

Quality management input comprises the standard requirements from ISO 9001:2015 which are strategically deployed by our organization to achieve Client satisfaction through process control.

Environmental input comprises the standard requirements from ISO 14001:2015 which provides our organization with a framework to help protect the environment and respond to changing environmental conditions in balance with socio-economic needs.

EQMS Manual & Policy Document

ISO 9001:2015 & ISO 14001:2015

APPROVAL

The signatures below certify that this EQMS manual has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

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COMPANY PROPRIETARY INFORMATION

The electronic version of this document is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this EQMS manual is uncontrolled, except when provided with a document reference number and revision in the field below:

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1 Introduction

Marbank Construction Ltd has developed and implemented an integrated Environmental and Quality Management System (EQMS), which uses ISO 9001:2015 and ISO 14001:2015 as a framework that allows our organisation to document and improve our quality and environmental practices in order to better satisfy the needs and expectations of our Clients, stakeholders and interested parties.

This document describes our EQMS, delineates authorities, inter relationships and the responsibilities of personnel within the system. The manual also provides references to procedures and activities that comprise our Environmental and Quality Management System (EQMS).

The document is used to familiarise Clients and other external organisations or individuals with the quality and environmental controls that Marbank Construction Ltd has implemented. The controls defined herein demonstrate to all interested parties that our EQMS is focused on implementing processes that deliver Client satisfaction while limiting the environmental impact of our operations.

Our EQMS meets the requirements of ISO 9001:2015 and ISO 14001:2015 and uses the Plan, Do, Check and Act approach to process planning. Our EQMS addresses and supports our strategies for the design development, construction and installation, from our head office: 3 Napier House, 2 Wintersells Road, West Byfleet, Surrey KT14 7LF

The Management of Design and Project Management activities to the Construction Industry

The following table identifies any ISO 9001:2015 requirements, from Section 8.0, that are not applicable to our organisation as well as providing a brief narrative to justify their omission from the scope of our EQMS:

Clause	Justification for Exclusion

2 References

In addition to ISO 9001:2015 and ISO 14001:2015 we may also make reference to other relevant British and/or international standards as well as Client specifications appropriate to our projects and market.

Standard	Title	Description

3 Definitions

This document does not introduce any new definitions but rather relies on the following:

1. Definitions typically used by our Clients, stakeholders, interested parties or marketplace;
2. Terms typically used in standards and regulations as they relate to our processes and projects;
3. Standard business terminology;
4. Terms and vocabulary commonly used in construction industry practices.

4 About Our Organisation

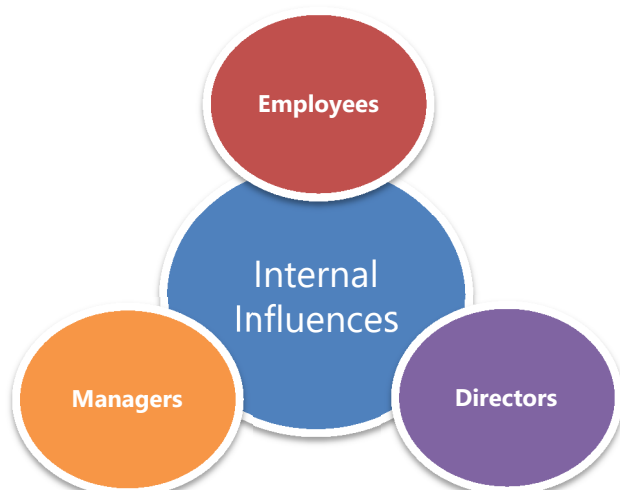
4.1 Organisational Context

Marbank Construction Ltd is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our organisational context.

Figure 1 External Interested Parties



Figure 2 Internal Interested Parties



Marbank Construction Ltd identifies, analyzes, monitors and reviews factors that may affect our ability to satisfy our Clients and stakeholders, as well as; factors that may adversely affect the stability and integrity of our processes and our management system.

To ensure that our organisational context is aligned with our strategy, whilst taking account of relevant, influential, internal and external factors; Marbank Construction Ltd collates and analyzes information pertinent to those influential factors to identify issues that have the potential to be affected by our activities, projects and services. Similarly, we identify internal and external issues that could be capable of affecting our organisation's ability to deliver projects, services or activities.

Marbank Construction Ltd assesses information about our influential factors to ensure that a continual understanding of the relevance of each factor is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our business during management review meetings, the results of which are conveyed via minutes and business planning documents.

The output from this activity is evident as an input to the consideration of risks and opportunities, and the actions that we take to address them. For more information about our risk and opportunity management framework, refer to Section 6.1.

Although we acknowledge that ISO 9001:2015 does not require our organisational context to be maintained as documented information, we maintain and retain; in addition to this document, the following documented information that describes our organisational context:

1. Analysis of business plans, strategies, and statutory and regulatory commitments;
2. Analysis of technology and competitors;
3. Technical reports from experts & consultants;
4. Minutes of meetings (management and design review minutes), process maps and reports, etc.

4.2 Relevant Interested Parties

Marbank Construction Ltd recognises that we have a unique set of interested parties whose needs and expectations change and develop over time, and furthermore; that only a limited set of their respective needs and expectations are applicable to our operations or to our EQMS. Such needs and expectations broadly include those shown in the table below.

Interested Parties	Needs & Expectations
Clients	Price, reliability & value
Stakeholders	Profitability & growth
Employees	Shared values & security
Managers	Information & resources
External resources	Beneficial relationships
Statutory & Regulatory	Compliance & reporting
Local Communities	Good relationship

To ensure that our services continue to meet all relevant requirements, we identify and assess the potential impact of any relevant needs and expectations that may be elicited from interested parties.

Where appropriate, to ensure that our services are aligned to deliver the requirements of our interested parties; we convert relevant needs and expectations into requirements which become inputs to our EQMS and to our project and service designs.

See Interested Parties Spreadsheet for detail.

4.3 Integrated Management System

4.3.1 EQMS Scope

Based on the analysis of the issues and requirements identified in Sections 4.1 and 4.2, Marbank Construction Ltd has established the scope of our EQMS in order to implement our objectives and the policies relevant to our context, compliance obligations, the life cycle perspective of our projects and activities, our authority and ability to exercise control and influence over environmental impacts.

This document describes our integrated environmental and quality management system (EQMS) and delineates authorities, inter-relationships and responsibilities of process owners and personnel that operate within the system. Although we recognize that neither ISO 9001:2015 and ISO 14001:2015 require a management system manual, we have decided to retain and update our EQMS manual as our employees; Clients, suppliers and other stakeholders perceive it to add value to our operations. The scope statement, contained within this manual is available to interested parties via our website.

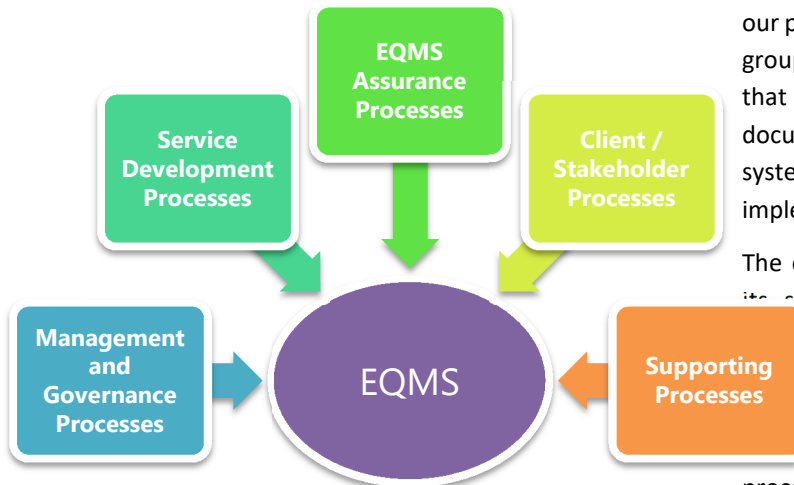
This document also demonstrates the relationship between our management system and the sequence and interaction of our key processes. Conformance to ISO 9001:2015 and ISO 14001:2015 has been verified utilizing a formal assessment and review process by a UKAS Accredited Registrar Alcumus ISOQAR.

4.3.2 EQMS Processes

Marbank Construction Ltd has implemented an integrated management system that exists as part of a larger strategy that has established, documented and implemented our processes, integrated policies and objectives, whilst satisfying the requirements of ISO 9001:2015 of ISO 14001:2015. To achieve this, Marbank Construction Ltd has adopted the process approach advocated by the above management system standards.

Directors have determined the processes required for achieving the intended outputs. By defining five key process-groups and by managing their inputs, activities, controls, outputs and interfaces; our organisation ensures that system effectiveness is established maintained. These process groups are described using tools such as procedures, process maps, activity flow diagrams, matrices, schedules, and charts, etc.

Figure 3 : Five Key EQMS Process Groups



Refer to Appendix A.2 for the sequence of our processes and interaction of the process groups within our EQMS. It is recognized that defining, implementing and documenting our integrated management system is only the first step towards fully implementing its requirements.

The effectiveness of the each process and its subsequent output is measured and monitored through regular internal audits, inspections and data analysis. We use key performance indicators (KPIs) that are aligned to our objectives to monitor our processes, as well as assessments to

determine the risks and opportunities inherent to each process. We also use trends and indicators relating to non-conformities, objectives and corrective action, as well as; monitoring and measuring results, Client satisfaction and process performance data.

4.3.3 Outsourced Processes

Where Marbank Construction Ltd identifies the requirement to outsource any process, or part thereof, which affects conformity with the stated requirements; Marbank Construction Ltd identifies control criteria such as; the competence of personnel, inspection regimes, the provision of project conformity certificates, adherence to specifications and specific job files, etc. Refer to Section 8.4.

The controls identified do not absolve us of the responsibility to conform to client, statutory and regulatory requirements but instead they enhance our capacity to effectively manage our supply chain. The controls adopted are influenced by the potential impact of outsourcing on meeting Client or stakeholder requirements, and the degree to which control of the process is shared. Outsourced processes are controlled via purchasing and contractual agreements. Refer to:

- Section 8.4.
- HS35.0 Subcontractor Review - Initial Assessment
- HS35.5 Subcontractor Review - Periodic Assessment

4.3.4 Documented Information

4.3.4.1 Management System Documents

Marbank Construction Ltd ensures that our EQMS includes the documented information which is required to be maintained and retained by ISO 9001:2015 and ISO 14001:2015, and additionally, any documented information identified by our organisation that demonstrates the effective operation of our EQMS. Refer to the Master Document & Record Index.

Marbank Construction Ltd applies the following criteria to all types of documented information in order to assess whether the information is necessary for demonstrating the effectiveness of our EQMS, and whether it should be

formally controlled. Should any of the criteria apply, Marbank Construction Ltd ensures that this information is retained and/or maintained as a form of 'documented information'

1. Communicates a message internally or externally;
2. Provides evidence of process and project conformity;
3. Provides evidence that planned outputs were achieved;
4. Provides knowledge sharing.

4.3.4.2 Creating, Updating & Issuing

Marbank Construction Ltd ensures that when we create documented information it is appropriately identified and described (e.g. title, date, author, reference number) and is made available on the company Intranet system.

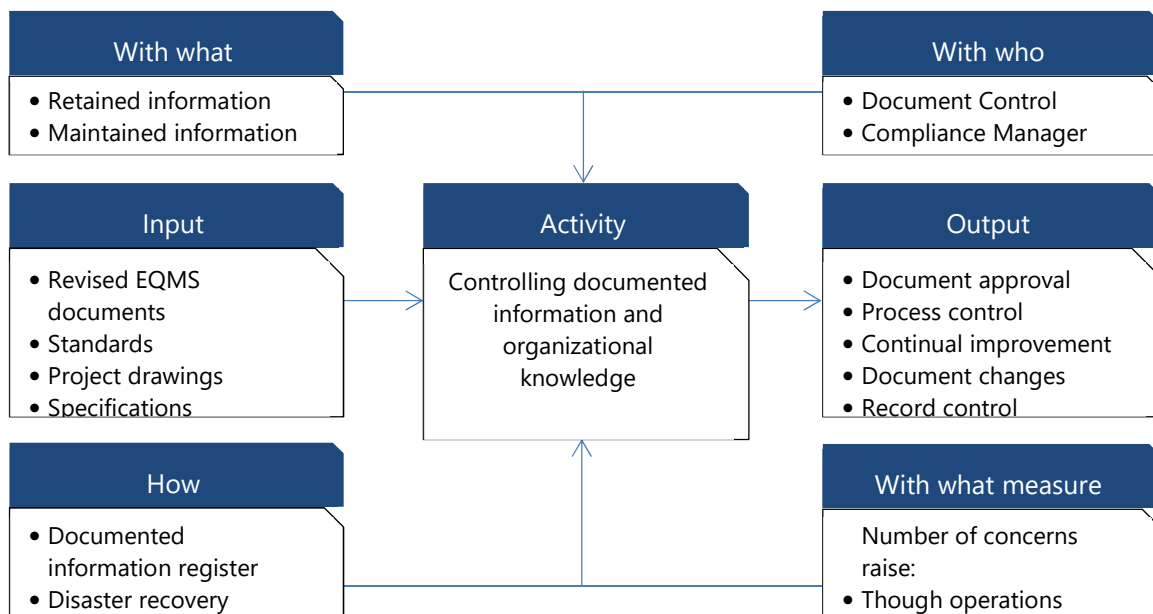
4.3.4.3 Controlling Documented Information

Documented information is retained to provide evidence of conformity to the requirements specified by ISO standards, Client requirements and of the effective operation of our integrated management system. All communicated information is controlled by the company Intranet system with managed access control or by email.

Marbank Construction Ltd uses standard forms and templates that are accessed via the Intranet system which is backed up and updated as required it is also used to retain documented information ensuring only the current versions are available to users. All management system documents are controlled and communicated according to the Control of Documented Information procedure which defines the process for:

1. Approving documents for adequacy prior to issue;
2. Reviewing and revising as necessary and re-approving documents;
3. Ensuring that changes and current revision status of documents are identified;
4. Ensuring that relevant versions of applicable documents are available at points of use;
5. Ensuring that documents remain legible and readily identifiable;
6. Ensuring that documents of external origin are identified and their distribution controlled;
7. Preventing the unintended use of obsolete documents;

Control of Documented Information Process Activity Map



5 Leadership & Governance

5.1 Leadership & Commitment

5.1.1 Quality & Environmental Management

Marbank Construction Ltd leadership is responsible for implementing our EQMS, including the development and deployment of our quality and environmental policies, subsequent objectives and targets, and project or project-specific plans which are client and environmentally focused. The Directors provide accountability and governance to all activities related to the lifecycle processes including defining the strategic direction, responsibility, authority, and communication to assure the safe and effective performance.

The Directors have delegated the responsibility and authority for managing our environmental processes to the Compliance Manager. All quality related processes used to deliver Client satisfaction are also implemented and maintained by the Compliance Manager.

Marbanks governance structure provides necessary support for creating and establishing processes that are important for achieving our quality and environmental objectives, targets and policies by using the PDCA approach.

Governance activities include the systematic verification of EQMS effectiveness by undertaking internal audits and analysing performance data, reviewing trends and KPIs. Regular reviews and reporting ensure that our EQMS is effective and has the ability to react emerging issues.

The Directors are committed to implementing and developing the EQMS and this commitment is defined by our corporate policies and objectives.

