list before commencement of those works. They will complete a QSHE Questionnaire which is submitted to the Procurement team prior to the contract being awarded.

Additionally site Management is to ensure that all sub-contractors have supplied the relevant documentation to demonstrate compliance with ISS policy and procedure and legislative requirements before work commences e.g. task risk assessments, method statements, COSHH Assessments, signed Permit To Work sheets etc.

### 14.2 Sub-Contractor QSHE Meetings.

A site kick-off meeting will be held with each sub-contractor prior to them starting work on site for any large projects or CDM Works. The Project Manager will hold this meeting with the contractors / sub-contractor's Project Manager / Supervisor etc. This meeting will be minuted and a list of attendees retained.

The meeting agenda will include but not be limited to the following items: -

- The appointment of the sub contractors QSHE Officer and Safety Representative
- The sub-contractor's QSHE Plan for the project
- Interserve Support Services QSHE requirements
- Any risks associated with the sub-contractor's works
- PPE Requirements
- Operation specific Emergency Procedures
- Housekeeping
- Permit to Work.
- Any other QSHE matters.
- Interface with others
- Welfare & First Aid
- Accident / Near Miss reporting
- COSHH
- Environmental Controls / Temporary Works

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- Site establishment
- QSHE Audits / Monitoring etc.
- Safety Reviews

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## 15.0 PREVENTIVE ACTION & CORRECTIVE ACTION

PAS99	ISO 9001	OHSAS 18001	ISO 14001
Clause 4.5.4	Clause 8.5.2, 8.5.3	Clause 4.5.2	Clause 4.5.3

### 15.1 *General*

Managers will be responsible for reviewing processes, procedures, and work instructions that are relevant to their department's activities to determine whether or not there are any potential problems that could result in nonconforming products and/or services. In addition, they will be responsible for reviewing every instance where a corrective action was required to ascertain potential new problems resulting from the corrective action. Implementation of preventive action must be approved by the QSHE Division.

## 16. KEY INFORMATION ON SERVICE SCOPE.

Please refer to output specifications.

## 17. KPI/SLA INFORMATION

Please refer to payment mechanism.

## 18 CLIENT PROCEDURES / INSPECTION CRITERIA/ EMERGENCY DRILLS OR EVACUATIONS

Emergency and Disaster recovery requirements are held within the site specific plans.

## 19 STRUCTURE CHART

Overarching structure chart held centrally.

## 20 ROLES AND RESPONSIBILITIES

In the table below please insert the member of staff responsible for the areas of control identified in this plan. Example below

QSHE WORKING FILE SECTION	PROCEDURAL REF	OWNER	RECORDS LOCATION
1. Local & Client Info	FM Working file 01	General Manager	Site File
• QSHE Plan			Site File
• Targets & Objectives			Site file/Notice Board
2. Emergency Planning	FM Working file 02		Site File
• Fire Risk Assessment			Site File (PPM)
• Emg Response Plan			Site File
• Emg Contact Details			Site File
• BCP Plan for Contract			
3. Quality Management	FM Working file 03	Helpdesk Administrator	Site File
• Complaints			Helpdesk
• Register of Complaints			Helpdesk
• Records of All non conformances			Helpdesk
4. Environmental Mgmt	FM Working file 04	Site Service Manager	Site File
• Local Aspect/Impact Register			Site File
• Waste Duty of Care Inspection			Site File
• Waste Transfer Notes			Site File
• Env Evaluation Matrix			NA
5. Risk & COSHH	FM Working file 05		Site File
• Hazard Survey		All Staff	Site File
• COSHH Register		SFO	Site File/Sevron
• Premises Risk Assessment		SFO	Site file/Sevron
• Job specific Risk Assessment for Cleaners			Site File/Sevron
• Job specific Risk Assessment for Engineers			Site File (PPM)/Sevron
• Job Specific Assessments for Office Staff			Site file
6. Accident & Incident Reporting	FM Working file 01	Site Service Manager	Site File

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• Accident Report Form			Site File
• Accident Investigation			Home Office Share Point
• QSHE Near Miss form			Site File
• Near Miss & Hazard Spotter Tracker			Site File
• First Aider Register			N/A -Client Provided
• Register First Aid Equip			N/A - Client Provided
• First Aid Risk Assessment			N/A - Client Provided
• Welfare Risk Assessment			N/A - Client Provided
7. Audit & Inspection	FM Working file 01	Site Service Manager	Site File
• CATS Reports			CATS Database
• Audit Reports			Home Office Share Point
• Location Action Plan			Home Office Share Point
• Self Assessment Declaration			Home Office Share Point
• Site Inspection Form			Site File
• Cleaning Cupboard Audit Form			Site File
8. PPE, DSE & RPE	FM Working file 01	Site Service Manager	Site File
• DSE Risk Assessment			Home Office Share Point
• Eye Test Examination	Personnel File	Line Manager	Site File
• PPE Issue & Inspection			Site File
• PPE Survey Analysis			Site File
• RPE Inspection Record			N/A
9. Training & Induction	FM Working file 01	Site Service Manager	Site File
• Staff Induction Records	Personnel File	Line Manager	Site File
• Staff Training Records	Personnel File	Line Manager	Site File/Share Point
• Training Matrix			Home Office Share Point
• Course Attendance			Home Office Share Point
• SAFE Program Induction			Site File
• SAFE Program Training Record Skills			Site File
10. Plant & Equipment	FM Working file 01	Site Service Manager	Site File
• Calibration Register			N/A
• Fire Extinguisher Register			Site File (PPM)
• Plant, Tool & Equipment Inspections			Site File
• Electrical Appliance Register			Site File
• Ladder/Stepladder Inspection Form			N/A
• Visual Electrical Inspection			Site File
11. Communication	FM Working file 01	Site Service Manager	Site File

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• Tool Box Talk Schedule			Site File
• TBT Attendance Records			Site File
• QSHE Bulletins			Site File
• QSHE Alerts			Site File
12. Gov Agency Visit	FM Working file 01	Site Service Manager	Site File

<b>Additional Sections Applicable</b>			
16. Asbestos	FM Working file 01	Site Service Manager	
• Survey Records			Site File
• Training Records	Personnel	Line Manager	Site File/Share Point
• Asbestos Exposure Records			Occupational Health
• Asbestos Mgmt Plan			Site File
• Asbestos Works Management checklist			Site File
18. Permission to Work	FM Working file 01	Site Service Manager	
• General Work Permit			Site File
• Permission to Work Letter			Site File/Share Point
• Approval Form Instr	Personnel	Line Manager	Site File/Share Point
• Approval Form			Site File/Share Point
• Site Emg Procedure			Site File/Share Point
• Site Rules			Site File/Share Point
• Client Info Letter			Site File/Share Point
• Register of Permits			Site File
• Hot Work Permits			Site File
• Electrical Permits			Site File
• Confined Space Permits			Site File
• Pressure Vessels Permits			Site File
19. HAVS	FM Working file 01	Site Service Manager	Site File
• Register of HAVS equip			Site File
• HAVS Health Screening			Site File
• HAVS Weekly Report			Site File
20. Lone Working	FM Working file 01	Site Service Manager	Site File/Sevron
21. Young Persons	FM Working file 01	Site Service Manager	Site File/Sevron
24. Manual Handling	FM Working file 01	Site Service Manager	Site File/Sevron