Marbank Construction Ltd ensures that our policies are understood, implemented and maintained throughout at all levels of the organisation through our Intranet system of our policy statements and through periodic management review of the policy statements and corporate level improvement objectives. Marbank Construction Ltd communicates our mission, vision, strategy, policies and processes to all employees in order to:

1. Create and sustain shared values of fairness and ethical behavior;
2. Establish a culture of trust and integrity;
3. Encourage commitment to quality;
4. Provide people with the required resources, training and authority to act with accountability;
5. Inspire, encourage and recognize people's contribution.

In addition, our policies, objectives and targets are communicated and deployed throughout the business via individual, team and department performance objectives which are established and discussed during employee performance reviews.

Figure 4: Leadership PDCA Cycle



Refer to:

- Appendix A.3 Organisation Chart

5.1.2 Client Focus

Marbank Construction Ltd strives to identify current and future Client needs, to meet their requirements and to exceed their expectations. The Directors ensure that the focus on improving Client satisfaction is maintained by setting objectives related to Client satisfaction at management review meetings.

The Directors also ensure that Client requirements are understood and met. Client requirements are understood, converted into internal requirements and communicated to appropriate personnel within the organisation. Client complaints and other Client feedback are continually monitored and measured to identify opportunities for improvement. We continually look for ways to interact directly with our Clients to ensure that we focus on their unique needs and expectations.

5.1.3 Quality & Environmental Policies

5.1.3.1 Establishing & Communicating

Marbank Construction Ltd quality and environmental policies act as a compass by providing the direction and framework for establishing key corporate level performance measures, as well as related objectives and targets. The Directors ensure that our corporate policies are established and documented, and that the policies are available to all interested parties via our website.

The Directors have overall responsibility for defining, documenting, implementing and reviewing our quality and environmental policies in consultation with the management teams and other personnel, or their representatives. The policies are reviewed at least annually, as part of the management review programme or at a frequency determined by:

1. The changing needs and expectations of relevant interested parties, Section 4.2.
2. The risks and opportunities that are presented through the risk management process, Section 6.1.1.
3. The impacts which are presented through the environmental aspect process, Section 6.1.2.
4. Any mandatory and voluntary compliance obligations identified in Section 6.1.3.

Our policies are communicated to all employees at all levels throughout our organisation via the Intranet, training and internal communications. Employee understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate.

5.1.3.2 Policy Statement

Marbank Construction Ltd is committed to an operating philosophy based on openness in communication, integrity in serving our Clients, fairness and concern for our employees and responsibility to the communities within which we operate.

Our vision is to exceed Client expectations for quality, safety, sustainability, cost, delivery and value. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

OUR PEOPLE

Marbank Construction Ltd is committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. Marbank Construction Ltd is committed to:

1. Creating and nurturing an environment of success based on honesty and integrity;
2. Equitable sharing in the success of the company;
3. Empowerment through training and communication;
4. Individual growth and equal opportunity;
5. Designing and providing a safe and secure work environment.

OUR CLIENTS

Client needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define Client needs while addressing all requests expeditiously without creating false expectations.

OUR ENVIRONMENT

Marbank Construction Ltd is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behavior in our employees and suppliers.

We support the conservation of the physical environment and the prevention of pollution at our facilities and as such, our environmental commitments include:

1. Protection of the environment;
2. Conformity to compliance obligations;
3. Continual improvement;
4. Prevention of pollution and sustainable use of resources;
5. Climate change mitigation and adaptation;
6. Protection of biodiversity and ecosystems;
7. Other specific commitment(s) relevant to our context.

We proactively comply with all applicable safety, environmental, legal and regulatory requirements to which we subscribe.

OUR QUALITY

Marbank Construction Ltd is committed to achieving competitive excellence and providing our Clients with projects and services designed, produced and maintained to meet or exceed their expectations by:

1. Complying with all Client, statutory and regulatory requirements;
2. Enabling employees to achieve business and professional goals;
3. Continually improving our processes via our EQMS;
4. Extending our EQMS practices throughout our Supply Chain.

Beginning with a clear definition of Clients' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and Client specific requirements and endeavor to provide processes that ensure we achieve this in order to build a robust and world class business.

5.2 Role, Responsibilities & Authorities

Our organisational structure is defined in Appendix A.3. The organisation chart shows the interrelation of personnel within Marbank Construction Ltd, whilst job descriptions define the responsibilities and authorities of each role. Job descriptions and the organisational structure are reviewed and approved by The Directors for adequacy as determined by the changing needs and expectations of the interested parties identified in Section 4.2, and any risk and opportunities presented through the risk management process, Section 6.1.

The Directors are ultimately responsible for the quality of Marbank Construction Ltd services since they control the resources, systems and processes by which conforming work is accomplished. The Directors are responsible for business planning, development and the communication of our policies, integrated management system planning, the establishment and deployment of objectives, the provision of resources needed to implement and improve the integrated management system and for undertaking management reviews.

The Compliance Manager is responsible for ensuring that any identified risks to quality or the environment are eliminated or reduced at source to As Low As Reasonably Practicable (ALARP) and that our organisation's strategic development does not compromise the intended outcomes of our EQMS by;

1. Reporting on the operation of the EQMS and identifying any opportunities;
2. Ensuring that improvement is taking place;

3. Ensuring that Client focus is promoted throughout the organisation;
4. Ensuring that whenever changes to the EQMS are planned and implemented;
5. Ensuring the integrity of the system is maintained during changes;
6. Ensuring that responsibilities and authorities within the EQMS are communicated and delegated.

All department managers demonstrate their commitment to the development and improvement of the EQMS through the provision of necessary resources, through their involvement in the internal audit process and through their proactive involvement in continual improvement activities. Emphasis is placed on improving both the effectiveness and efficiency of key system processes.

All department managers are responsible for execution of the business plan and the implementation of the policies, processes and systems described in this EQMS manual. All managers are responsible for planning and controlling the management system processes within their area of responsibility, including the establishment and deployment of operational level objectives and the provision of resources needed to implement and improve these processes.

All employees are responsible for the quality of their work and implementation of the policies and procedures applicable to processes they perform. Personnel responsible for project quality have the authority to stop projection to correct quality problems. Employees are motivated and empowered to identify and report any known or potential problems and to recommend solutions to aid the risk management and corrective and action activities.

5.3 Communication

5.3.1 Internal Communication

Marbank Construction Ltd communicates information internally regarding our EQMS and its effectiveness, through documented training, internal audit reports and continual improvement processes. All managers and supervisors are responsible for establishing regular formal and informal communications as needed to convey to their employees the relevance and importance of their activities; typically this information is conveyed through team meetings and cross-functional improvement projects.

Communications regarding how employees contribute to the achievement of objectives are also conveyed and reinforced during employee briefings and performance reviews. Issues pertaining to our EQMS that may be communicated internally include:

1. Day-to-day operations and general awareness;
2. Quality and environmental policies;
3. Information on achieving objectives and targets;
4. Risk and opportunities.

The Management Team are responsible for communicating the corporate policies as well as the importance of meeting Client, statutory and regulatory requirements to employees within their respective departments. They ensure that our policies are understood and applied to the daily work of the organisation through the establishment of measureable goals and objectives. Internal communication occurs on an on-going basis and is achieved through various mechanisms as appropriate:

1. Regular meetings and briefings;
2. Training sessions and training material;
3. Display boards, memorandums, letters;
4. Website, intranet, internal e-mails;
5. Project and process performance data analysis and audit results;
6. Targets, objectives, scorecards, KPIs, management system manual and procedures;
7. Corrective action and non-conformance reports;
8. Minutes of ad-hoc and scheduled meetings.

5.3.2 External Communication

Marbank Construction Ltd determines the need to communicate information externally to our interested parties, as defined in Section 4.2, regarding the effectiveness of our EQMS. In most instances, external interested parties (such as Clients, stakeholders, neighboring communities, etc.) are the main driving force behind our organisation's desire to implement the EQMS. The various criteria and means of external communication may include as appropriate:

Interested Parties	Needs & Expectations	Possible modes of Communication
Clients	Price, reliability & value	Web pages, meetings, trade publicity
Contractors	Continuity, fair payment terms	Intranet, meetings
Suppliers	Beneficial relationships	Publications on our website, meetings, questionnaires
Regulatory & statutory	Compliance & reporting	Regulatory compliance submissions
Public	Environmental responsibility	EQMS visibility via company website

Marbank Construction Ltd ensures that all external communications are authorized prior to release. Where required, advice appropriate to the context of the communication may be sought concerning the content and dissemination of certain external communications. Responses to external communications are recorded if they are transmitted by email or letter. In each case the response is retained and controlled in accordance with the requirements for documented information.

6 EQMS Planning

6.1 General

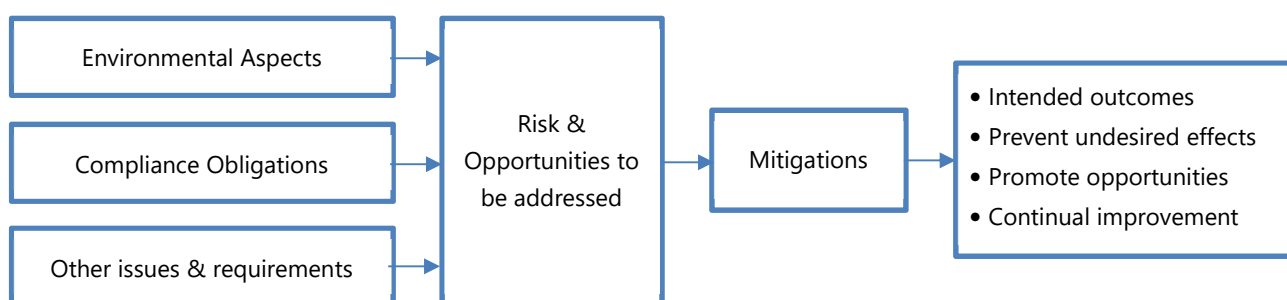
In order for our organisation to have a successful EQMS, we consider and manage the risks and opportunities relating to our stakeholders, our external and internal context and from our quality and environmental aspects. The Directors consider the risks and opportunities that we manage to ensure that our EQMS meets its intended outcomes, manages external environmental conditions and achieves continual improvement.

Once the significant or material risks and opportunities are identified our organisation plans actions to mitigate perceived risk, or take advantage of opportunities. Action is taken in a variety of ways using our EQMS system processes via setting objectives, targets policies, operational control or emergency preparedness, supplier evaluation or other business processes.

6.1.1 Risks & Opportunities

The aim of risk and opportunity management within Marbank Construction Ltd is to ensure that organisational capabilities and resources are employed in an efficient and effective manner to take advantage of opportunities and to mitigate risks.

Figure 5 Sources of Risk & Opportunity



The Directors are responsible for incorporating risk based thinking in to our organisation's culture. This includes the establishment of risk management policies and targets to ensure effective implementation of risk and opportunity management principles throughout the lifecycle of our projects, activities or services by:

1. Providing sufficient resources to carry out risk and opportunity management activities;
2. Assigning responsibilities and authorities for risk and opportunity management activities;
3. Reviewing information and results from audits and risk and opportunity management activities.

The scope of Marbank Construction Ltd risk and opportunity management process is communicated by the Control of Risks & Opportunities Procedure which includes a methodology for the assessment of the internal and external issues identified in Section 4.1, and the assessment of the needs and expectations of any interested parties identified in Section 4.2. Risk and opportunity management is undertaken as part of Marbank Construction Ltd day-to-day operations and is captured in the associated spreadsheet.

Marbank Construction Ltd has classified its 'risk appetite' as the amount of risk that we are willing to accept in pursuit of an opportunity or the avoidance of risk where each pertains to the conformity of our projects and processes and which reflect the following considerations:

1. Risk management philosophy per project or process, and tolerance for failures;
2. Capacity to take on, or to mitigate risk;
3. Our objectives, business plans and respective stakeholder demands;
4. Evolving industry and market conditions.

Figure 6: Risk & Opportunities PDCA Cycle



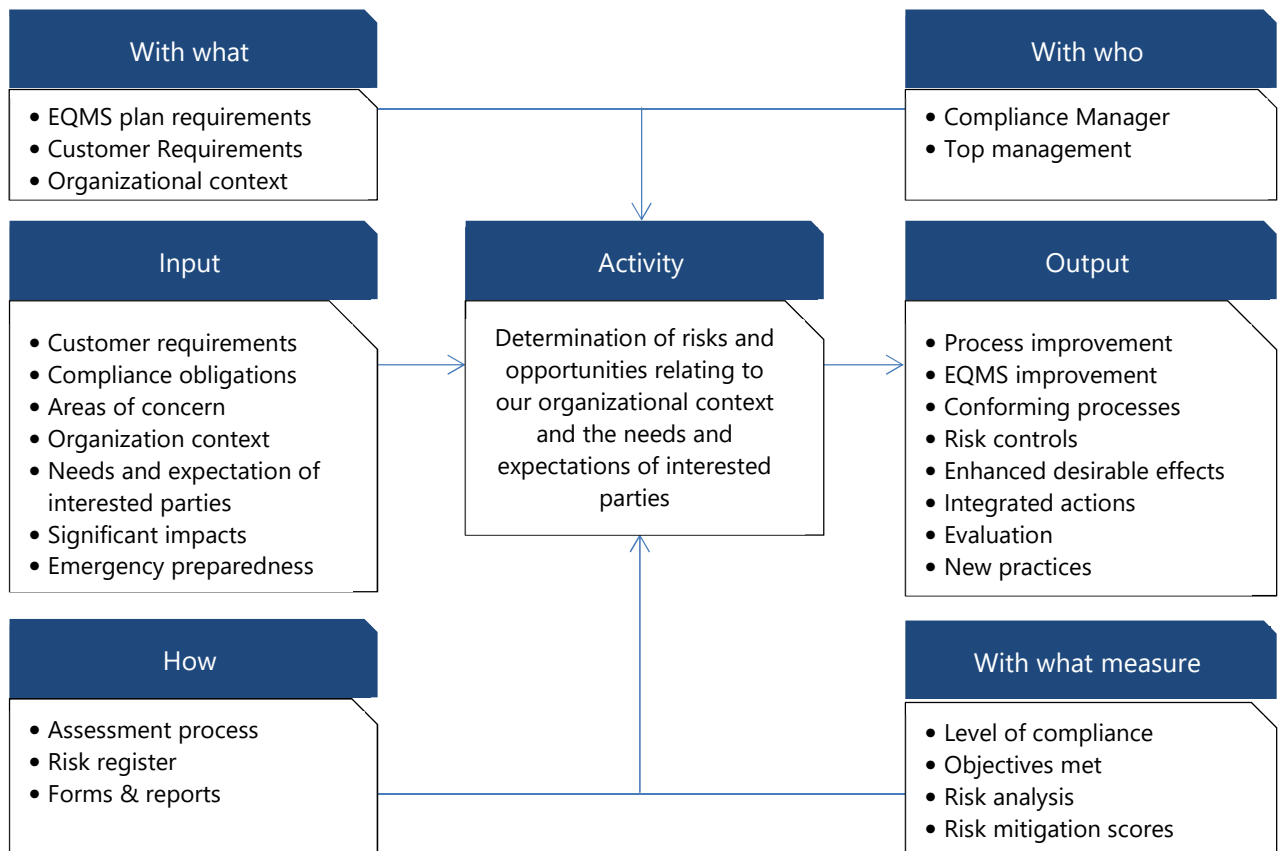
Marbank Construction Ltd uses a *Risks & Opportunities Spreadsheet EQMS04* to help record, assess, respond, review, report, monitor and plan for the risks and opportunities that we perceive to be relevant.

The register allows our organisation to methodically assess each risk and to study each opportunity associated with our organisational context, compliance obligations and the needs and expectations of our interested parties. The register also records the control and treatment of risk or opportunity to preserve this knowledge as documented information.

Refer to:

- Risk & Opportunities Spreadsheet

Control of Risks & Opportunities Process Activity Map



6.1.2 Environmental Aspects

Marbank Construction Ltd identifies relevant environmental aspects and subsequent impacts that pertain to our business operations, obligations and Client requirements and are recorded within the Environmental Aspects & Impacts Register. For each identified aspect, the operating conditions, environmental impacts and perceived significance are summarized without the need to provide an exhaustive list of all activities where there are a number of generic and specialist impacts.

Within the Environmental Aspects & Impacts Register, an assessment of the potential environmental impact of each aspect is recorded, along with related targets and objectives. A scoring system is used to identify the significance of each environmental aspect with regards to relevant current and past activities, projects, services and planned or new developments. The scoring process allows consideration of normal, abnormal and emergency operating conditions where applicable. Risks and opportunities encountered across the life cycle of the environmental aspects are considered when determining the significance of each impact. Within the register, the environmental aspects are sorted into six categories to facilitate their management and mitigation. The categories are:

1. Use of natural resources;
2. Land development and buildings;
3. Pollution prevention;
4. Sustainable procurement;
5. Waste management;
6. Travel and transport.

This process is communicated using the Control of Environmental Aspects & Impacts Procedure. The subsequent output from this process takes account of the severity of pertinent environmental aspects and our organisations ability to influence them, in order to determine key issues and requirements that pose adverse or beneficial effects in a prioritized way to:

1. Assure that the EQMS can achieve its intended outcomes;
2. Prevent or reduce undesired effects;
3. Achieve continual improvement.

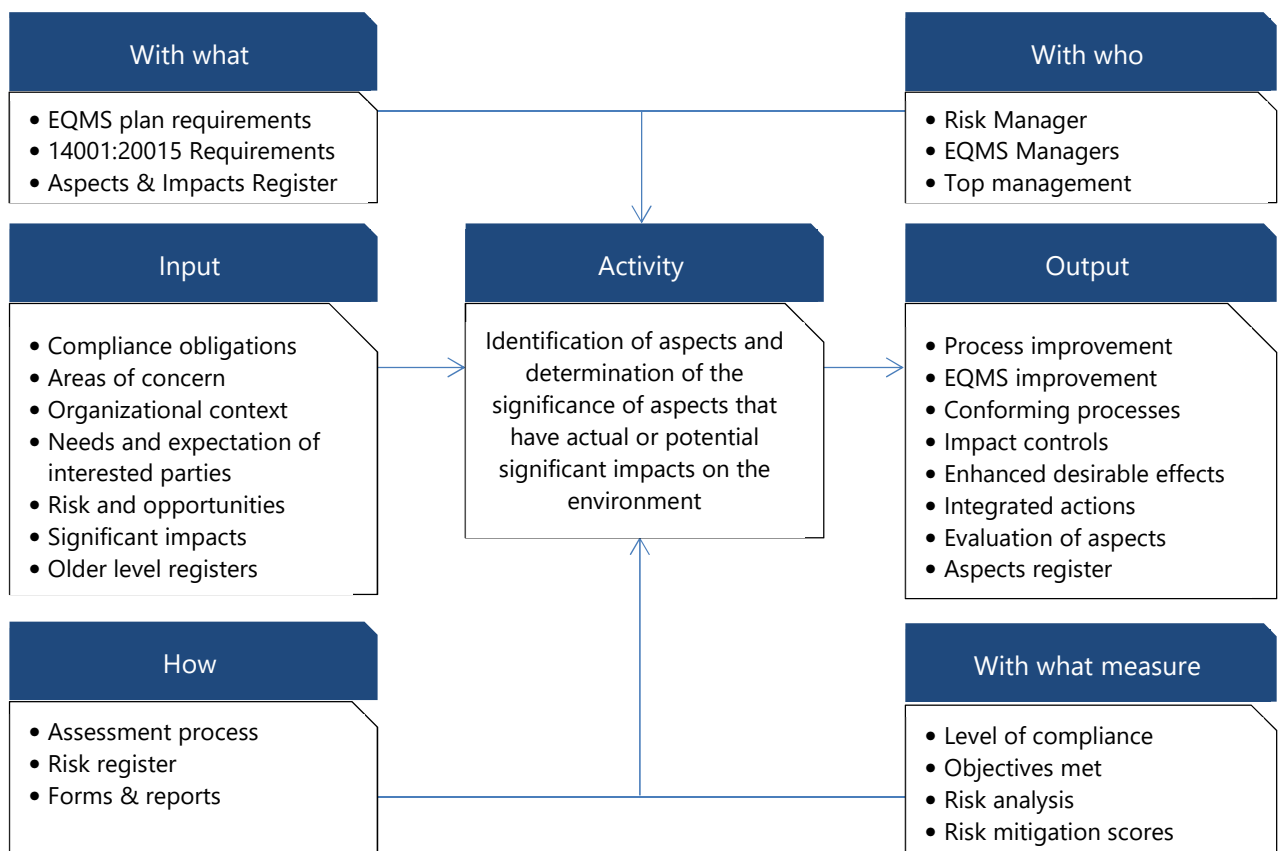
Environmental aspects that we address include:

1. Significant environmental impacts;
2. Compliance obligations;
3. Other priority issues for the organisation.

The environmental aspects that present significant impacts or hazards are considered and become subject to risk management and corrective action where appropriate. The EQMS is structured to identify and manage these aspects in order to control or limit potential impacts and risks that may affect our organisation and conformity with our EQMS.

The significance of our organisation's aspects is reviewed annually, including proposals for new processes, services or developments and environmental aspects arising are also considered and assessed for significance by the Compliance Manager. New aspects are added to the Environmental Aspects & Impacts Register as necessary and operational control is altered accordingly.

Control of Environmental Aspects & Impacts Process Activity Map



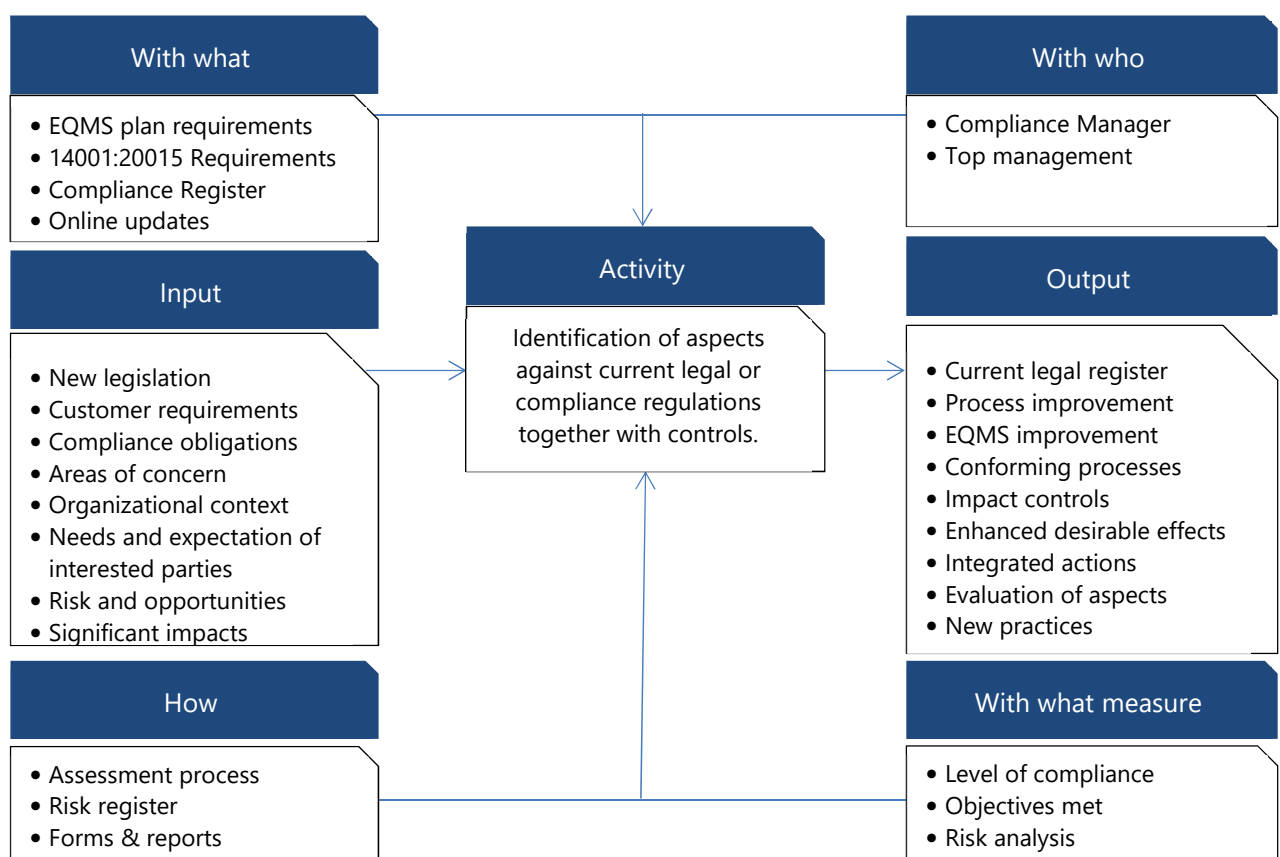
6.1.3 Compliance Obligations

The Compliance Manager reviews all relevant environmental legislation directly related to our identified environmental aspects and impacts using the CEDREC service via our external consultants. Legal and compliance obligations are reviewed on a regular basis with assistance from our external consultants. The process by which we manage our compliance obligations is communicated using the Control of Compliance Obligations Procedure.

The management review meeting attendees ensure that applicable environmental aspects are identified and are understood in terms of Client requirements and current legislation. It is the responsibility of the Compliance Manager to maintain and review the Register of Compliance Obligations, specifically to determine:

- Whether a piece of legislation, amendment to current legislation or new legislation is 'relevant' or 'irrelevant';
- Whether our organisation is compliant with the legislation whilst describing how the requirements apply and what controls are in place to manage and mitigate the requirement and related environmental aspects;
- Whether other compliance obligations relevant to our organisation and those that we have adopted whilst describing how the requirements apply to and what controls are in place to remain compliant;
- Update the register quarterly and communicate to relevant staff whose responsibilities or actions can affect compliance.

Control of Compliance Obligations Process Activity Map



6.2 EQMS Objectives

Marbank Construction Ltd sets out its objectives and targets on a regular basis within the management review minutes where details of programme dates and responsibilities are defined. Improvements in quality and environmental performance are incremental and are in keeping with the size and complexity of our organisation.

When setting objectives and targets, our organisation ensures that they are consistent with the needs and expectations of our interested parties, as defined in Section 4.2, and with our corporate objectives, targets, programmes and policies. In addition, technological options, financial, operational and business requirements are considered.

In order to determine whether or not our objectives and targets are being met, their related metrics are reported as a set of key performance indicators (KPIs). This allows progress to be monitored as the metrics are gathered and data is analyzed. KPIs and objectives for our organisation include the following aspects:

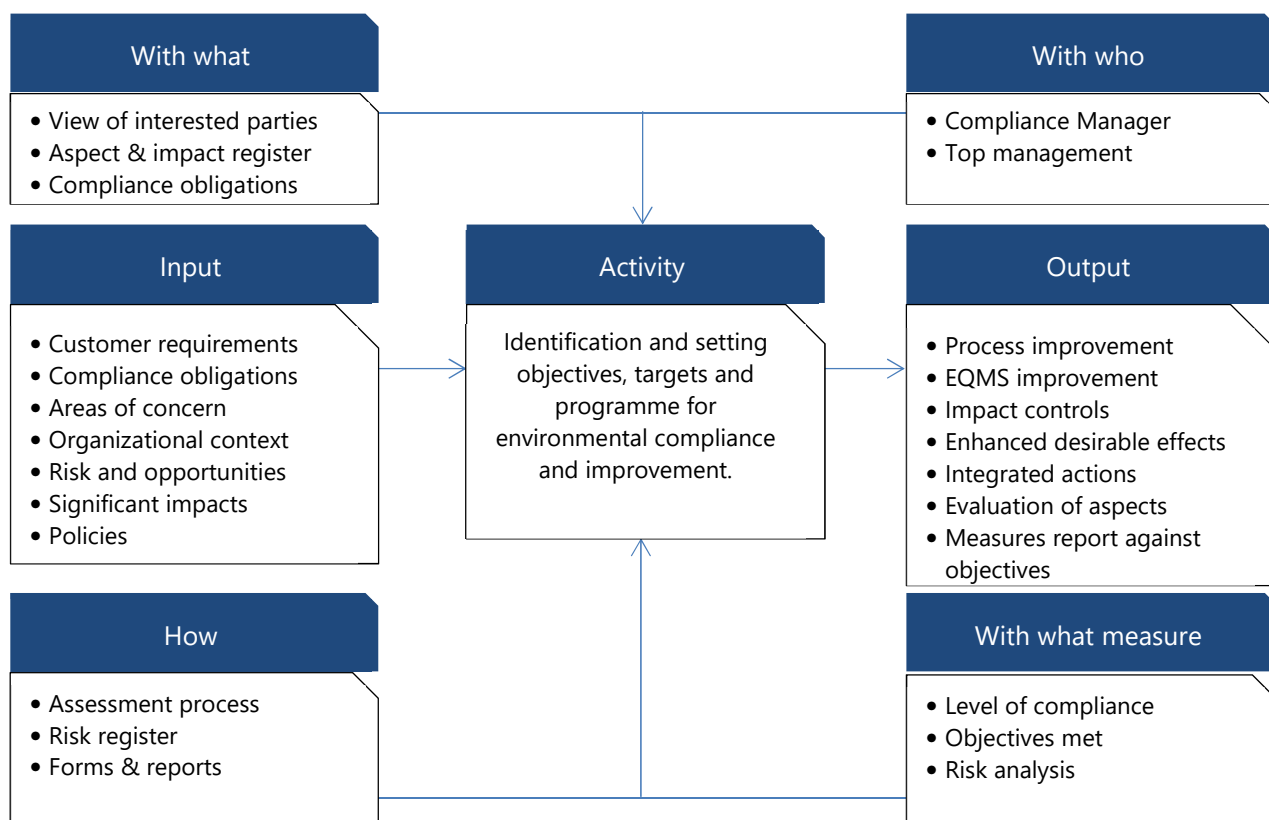
1. Turnover and profitability;
2. Sales targets and projection efficiency targets;
3. Reject and rework and cost of quality targets;
4. Energy and raw material use targets;
5. Staffing breakdown.

On the basis of the set quality and environmental policies, and in connection with the application of the ISO 9001 quality management principles, Marbank Construction Ltd sets quality objectives that are specified in the Register of EQMS Objectives. All employees are aware of and, responsible, for the fulfillment of the quality and environmental policies and the subsequent objectives. Managers of all departments are obliged to develop high level objectives into objectives applicable to their departments and employees.

Objectives	Target	Measure
Maintain concern issues against EQMS.	To achieve 3 quarterly by Q1 2018	Reduced complaint, concerns, audit issues.
Reduce wastage, increase recycling	Increase recycling by 10% by Q4 2018	Reduced waste to landfill
Finance	Remain profitable to the satisfaction of stakeholders	Company accounts
Satisfaction	To review and improve on customer satisfaction.	Concern reports, complaints. Customer feedback, defects register. Project status reports.
Assure product quality.	Review by site management.	Records and actions from project meetings (snagging items). Monthly project meetings.
EQMS	To maintain a business process in line with ISO 9001:2015 & ISO 14001:2015	Internal and external auditing.
Continuous Improvement	To ensure continual improvements of business processes within the organisation.	Setting measures and targets for the above.
To improve on supplier / contractor performance on services supplied to the organisation.	Improve upon previous years KPI results	Annual KPI with improvement feedback to suppliers / contractors
To control and reduce the use of consumables and improve on day to day EQMS performance disciplines and to check legal compliance of company activities.	Improve upon previous years usage results	Conformance audits, best practice,

Objectives	Target	Measure
Work with ISO 14001 / ISO 9001 – Concerns raised each quarter.	Reduce concerns	Number of concerns raised
Reduce vehicle business miles / turnover	Reduce by 5% annually	Miles/£ turnover

Control of Objectives, Targets & Programmes Process Activity Map



6.3 EQMS Objectives & Plans to Achieve Them

The Directors are responsible for developing the programme of objectives and targets for the whole organisation. The Compliance Manager is responsible for monitoring progress against our targets and objectives, and for reporting this data to The Directors. Our identified significant environmental aspects and associated quality risks and opportunities are used to prioritise which objectives and plans to implement.

The Directors are responsible for agreeing objectives and targets relating to activities under their control and for approving and endorsing objectives and targets for the organisation. Planning for action to mitigate adverse risk and significant impacts and the leveraging of opportunities is implemented via:

1. Environmental objectives;
2. Quality objectives;
3. Monitoring, measuring and analysis;
4. Operational controls;
5. Emergency preparedness and response;
6. Others, as appropriate.

The programme acts as our management action plan that identifies individual objectives, the means by which the objectives are to be achieved and the timeframe in which the actions are to be achieved. Actions are assigned to suitably authorized and responsible members of the management team, who are responsible for ensuring that the actions are completed within the terms specified by the programme.

6.4 Planning for Change

Our EQMS is planned and implemented in order to meet our corporate objectives as well as the requirements of ISO 9001:2015 and ISO 14001:2015. The planning process involves establishing and communicating our policies, objectives and associated operational procedures.

This document constitutes our overall plan for establishing, maintaining and improving our EQMS. For each instance of management system planning, the output is documented and retained accordingly, and changes are conducted in a controlled manner. The management review process, change control process and the internal audit process ensure that the integrity of our EQMS is maintained when significant changes are planned which may affect key processes.

Whenever management system changes are planned, the Directors ensure that all personnel are made aware of any changes which affect their process, and that subsequent monitoring is undertaken to ensure that EQMS changes are effectively implemented and that they do not adversely impact other processes.

7 Support

7.1 Resources

7.1.1 General

Resources at Marbank Construction Ltd include specialised skills, infrastructure, technology, work environment and financial resources. The resource requirements for the implementation, management, control and continual improvement of our EQMS, and the activities necessary to enhance Client satisfaction, are defined in our operational procedures, work instructions and the following sections of this EQMS manual:

1. Planning; Section 6.0
2. Management review; Section 9.3
3. Human resources; Section 7.1.2
4. Infrastructure; Section 7.1.3
5. Work environment; Section 7.1.4
6. Planning of project realisation; Section 8.1
7. Determination of Client requirements; Section 8.2

7.1.2 People

To ensure competence of our personnel, job descriptions have been prepared which identify the qualifications, experience and responsibilities that are required for each position that affects project and EQMS conformity. Qualifications include desired requirements for education, skills and experience. Appropriate qualifications, along with the provision of any required training, provide the competence required for each position.

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. The Compliance Manager maintains records of employee qualifications. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence. The results of training are then evaluated to determine if it was effective.

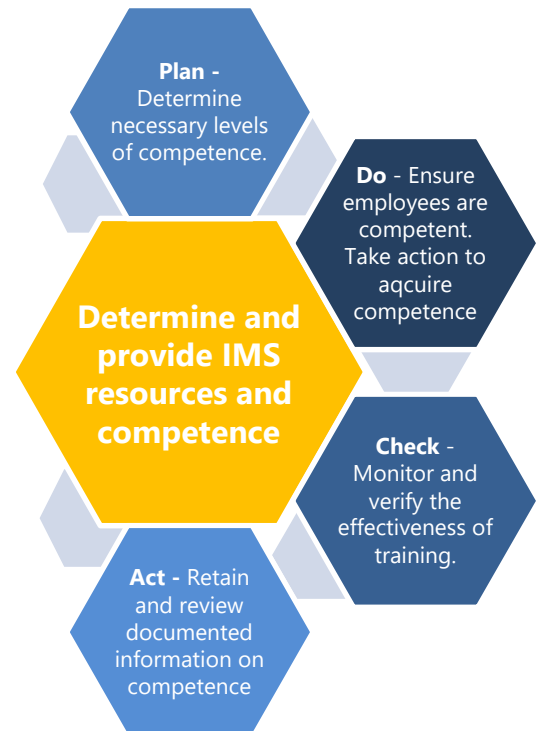
Staff training records are maintained to demonstrate competency and experience. The Compliance Manager maintains and reviews the training records to ensure completeness and to identify possible future training needs. Training records are maintained and include as a minimum; copies of certificates for any training undertaken to date, current job description and curriculum vitae.

7.1.2.1 Competence

The Directors identify emerging competency needs during management reviews. Emergent competency needs are converted into job descriptions for the type and number of positions that need to be filled through internal or external recruitment.

Where required; competency training and monitoring is conducted in-house, although for more specialist skills, external seminars or courses are utilised. The effectiveness of training is evaluated and recorded. The company induction includes an introduction to our policies and objectives. Future competency training needs are identified as part of the Management Review process by reviewing the Competency Review Forms.

Figure 7: Resources PDCA Cycle



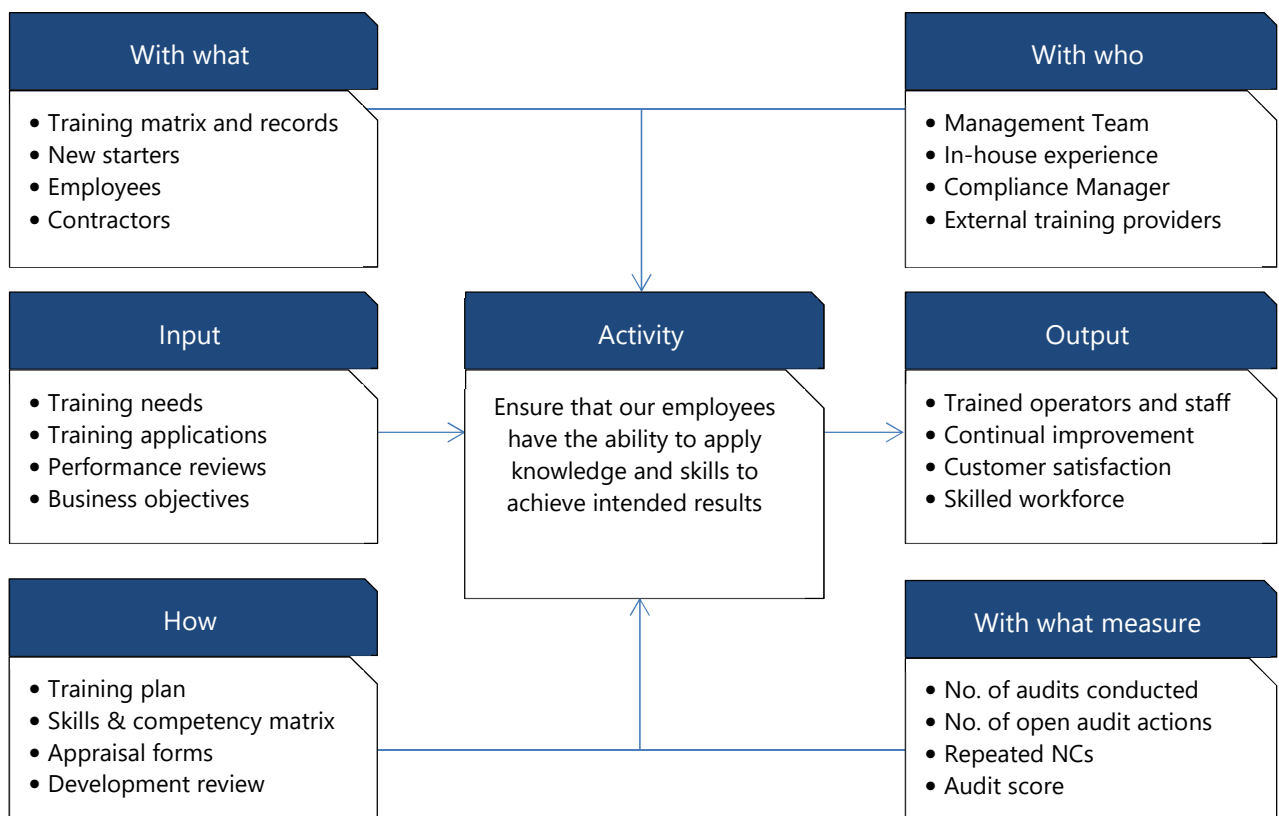
7.1.2.2 Awareness

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of our policies and objectives. We aim to raise quality and environmental awareness and encourage involvement with relevant schemes. Our Organisation operates a formal system to ensure that all employees within the organisation are adequately trained to enable them to perform their assigned duties. Those staff whose work is directly related to our organisation's environmental aspects understand their particular responsibility and accountability within the context of the EQMS.

Where required; awareness training is conducted in-house, although for more specialist skills, external seminars or courses are utilised. The company induction includes an introduction to our organisation's policy statements and objectives. Future training needs are identified as part of the management review process.

By Q1 2020 Employees will be encouraged to undertake personal and professional development with plans reviewed on an annual basis at individual annual performance appraisals undertaken by line management. It is a requirement for line managers to refer to the EQMS training needs analysis during this appraisal to identify any gaps and/or any refresher training which may be due. These will be added to the personal and professional development plans for the following year.

Control of Competence & Awareness Process Activity Map



7.1.3 Infrastructure & Natural Resources

Marbank Construction Ltd is responsible for planning, providing and maintaining the resources needed to achieve project conformance, including buildings, workspace and associated utilities; process equipment (hardware and software); and supporting services (such as internal transportation and material handling systems and communications

systems). The Compliance Manager has overall responsibility for managing the related environmental impacts of our facilities and equipment maintenance programmes which include:

1. Transportation and material handling;
2. Equipment management, maintenance and repair;
3. Equipment management, maintenance and repair;
4. Facilities management, maintenance and repair.

The Compliance Manager has overall responsibility for managing and mitigating our organisation's use of natural resources as identified as a category of significant environmental aspects in our Environmental Aspects & Impacts Register, to ensure that our operations remain compliant with relevant parts of:

- Compliance obligations
- Aspects and Impacts Register

Our Environmental Aspects & Impacts Register identifies our organisation's use of natural resources as the most significant; non-renewable electricity, natural gas, heating oil and water.

7.1.4 Operational Environment

Marbank Construction Ltd ensures that our offices and sites comply with relevant health and safety regulations. The Compliance Manager carries out regular compliance audits to ensure that appropriate standards are maintained. The Directors are committed to providing:

1. A place of work that is safe, including all equipment and methods of work;
2. Training, instruction, information and supervision for employees;
3. A means of safe handling, storage, use and transportation of equipment, materials and chemicals;
4. Safe working environment with good lighting, ventilation, safe passageways, stairs and corridors.

Where the work environment or the impact of personnel on the project realisation process are determined to result in risk to projects, processes or environment, then risk control measures are defined, documented and implemented. The effectiveness of risk control measures is periodically assessed.

7.1.5 Monitoring & Measurement Tools

Marbank Construction Ltd has determined the monitoring and measurement activities to be undertaken, and the devices needed to provide evidence of validation to specified tolerances and measurement ranges. The frequency of cleaning, maintenance and calibration is considered with reference to the risks associated with the process.

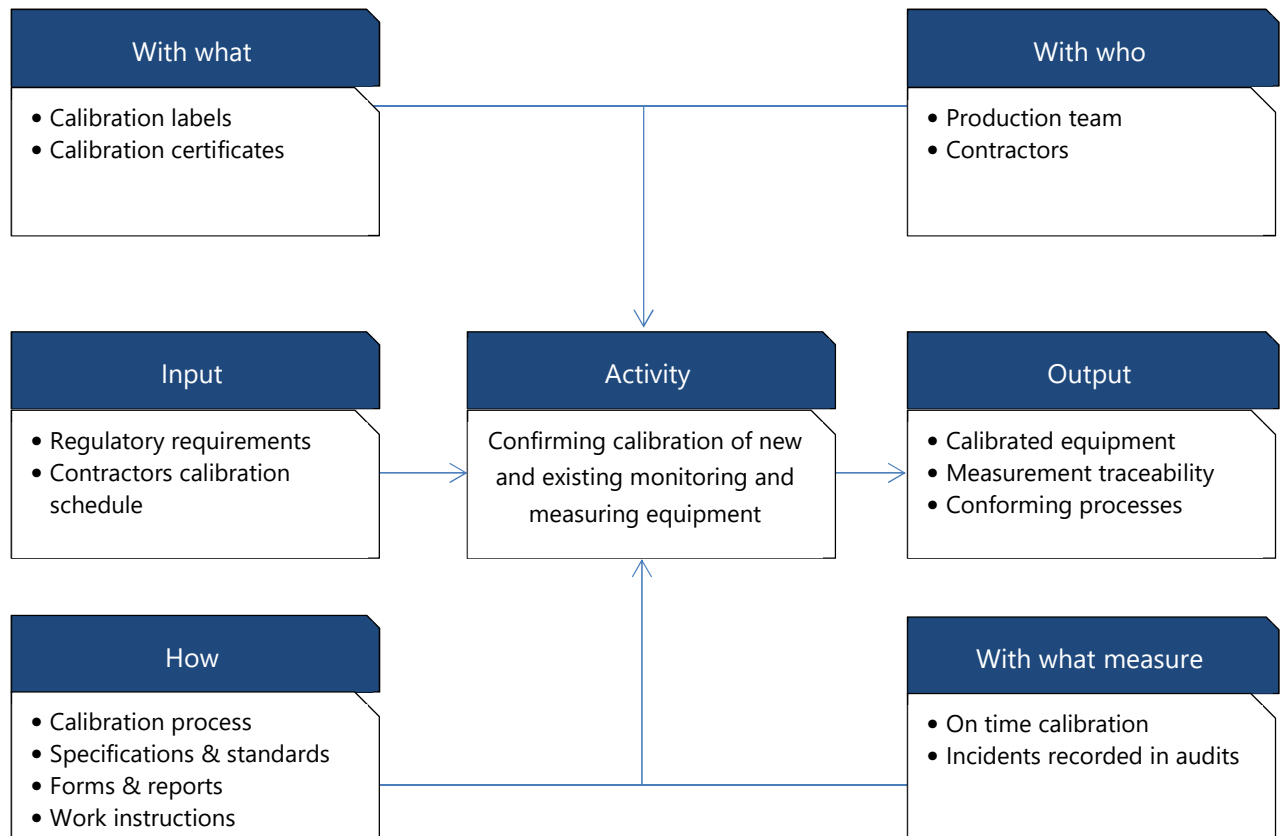
Methods for controlling monitoring and measurement tools are communicated by the Control of Calibrated Equipment Procedure. Where necessary, to ensure the validity of results, measuring and monitoring equipment is:

1. Calibrated or verified at specified intervals, or prior to use;
2. Calibrated against measurement standards traceable to appropriate measurement standards;
3. Software used for monitoring and measurement is validated using defined parameters prior to use;
4. Protected from damage and deterioration during handling, maintenance and storage;
5. Safeguarded from adjustments that would invalidate the measurement result;
6. Identified to enable the unit's calibration status to be determined;
7. Safeguarded from use when a unit is found to be out of calibration and the results revalidated;
8. Adjusted or re-adjusted as necessary.

In addition, the Compliance Manager assess and records the validity of previous measurement results when the equipment is found not to conform to requirements. The appropriate manager will take appropriate action on any

equipment, project or process that may be affected. Where equipment is found to be out of calibration, the significance of the error is reviewed and appropriate action taken. Records of the results of calibration and validation are maintained by the user.

Control of Calibrated Equipment Process Activity Map



7.1.6 Organisational Knowledge

Marbank Construction Ltd recognises that organisational knowledge is a valuable resource that supports our quality and environmental management activities which assure project, process, and service conformity. There is a strong link between organisational knowledge and the competence of our people, the latter being peoples' ability to apply knowledge to their work.

To ensure that organisational knowledge is retained and transferred, organisational knowledge is recorded in documented information, and is embedded in our processes, projects and services. Examples of organisational knowledge include:

1. Documented information regarding a process, project or service;
2. Previous specifications and work instructions;
3. The experience of skilled people and their processes and operations;
4. Knowledge of technologies and infrastructure relevant to our organisation, etc.

Sources of internal knowledge also include our intellectual property; knowledge gained from experience and coaching; lessons learnt from failures and successes; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, projects and services.

Sources of external knowledge often include other ISO standards; research papers; webinars from conferences; or knowledge gathered from Clients, stakeholders or other external parties. [Marbank Construction Ltd](#) determines and reviews internal and external sources of knowledge, such as:

1. Lessons learnt from non-conformities, corrective actions, and the results of improvement;
2. Gathering knowledge from Clients, suppliers and partners, benchmarking against competitors;
3. Capturing knowledge existing within the organisation, e.g. through mentoring/succession planning;
4. Sharing knowledge with relevant interested parties to ensure sustainability of the organisation;
5. Knowledge from conferences, attending trade fairs, networking seminars, or other external events.

8 Project & Service Development

8.1 Operational Planning & Control

8.1.1 Environmental Management

Marbank Construction Ltd has grouped its identified significant environmental aspects into six categories. Overarching environmental management operational procedures have been created for each of the six summary categories;

1. Use of Natural Resources Management Procedure;
2. Sustainable Procurement Management Procedure;
3. Land & Buildings Management Procedure;
4. Waste Management Procedure;
5. Travel and Transport Management Procedure;
6. Pollution Prevention Management Procedure.

The environmental management operational procedures document the approach that our organisation uses to manage and mitigate its significant environmental aspects. They are implemented by the Compliance Manager in conjunction with interfacing managers and departments. The relevant environmental management operational procedures are also applicable to outsourced processes including those undertaken by contractors. The level and extent of control or influence is defined within the relevant procedure.

For details of product life cycle assessment see spreadsheet: [Life Cycle Chart](#)

Marbank Construction Ltd also considers the environmental requirements and impacts that can be controlled and influenced during each phase of the project lifecycle:

1. Design phase;
2. Procurement phase;
3. Construction phase;
4. Packaging, transport and delivery phase;
5. Intended use;
6. End of life treatment and final disposal.

Where applicable a life cycle approach is taken within our operational controls so that the environmental impacts at each stage of the life cycle are identified, assessed, and controlled or influenced. By identifying and documenting information about the relevant environmental aspects, our organisation is able to prevent or mitigate adverse environmental impacts during each life cycle phase. Our organisation considers the extent of control or influence that we can exert over our activities, projects and services considering a life cycle perspective.

8.1.2 Quality Management

Marbank Construction Ltd establishes and implements documented plans and procedures that describe the processes identified in Section 4.3.2 and the controls required for the provision of projects and services in cognizance to our objectives, the potential for planned or unintended change, and the risks and opportunities identified in Section 6.1. During the planning phase, Senior Management, the Compliance Manager and other responsible personnel identify the following parameters:

1. Objectives and requirements for the project or service;
2. Verification, validation, monitoring, inspection and test requirements;
3. Documented information to demonstrate conformity;
4. Related life cycle aspects, impacts and mitigations;
5. Documented information to demonstrate conformity;
6. Necessary resources; or outsourced processes and their controls;

7. Criteria for process performance and project/service acceptance;
8. Potential consequences and mitigation to change affecting input requirements;
9. Resources necessary to support the ongoing operation and maintenance of the project.

The output of this planning activity includes documented plans, resource schedules, processes, equipment requirements, procedures and design outputs. Design and development activities targeted at controlling risks are supported by documented information. This documentation relates the design activities to identified risks in a way that provides objective evidence that the nature and extent of the design control is reasonable and appropriate to the degree of risk.

8.2 Determining Requirements for Projects

8.2.1 Client Communication

In accordance with our commitment to exceed our Client's expectations, Marbank Construction Ltd highlights effective Client communication as an essential element of delivering Client satisfaction. Appropriate handling of Client communication helps to reduce Client dissatisfaction and in many cases turn a dissatisfying scenario into a satisfying experience. Client communication occurs through the following formats, events and processes:

1. Brochures, specifications or technical data sheets relating to our projects and services;
2. Enquiries, quotations and order forms, invoices and credit notes;
3. Confirmation of authorized orders and amended orders;
4. Delivery notes and certificates of conformity;
5. E-mails, letters and general correspondence;
6. When Client property is handled or controlled;
7. Client feedback and complaints management process;

The Directors are responsible for establishing methods of communication with our Clients to ensure enquiries, contracts or order handling; including amendments, Client feedback and complaints are handled expeditiously and professionally.

8.2.2 Determining Requirements

Marbank Construction Ltd develops appropriate requirements to ensure that we satisfy the needs and expectations across the socio-technical environment including those of our Clients, stakeholders or relevant interested parties. Marbank Construction Ltd ensures that Client requirements are clearly articulated and that their requirements are captured and understood before the acceptance of an order. Client requirements include the following:

1. Previous Client requirements which pertain to current parts being ordered;
2. Statutory and regulatory obligations related to the project's lifecycle;
3. Other non-Client specified performance requirements;
4. Any additional requirements determined by Marbank Construction Ltd
5. Requirements not stated by the Client but which are necessary for specified or intended use.

Marbank Construction Ltd controls the stages of the project lifecycle by establishing environmental requirements for each project during its design and development phase. This is Client-driven process requires clear, and often repeated, Client interaction to understand the Client's needs.

8.2.3 Review of Requirements

Prior to committing to the Client, Marbank Construction Ltd ensures and confirms our capacity to supply the required service. Pre-acceptance reviews are conducted to ensure that:

1. Project requirements are defined and are appropriate;
2. Environmental requirements are defined and are appropriate;
3. Requirements are defined for delivery and post-delivery activities such as project or service support;

4. Requirements not stated by the Client but which are necessary for intended use are appropriate;
5. Any additional requirements determined by Marbank Construction Ltd are appropriate;
6. Contract or order requirements differing from those previously expressed are resolved;
7. Marbank Construction Ltd has the ability to meet the defined requirements;
8. Documented information is retained and maintained showing the results of the review.

Client requirements are confirmed before acceptance by the exchange of contracts or purchase orders via appropriate electronic or hard copy formats.

8.2.4 Changes in Requirements

Marbank Construction Ltd ensures that all relevant documented information; relating to changes in projects or service requirements, are authorized and amended where necessary, and that all relevant personnel are made aware of the documented changes in requirements via the Design Change Request form and the Design Change Log. The change process is communicated using the Design & Development Procedure.

8.3 Design & Development

8.3.1 General

The design and development activity transforms the input requirements into conforming project or service outputs. Marbank Construction Ltd has implemented the Design Co-ordination Process to define the activities that are required to provide effective projects and services.

Design and development planning ensures that risk management activities are conducted during the design and development process by identifying the inter-relationship(s) between appropriate risk management activities, and design and development activities, as well as the resources needed, including the appropriate expertise required to ensure sufficient coverage of potential concerns.

The design and development process is carried out under controlled conditions; all activities are planned and all outputs are documented. Design and development activities targeted at controlling risk and mitigating significant environmental impacts are supported by documented information.

All designs are reviewed at appropriate stages and, where applicable, are validated. The design and development output is verified before it is released to production. The design and development output is verified before it is released for production.

Our design and development practice incorporates appropriate review activities where required, including; reviews of relevant standards and codes of practice, peer review, creator self-review, or independent review as appropriate.

8.3.2 Planning

At the start of the design process Marbank Construction Ltd reviews the available requirements and specifications, and identifies the key stages of the design process. Design and development stages including organisation, task sequence, mandatory steps, significant stages and methods of configuration control are established. Where appropriate, our organisation considers and implements the following activities:

1. Assigning responsibilities and authorities for the design and development process;
2. Determining and scheduling required design review meetings;
3. Verification and validation activities appropriate to each stage;
4. Determining the nature, duration and complexity of the design and development activities;
5. Identification of internal and external resources;
6. Determining the need to control interfaces between personnel involved;
7. Identification of multi-disciplinary interfaces whose input is required;

8. Determining the need for involvement of Clients and users in the process;
9. Determining the requirements for subsequent provision of projects and services;
10. Determining the level of control expected by Clients and other relevant interested parties;
11. Determining the documented information needed to demonstrate that requirements have been met.

By structuring the design effort into significant elements and by analyzing the elements and the necessary resources for design and development, Marbank Construction Ltd identifies responsible personnel, design content, input data, planning constraints and performance conditions. The input data specific to each element is reviewed to ensure consistency with Client and environmental requirements.

8.3.3 Inputs

Design inputs such as Client data, drawings, specifications, standards, regulations, obligations, and environmental requirements, etc. are checked to confirm they are adequate and unambiguous. Any conflicting or ambiguous requirements are discussed and resolved with the originator and the outcome retained as documented information.

Marbank Construction Ltd also considers the following:

1. Functional and performance requirements;
2. Information derived from previous, similar designs;
3. Statutory and regulatory requirements;
4. Commitments to implement any standards or codes practice;
5. Consequences of failure due to the nature of the projects or services.

If the project involves modifying an existing company design then the impact of the changes on component parts, stocks and delivered projects is also evaluated. When establishing design and development inputs, the need for risk control measures is considered. When risk control measures are determined to be necessary and are initially defined and become an output as part of the iterative lifecycle of the projects.

8.3.4 Controls

Marbank Construction Ltd controls the design and development process to ensure that the results to be achieved are defined and that corrective action is taken where problems or changes are identified during design reviews and verification or validation activities. Our designs are verified by reference to similar, proven designs, or by carrying out alternative calculations to ensure that the input requirements are met. Verification is usually carried out as part of the design review process, the results of which are retained as documented information.

Design and development verification generate objective evidence that the identified risks were addressed, risk control measures were implemented as necessary, and risk control measures were verified to be effective so that the end result meets the defined acceptability criteria. Design and development validation is performed to ensure that resultant the projects or services are capable of meeting the requirements for the specified application or intended use, where known, prior to release for delivery or implementation. Validation confirms the projects and services meets user needs, intended uses, and that any residual risk meets the overall acceptability criteria.

Where it is impossible to perform full validation prior to delivery or implementation, partial validation is performed to the extent applicable. Where tests are necessary for verification and validation, tests are planned, controlled, reviewed and documented to ensure and prove the following:

1. The correct configuration of the project is submitted for testing;
2. The requirements of the test plan and the test procedures are observed;
3. The acceptance criteria are met.

At appropriate stages, the design is reviewed to ensure it meets the specified input requirements and identifies and resolves any problems. These actions are recorded. The review includes all relevant stakeholders. Records of key decisions are retained. The design review includes the:

1. Evaluation of results to determine whether they fulfill requirements;
2. Identification of problems and proposals for corrective actions;
3. Authorization to progress to the next design and development stage.

Design and development reviews determine if any individual residual risks as well as any overall residual risk are adequately communicated to appropriate individuals including users.

8.3.5 Outputs

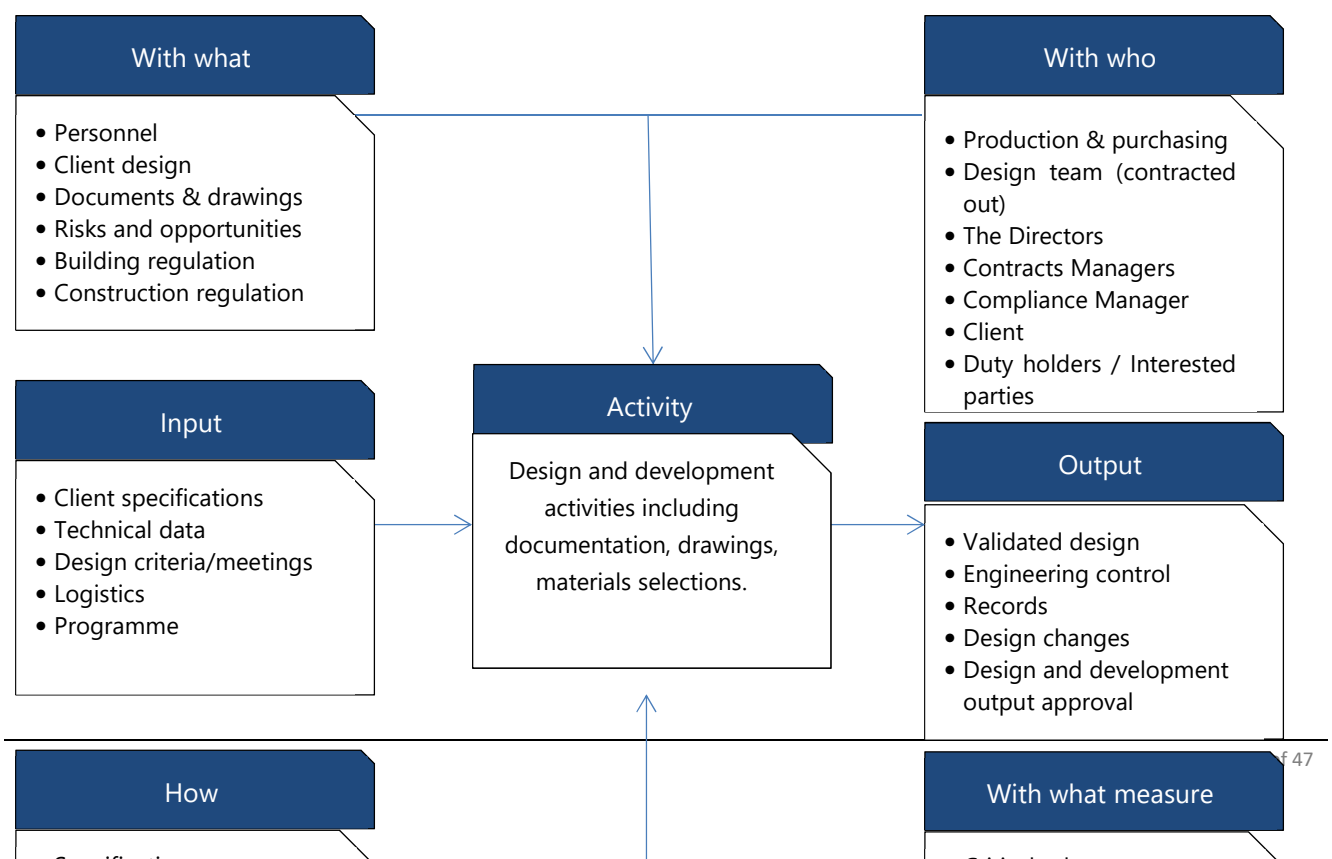
The outputs of the design and development process are retained as documented information and expressed in terms of requirements, calculations, analysis, or other means that can be verified against input requirements. The resulting outputs satisfy the design requirements, provide adequate information on projection and service operations, make reference to acceptance criteria and specify characteristics essential for safe and proper use of the project.

During the design and development process, when inherent safety and/or design for protective measures are not possible or practical, additional risk control measures such as labeling, training and residual risk communication may be necessary design outputs.

8.3.6 Changes

Marbank Construction Ltd ensures that changes made during or after the design and development requirements are identified and retained as documented information. Any changes are reviewed, verified, validated and approved. The review of design development changes includes evaluating the adverse effects of those changes upon constituent projects already delivered. Where a design change results from changes in a risk control measure, any current risk assessments are reviewed and updated as necessary.

Design Co-ordination Process Activity Map



8.4 Control of Suppliers & External Processes

8.4.1 General

The purchasing process is essential to our organisation's ability to provide our Clients with projects and services that meet their requirements. Marbank Construction Ltd ensures that all purchased products or services that are incorporated in to our final projects; conform to our specified requirements.

Marbank Construction Ltd accomplishes control by closely working with a network of external suppliers. Performance and capability are continually assessed through periodic, 2nd party audits, performance data analysis and inspection or verification of the supplied products or services.

The type and extent of control applied to our suppliers and the purchased product is dependent upon the effect that the outsourced product or service may have on our final product or service. The following considerations are taken in to account by:

1. Ensuring that we understand the capabilities and competencies of potential outsourcing suppliers;
2. Ensuring that we clearly communicate the roles and responsibilities of the outsourcing supplier;
3. Defining the quality requirements for the outsourced process, activity, or product;
4. Establishing upfront the criteria for and review of deliverables, frequency of inspections and audits;
5. Selecting and qualifying appropriate outsourcing suppliers.

Potential suppliers are evaluated using the *HS35.0 Subcontractor Review - Initial Assessment* and are added to the approved supplier flagging on the company Intranet after successful evaluation. It is the responsibility of the Procurement Managers to evaluate and select suppliers based on their ability to supply projects or services in accordance with specified quality and environmental requirements in order to manage and to mitigate procurement of goods and services as a category of significant environmental aspects to ensure that our operations remain compliant with our:

1. Environmental Sustainability Policy;
2. Environmental Management Plan(s);
3. Sustainable Development Procurement Policy;
4. Register of environmental legal and other requirements;
5. Environmental Aspects Register.

Additionally, other internal resources may be called on to assist as required. The criteria for the selection, evaluation and re-evaluation are defined and communicated in the Purchasing & Procurement Procedure, while records of the results of evaluations and any necessary actions arising from the evaluation are maintained.

8.4.2 Purchasing Controls

Purchased items are checked against the purchase order to confirm identity and quantity, and are recorded in the delivery log of the purchase order section of the Intranet. Satisfactory items are placed in stock. In the event that items are rejected on receipt, a non-conformance report is raised and the supplier contacted to arrange replacement or credit. Marbank Construction Ltd has established and implemented a process of inspection to ensure that purchased projects conform to:

1. Purchase orders and delivery notes;
2. Project specifications;
3. National or international standards.

Where appropriate, risk control measures are applied to outsourced process or projects. Risk control measures, and their importance, are documented within the purchasing data and clearly communicated to the supplier. The frequency of contract reviews with each supplier varies depending on their performance at any time and the interval between reviews varies from monthly to annually.

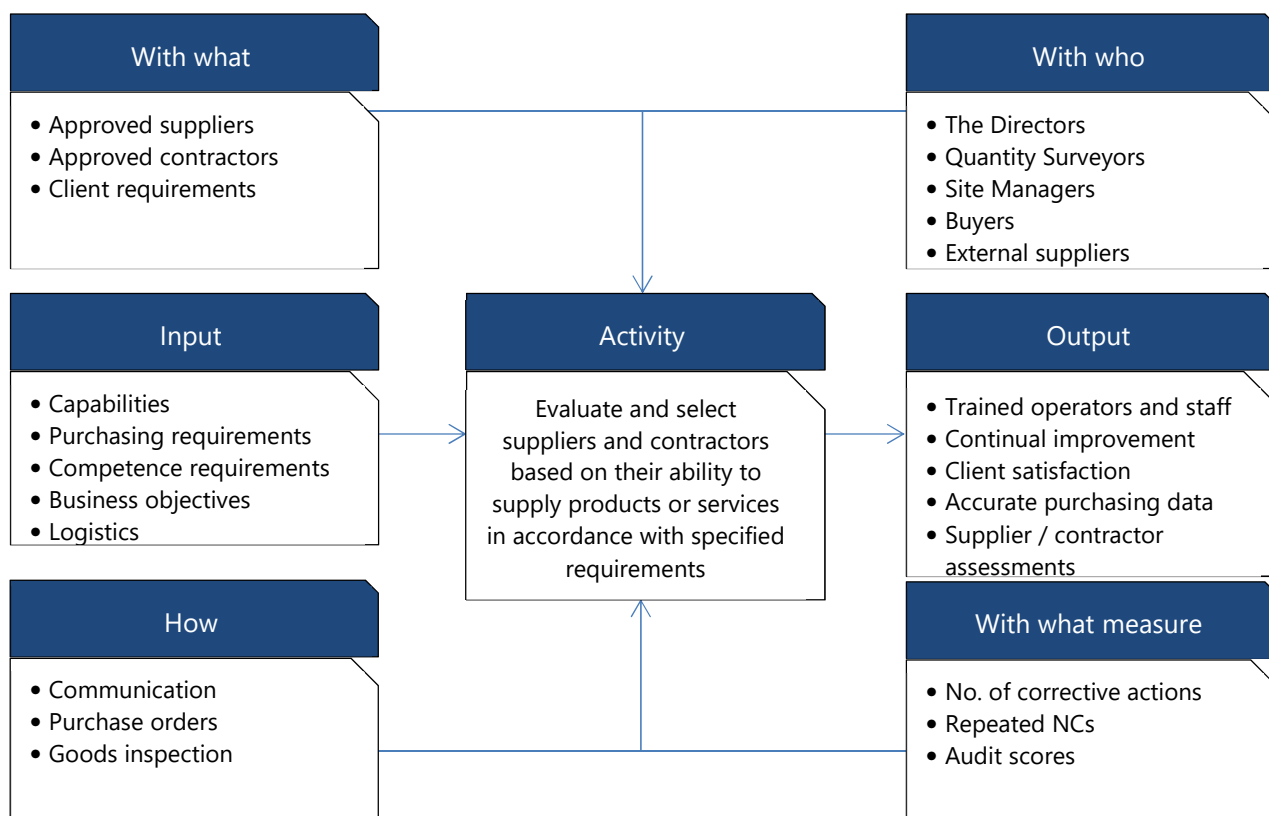
8.4.3 Purchasing Information

Marbank Construction Ltd uses purchase orders to describe the product or service to be purchased. Designated individuals within the company create purchase orders using the company system. They also ensure the adequacy of the requirements that are specified by the purchase order prior to release. Each purchase order includes where appropriate:

1. Identification of project or service to be delivered, quantity, delivery date, and cost;
2. Requirements for approval or qualification of product, procedures, processes, services or equipment;
3. Requirements of the quality management system and the qualification of personnel.

Where appropriate, the roles and responsibilities for risk management on the part of the manufacturer or supplier are defined as part of the purchasing requirements. In addition, prescribed risk control measures are included in the purchasing requirements as part of the purchasing information which clearly communicated to the supplier or manufacturer.

Control of Purchasing & Procurement Process Activity Map



8.5 Project Provision

8.5.1 Control of Project Provision

In order to control the planning, administrative support and implementation of work, our organisation's policy is to describe the work methods, the controls applied and the records required.

The following controlled conditions are applied where applicable:

1. Quality control checks are performed using appropriate measuring equipment;
2. Handling, storage and transportation;
3. Evidence of completed inspections;
4. Detailed process work instructions and specifications for all projects;
5. Criteria for workmanship, competence and plant maintenance.

In cases where special processes are employed where the results of which cannot be easily checked, including any processes where deficiencies become apparent only after the project is in use. Validation demonstrates the ability of these processes to achieve planned results by:

1. Defining qualification criteria and approval of special processes prior to use;
2. Defining criteria for review and approval of the processes;
3. Approval of equipment and qualification of personnel;
4. Use of specific methods and procedures;
5. Requirements for records;
6. Revalidation.

Project information such as the rate of non-conformities, the rate of rework, scrap, yield, and other sources of quality data are evaluated and or compared against the current risk management output to confirm adequacy and completeness of risk controls.

8.5.2 Identification & Traceability

In order to preserve the conformance of projects to Client requirements during internal processing and delivery, Marbank Construction Ltd identifies the product throughout the project realisation process:

1. Stored equipment and materials are identified as to type, description and inspection status;
2. Unacceptable items are identified as such and are removed from the normal work flow;
3. All enquiries are identified with a unique estimate number, allocated on receipt;
4. Subsequent orders are identified by contract number.

All parts, products and materials purchased are identified with part numbers and or job numbers and where applicable, serial numbers, which link the parts, products and materials to their respective documentation.

8.5.3 3rd Party Property

We identify, verify, protect and maintain 3rd party property provided for use where this service has been agreed prior. The Site Manager ensures that lost, damaged or unsuitable Client property is recorded and immediately reported to the Client and in cases where the Client provides drawings, specifications, etc., they are managed as documented information. Client property can also include Client-owned materials, tools (including packaging), tooling (including test/inspection tooling and equipment), and intellectual property.

1. Unless otherwise defined by contract, upon receipt of Client property, our organisation will examine items for completeness, proper identification and possible transit damage and identifies these items as the property of the relevant Client;
2. Items found to be non-conforming are quarantined, tagged and recorded as defined in the Control of Non-conforming Projects Procedure and brought to the immediate attention of the Client;
3. No Client property is released for further processing or storage until such time as all required verification and testing activities are completed and the results are found to be acceptable;
4. After receipt, care is exercised to ensure the protection of Client property against loss or damage until such time as it is incorporated into the project or returned to the Client;
5. The identification, segregation, handling, and protection of Client property from time of receipt, subsequent storage, maintenance, during the entire realisation cycle are performed in accordance with the Preservation of Project Procedure and any applicable contract requirements;
6. In the event that Client property is lost, damaged or otherwise identified as unsuitable for use while under our control, these conditions shall be recorded and reported to the Client.

8.5.4 Preservation

Marbank Construction Ltd ensures that all products and materials are handled and stored appropriately at all stages of the development cycle to prevent damage or deterioration. Products and materials are stored in designated storage areas with appropriate control of inbound receipts. All packaging is sufficient to ensure project quality while in storage and during delivery to the Project:

1. Components and products are handled and stored in a manner that prevents damage or deterioration, pending use;
2. Site Managers ensure controls are implemented to prevent mixing conforming and non-conforming materials;
3. All products are suitably packed to prevent deterioration or damage during storage and delivery.

8.5.5 Post-delivery Activities

Marbank Construction Ltd determines Client requirements before acceptance of an order. Client requirements include the following:

1. Previous Client requirements which pertain to correct part numbers being ordered;

2. Requirements not stated by the Client but necessary for specified use or intended use;
3. Statutory and regulatory requirements related to the project;
4. Requirements required for delivery and post-delivery activities such as product support.
5. Any additional requirements determined by our organisation.

8.5.6 Control of Changes

Changes to the design and development requirements are identified and recorded. Any changes are reviewed, verified, validated and approved. The review of design development changes includes evaluating the effects of those changes upon constituent projects already delivered. All results relating to the review of changes are retained as documented information.

8.6 Release of Projects & Services

The Contract or Site Manager has overall responsibility for planning and implementing the inspection and test activities needed to verify that project requirements are met at appropriate stages of the project realisation process.

Products are not used until they are inspected or verified as conforming to requirements, except when the product is released under positive-recall procedures pending completion of all required measurement and monitoring activities.

Measurement and acceptance criteria that are necessary for product acceptance are retained as documented information; subsequent acceptance records form the projection documentation evidence which includes the following information:

1. Criteria for acceptance and rejection;
2. Locations in the process sequence where measurement and testing operations were performed;
3. Types of measurement instruments used, including any instructions associated with their use;
4. Test records showing actual test results where required by the specification or acceptance test plan.

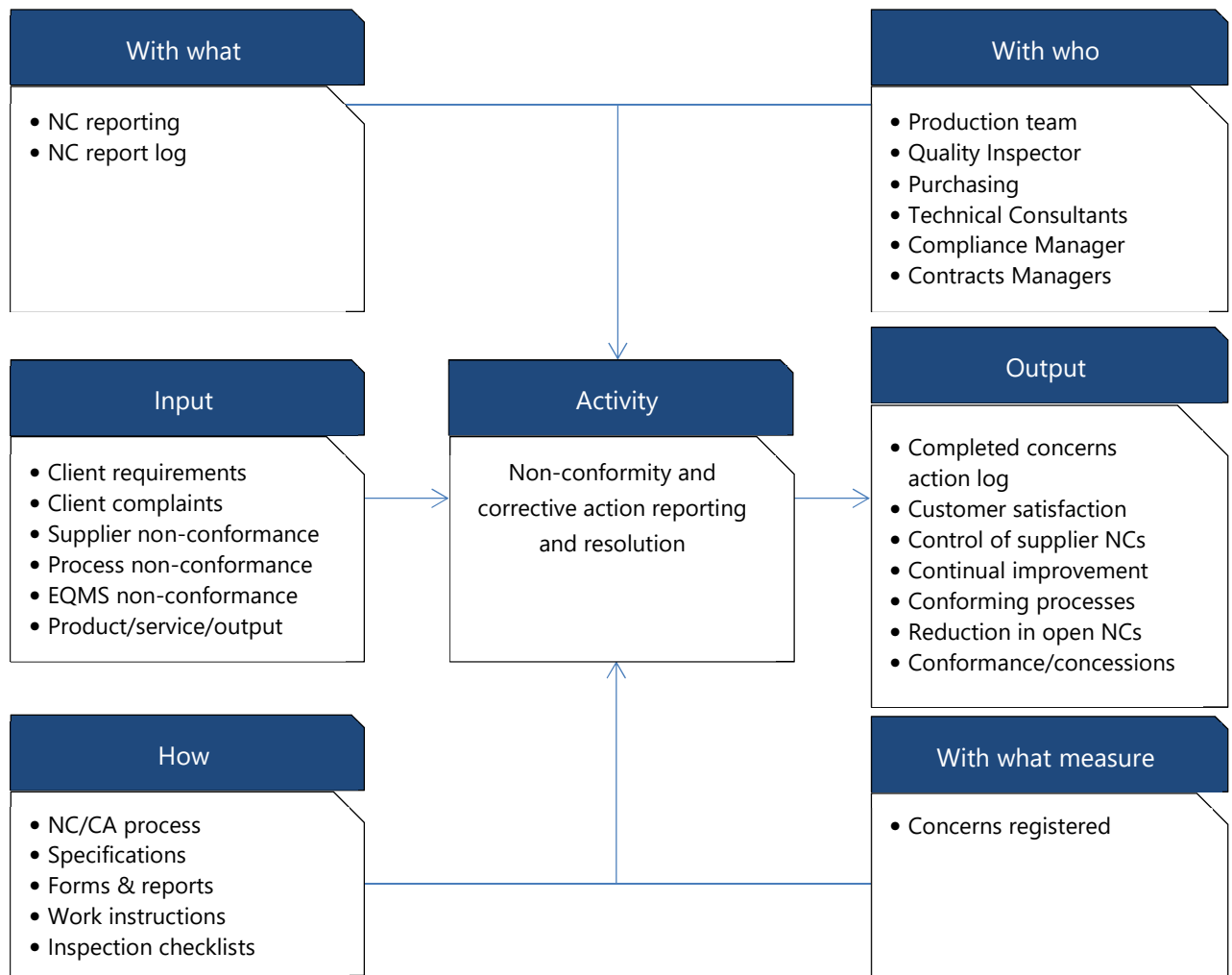
Documented information is retained to indicate the person authorizing the release of the product.

8.7 Control of Non-conforming Outputs

It is our organisation's policy to detect, control and rectify any aspect of an output that does not conform as quickly and efficiently as possible using the Control of Non-conformity & Corrective Action Procedure. Where necessary, any product or service output that does not conform to requirements is properly identified and controlled to prevent unintended use or delivery. The non-conformity is analyzed and the cause(s) are investigated.

Improvement actions are implemented to ensure the non-conformance does not reoccur. Once the non-conforming outputs are corrected, the outputs are then verified for conformity against requirements. Documented information concerning the nature of any non-conformances, the resolving authority, and the resulting corrective actions is retained. Where necessary, details concerning any authorised concessions are documented as evidence of acceptance.

Control of Non-conformity & Corrective Action Procedure



8.8 Control of Emergency Situations

Marbank Construction Ltd has identified potential emergency situations pertaining to our business operations which may lead to an under desired environmental impact or health and safety risk. The Compliance Manager is responsible for ensuring that procedures and practices are established for preventing and responding to accidents and emergency situations where there may be a significant impact on the environment. Marbank Construction Ltd has implemented and communicated our EMSP005 Procedure – Emergency Preparedness & Response

The Emergency Management Plan is owned by the Compliance Manager with responsibilities assigned to a dedicated Emergency Response Team, which includes trained Fire Marshals and 1st Aiders, and is periodically tested by during regular drills. The Emergency Management Plan is initiated in the event of an emergency arising from the following environmental hazards:

1. Flood;
2. Fire;
3. Accident;
4. Release of chemical substances;

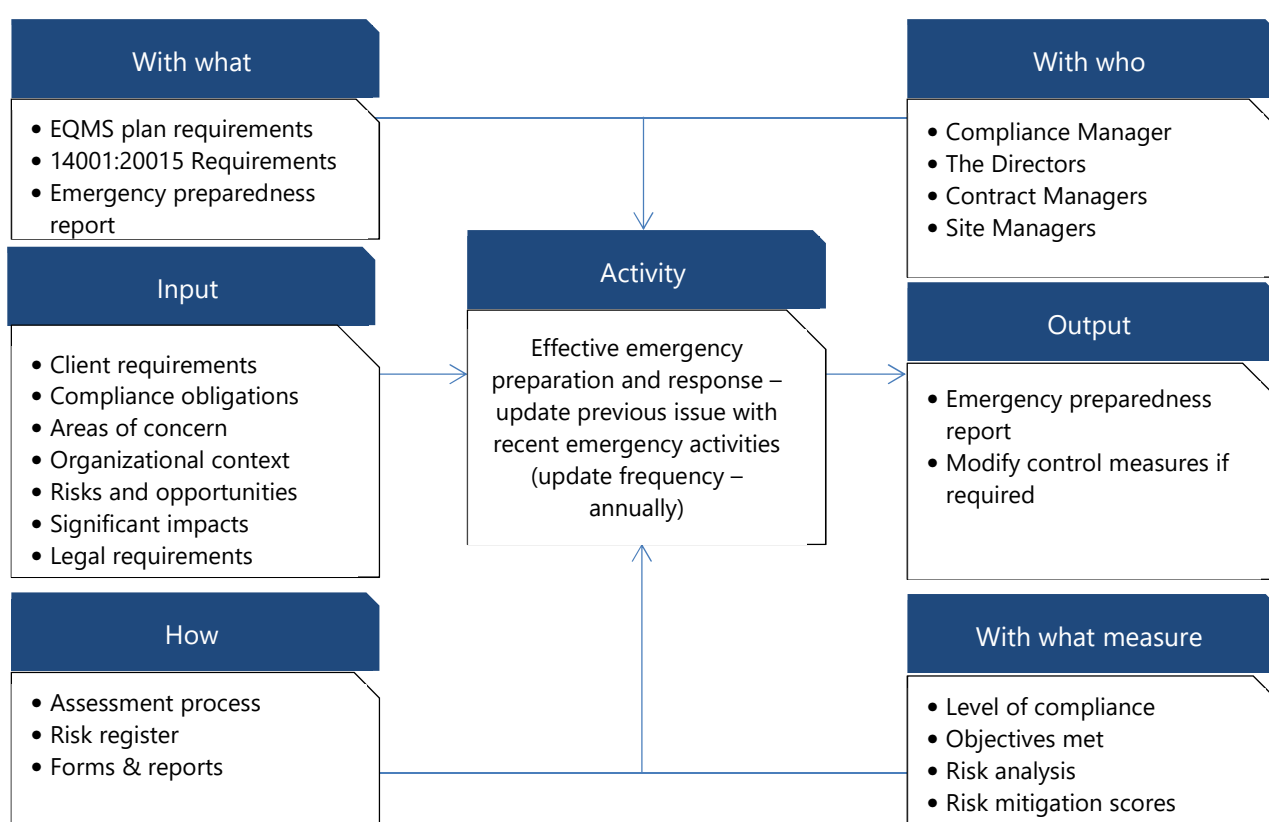
The Control of Emergency Situations Procedure and related documents address the following:

1. Identification of potential and actual accidents and emergency situations;
2. Proper response to emergencies and prevention or mitigation of serious environmental impacts;
3. Provisions for periodic reviews and revisions of the procedures;
4. Such reviews are always initiated after the occurrence of such events;
5. Periodic drills to test the effectiveness of emergency preparedness and response procedures;

Records of environmental incidents, near-misses and non-conformities with the environmental management operational procedures are documented. In the event of an incident, non-conformity or near miss members of staff involved or witnessing the incident are responsible for informing the Compliance Manager as soon as practicably possible.

The Compliance Manager is responsible for investigating environmental incidents, near-misses and non-conformity reports, using the AIRF01 - Accident Investigation Report Form to establish the root cause.

Control of Emergency Situations Process Activity Map.



9 Performance Evaluation

9.1 Monitoring, Measurement, Analysis & Evaluation

9.1.1 General

Marbank Construction Ltd applies suitable methods for determining which aspects of the EQMS and its processes are to be monitored, measured and evaluated. The frequency and methods by which our processes are monitored, measured and evaluated is determined and informed by:

1. Statutory and regulatory requirements;

2. Client feedback and specification requirements;
3. Process and EQMS requirements and the criticality for project conformity;
4. Process performance and audit results;
5. Level of risk and types of control measure;
6. Trends in non-conformities or corrective actions.

All monitoring, measuring and evaluation outputs are documented and analyzed to determine process effectiveness and to ensure their effectiveness in achieving in-tolerance results, and to identify opportunities for improvement.

1. In-process checks relate to both quality control and productivity checks;
2. Provision is made for the identification and resolution of non-conformances;
3. The emphasis is to prevent any problems which might affect Client satisfaction;
4. In-process checks are performed and documented;
5. Where specific inspection points are required these are identified at the contract planning phase.

Where applicable, test and inspection records are retained as documented information for a minimum of three years. This documented information includes details of the final inspection authority to confirm that all critical parameters were in accordance with established requirements and specifications.

Projects are not normally released or delivered until all planned inspections and tests have been completed and that documented information exists to provide evidence of conformity with acceptance criteria and identifying the person(s) authorizing release. In rare cases (due to Client requirements and/or projection emergencies) unverified project may be released or delivered under controlled conditions of positive recall, as documented and authorized by the Contracts Manager and, where applicable, approved by the Client.

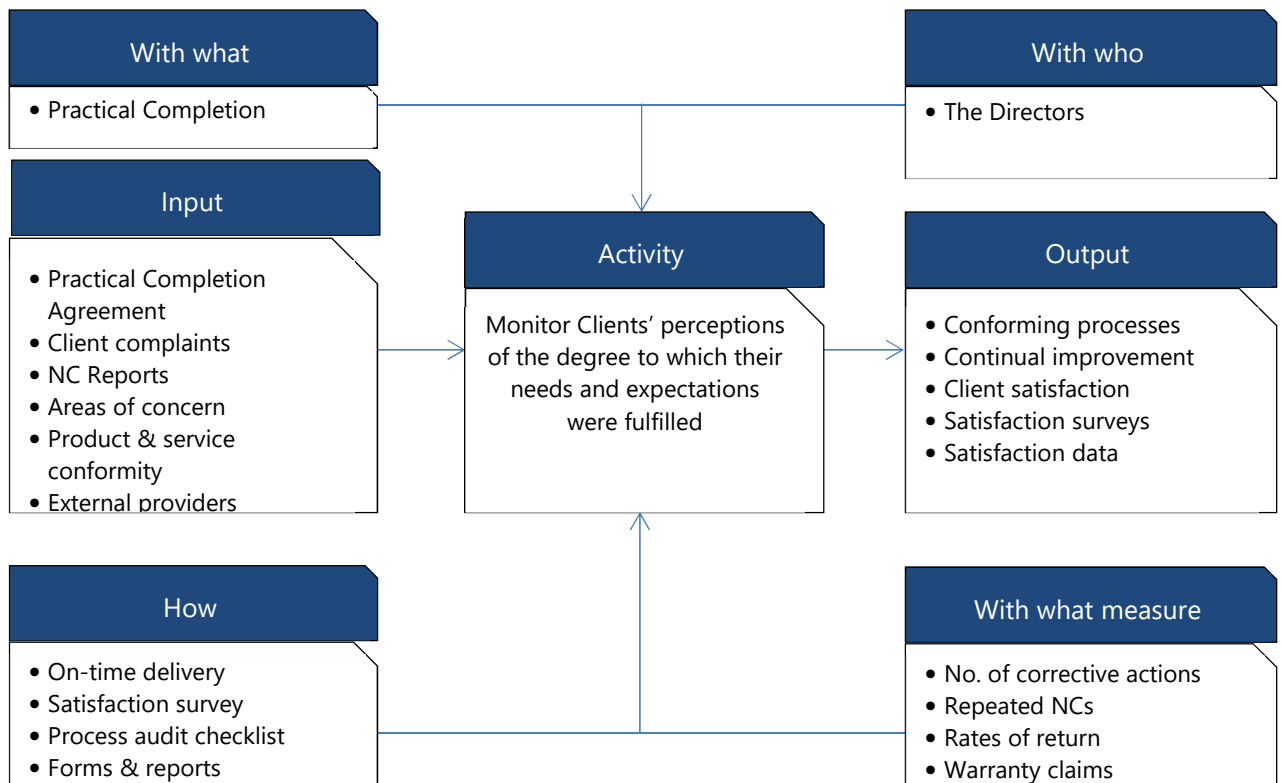
9.1.2 Client Satisfaction

The Directors monitor information and trends relating to Client perception as to whether the organisation has fulfilled the Clients' requirements. Client complaints, whether received in writing, verbally or electronically are dealt with by the Directors and / or the Contract Managers.

Client survey data along with other Client feedback, including written or verbal complaints are reviewed by The Directors who initiate appropriate corrective actions. The level of Client satisfaction is monitored using various Client data points:

1. Project returns and warranty claims;
2. Repeat Clients and trends in market share;
3. Analysis of Client complaints and Client satisfaction surveys;

Control of Client Satisfaction Process Activity Map



9.1.3 Analysis & Evaluation

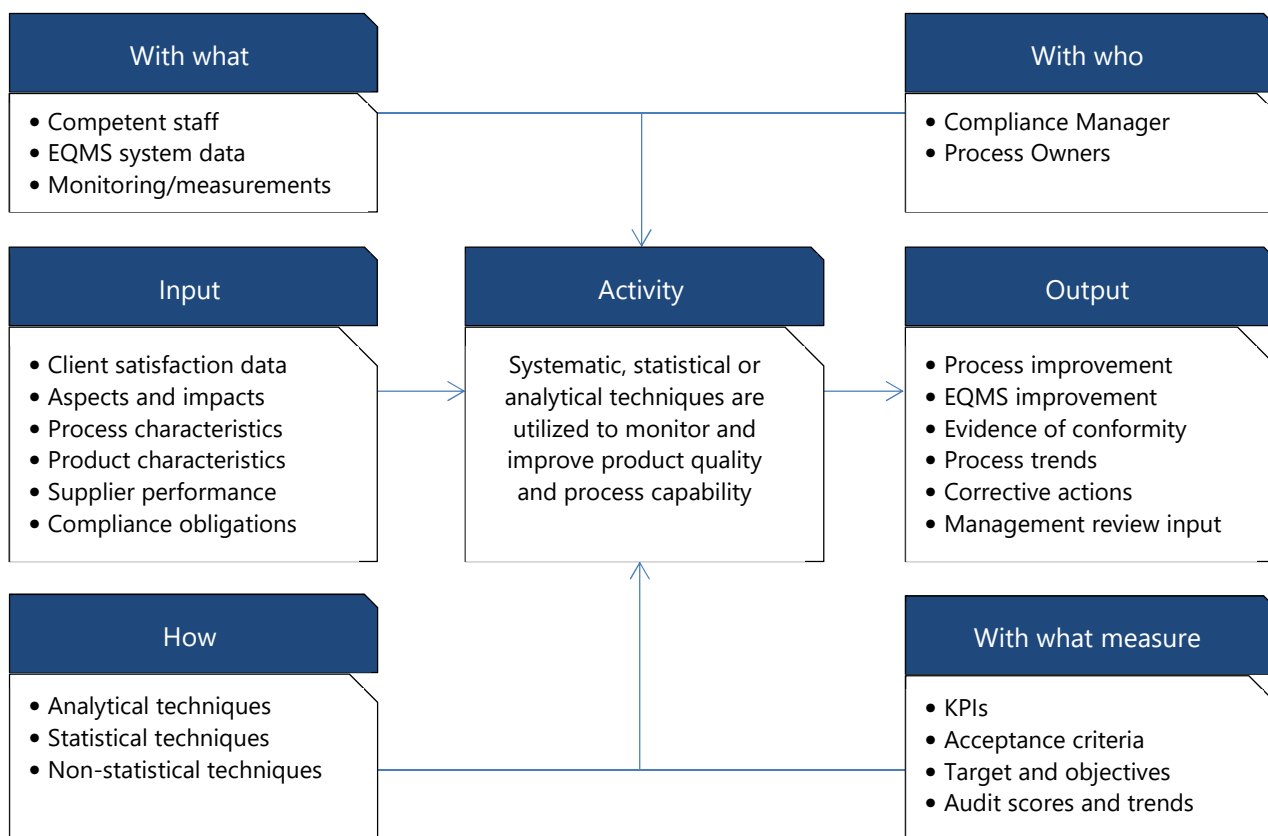
In order to identify opportunities for improvement, The Directors and senior managers, as appropriate, collect and analyses data using appropriate statistical and non-statistical techniques to determine the suitability and effectiveness of key quality and environmental management system processes using data points that are applicable to their area(s) of responsibility. At a minimum, data is analysed to assess achievement of the corporate level objectives and Client requirements. Methods and responsibilities for analysis and evaluation are implemented and communicated using the Control of Data Analysis Procedure.

A process is effective if the desired results are measurably achieved. Effectiveness is measured in terms of project quality, environmental compliance, process accuracy, delivery schedule performance, cost and budgetary performance; employee performance against established objectives and levels of Client satisfaction. In order to identify strengths, weaknesses, threats and opportunities within our integrated management system, Marbank Construction Ltd monitors and analyses trends using the following data points:

1. Characteristics of processes, projects and their trends;
2. Conformity to project, Client, environmental and legal requirements;
3. Client satisfaction and perception data;
4. Supplier and external provider performance data;
5. Results of actions taken to address risks and opportunities;
6. Effective implementation of integrated management system planning;
7. Improvement opportunities identified during internal audits and management reviews.

Control limits for process and project performance are expressed as objectives and targets and are disseminated via documented information as appropriate. Marbank Construction Ltd undertakes corrective action when the data shows a trend toward the pre-defined control limit. Employees, who utilise statistical tools to analyze; measure and verify outputs, are sufficiently competent to ensure proper deployment of these techniques.

Control of Data Analysis Process Activity Map



9.1.4 Evaluation of Compliance

Conformance with legislation is reviewed and evidence of evaluation is maintained through the management review process. In addition to monitoring and measurement of operational activities, Marbank Construction Ltd periodically evaluates its compliance with applicable legal requirements and with other requirements to which it subscribes. In most cases, monitoring and measurement is an on-going process intended to collect data required by legal and other requirements. The evaluation of compliance is analyzes and compares the data collected over a period of time in comparison with our stated compliance obligations as defined in the EMSP007 Procedure – Complaint - Non-conformity Handling - Concern Management

9.2 Internal Audit

The EQMS audit programme is coordinated by the Compliance Manager and details the frequency and general focus of each internal audit. This activity is defined by the Control of Internal Audits Procedure. The internal audit programme is recorded. The schedule may be altered at any time as necessary to ensure all areas are audited at a frequency determined by the associated risk of non-compliance.

Internal audit results are critical inputs that help to assess the effectiveness of our EQMS. Marbanks internal audits use risk based thinking and the notion of continual improvement as the main drivers. Internal audits are conducted at planned intervals to determine whether the quality management system conforms our organisation's planned arrangements and to the requirements of ISO 9001:2015 and ISO 14001:2015.

Marbanks internal audit programme is based upon a strategy that considers the status and importance of each process that comprise the scope of our EQMS. The audit frequency is based upon process performance trends, results from

previous audits, levels of Client satisfaction, rates of non-conformity and corrective action, etc. to ensure that our organisation focuses on the aspects that affect project and process conformity the most.

The criteria, scope, frequency and methods of each audit are defined in our audit plan. The selection of trained auditors and their subsequent impartial conduct ensures objectivity throughout the audit process. Each Auditor ensures that:

1. The results of each audit are recorded using the Internal Audit Report;
2. That timely appropriate corrective action undertaken where required;
3. They retain documented information such as audit checklists and audit reports as evidence of the effective implementation of the audit programme in respect of each audit.

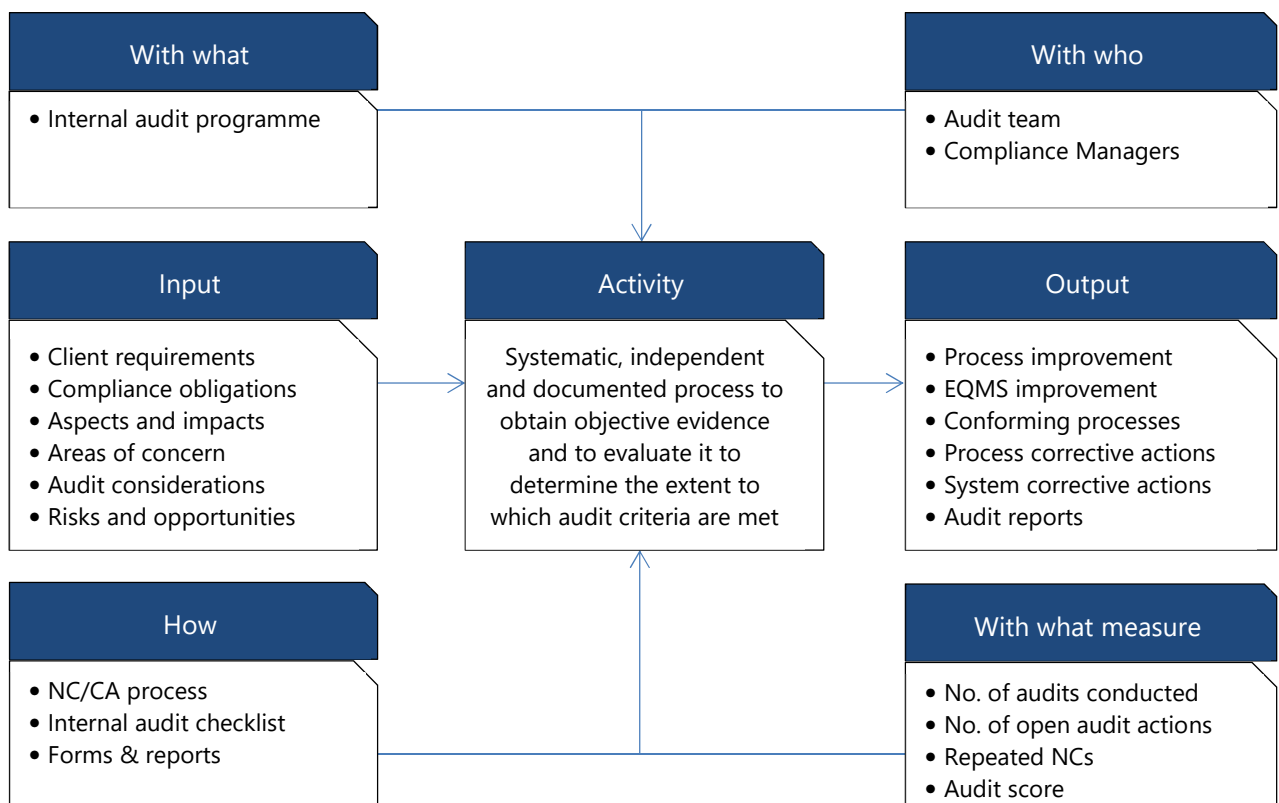
All internal audits are conducted by individuals who have undertaken 'Internal Auditor' training as a minimum, and who therefore are aware of the benefits of building their own scope for each audit by referring to:

1. Related previous internal and external audit actions;
2. Relevant parts of the Environmental Aspects & Impacts Register;
3. Relevant parts of the Risk & Opportunities Register;
4. The relevant EQMS management procedures;
5. The EQMS Manual and relevant clause requirements of ISO 9001:2015 and ISO14001:2015;
6. Non-conformities and related corrective actions that are recorded within the Concern Log

Auditors are not permitted to audit work they conduct themselves to ensure objectivity and impartiality.

Where necessary external contracted in services are used.

Control of Internal Audits Process Activity Map



9.3 Management Review

9.3.1 General

To ensure the continuing suitability, adequacy and effectiveness of our EQMS in meeting our organisation's strategies, The Directors conduct formal management review meetings at planned intervals.

In summary; the Compliance Manager chairs the EQMS Review Meeting. To ensure that the review includes each of the requirements of ISO 9001:2015 and ISO14001:2015, a Management Review Agenda & Minutes is prepared issued.

9.3.2 Inputs

The primary inputs that are reviewed comprise data from conformance and performance measurements that are gathered at key quality and environmental data points from various processes. Subsequent recommendations for improvement are based on the evaluation of such measurements.

Conformance is primarily assured through internal audits and demonstrated through a review of audit results and our demonstrated ability to detect, correct and to prevent problems. Performance is primarily assured through the deployment of corporate and operational level objectives, and through the review of our demonstrated ability to achieve desired results.

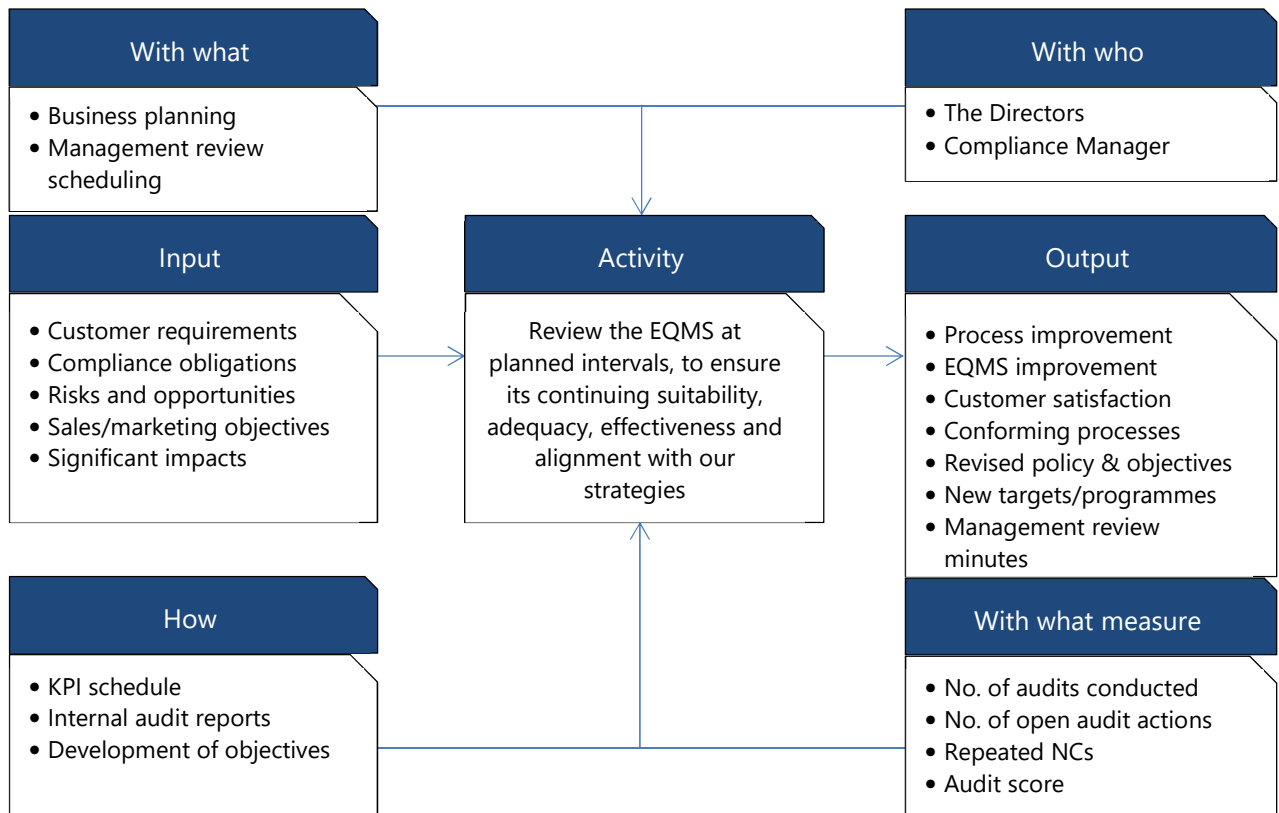
9.3.3 Outputs

The primary outputs of management review meetings are management actions that are taken to make changes or improvements to our quality management system. During management review meetings, the Compliance Manager identifies appropriate actions to be taken regarding the following issues:

1. Improvement of the effectiveness of the quality management system and its processes;
2. Improvement of project related to Client requirements;
3. Opportunities and risks;
4. Significant environmental aspects;
5. Resource needs.

The primary outputs of management review meetings are the actions necessary to make changes or improvements to our quality management system and the provision of resources needed to implement these actions. Responsibilities for required actions are assigned to members of the management review team. Any decisions made during the meeting, assigned actions and their due dates are recorded in the management review minutes.

Control of Management Reviews Process Activity Map



10 Improvement

10.1 General

The Compliance Manager uses a range of the performance evaluation tools highlighted in Section 9 to make recommendations for improvement and to achieve the intended outcomes of our EQMS. For example, recommendations may emerge from the review groups and from findings raised in internal audits.

In order to determine and select opportunities for improvement or to implement any necessary actions to meet the requirements of Clients and relevant interested parties, or to enhance Client satisfaction, Marbank Construction Ltd drives improvement via the analysis of relevant data. The data inputs for the improvement process include:

1. Risk and opportunity evaluations;
2. Assessment of the changing needs and expectations of interested parties;
3. The conformity of existing projects and services;
4. The effectiveness of our EQMS;
5. Supplier performance;
6. Environmental performance;
7. Reducing adverse environmental impacts;
8. Increasing beneficial impact and opportunities;
9. Levels of Client satisfaction, including complaints and feedback;
10. Internal and external audit results;
11. Corrective action and non-conformance rates;
12. Data from process and project characteristics and their trends.

Marbank Construction Ltd also ensures that opportunities for improvement from daily feedback on operational performance are evaluated by the Compliance Manager. Changes are typically implemented through the corrective action system. Opportunities for improvement from analysis of longer-term data and trends are evaluated and implemented through the management review process and are prioritized with respect to their relevance for achieving our quality and environmental objectives.

The overall effectiveness of continual improvement program (including corrective actions taken as well as the overall progress towards achieving corporate level improvement objectives) is assessed through our management review process.

10.2 Non-conformity & Corrective Action

Non-conformities with aspects of environmental and the requirements of ISO14001:2015 and the requirements of ISO 9001:2015 are reported to the Compliance Manager in order that an investigation can be initiated.

The relevant procedures are:

EMSP007 Procedure – Complaint - Non-conformity Handling - Concern Management

QMSP004 Procedure – Non-conformance & non-conforming materials 20170810

The appropriate manager documents the non-conformity using the IMS-CRF01 – Concern Report Form and considers the root-cause of the non-conformity. If necessary, other responsible parties will be consulted to identify the root cause and plan appropriate action. The Compliance Manager records the report together with any agreed corrective action within the IMS-CRL01 – Concerns Report Log

The appropriateness of actions taken is reviewed during document reviews and the internal audit process and reported as necessary to the Management Review. Evidence of non-conformance, Client dissatisfaction or process weakness is used to drive our continual improvement system. Since problems may already exist, they will require immediate correction and possible additional action aimed at eliminating or reducing the likelihood of its recurrence.

Follow-up audits are conducted in accordance with the internal audit process to ensure that effective corrective action is taken and that the action is appropriate to the impact and nature of the problem encountered. In addition, the Compliance Manager summarizes and analyzes corrective action data to identify trends in order to assess the overall effectiveness of the corrective action system and to develop related recommendations for improvement.

The resulting corrective actions are reviewed for effectiveness and are reported to The Directors in order to determine if changes to the EQMS are required, or whether any new risks or opportunities need to be considered during planning.

The corrective actions are considered effective if the specific problem was corrected and data indicates that the same or similar problems have not recurred. Results of data analysis and subsequent recommendations are presented to The Directors for review.

10.3 Improvement

Marbank Construction Ltd continually improves the effectiveness of its quality management system through the effective application of the corporate policies, objectives, auditing and data analysis, corrective and preventive actions and management reviews.

The continual improvement process begins with the establishment of our corporate policies and objectives for improvement, based on objectives contained in our business plan and Client targets and goals. Client satisfaction, internal audit data, process and project performance data, and the cost of poor quality or risk control are then compared against objectives or KPIs to identify additional opportunities for improvement.

The overall effectiveness of continual improvement program, including corrective actions taken, as well as the overall progress towards achieving corporate level improvement objectives, are assessed through our management review process.

Appendices

A.1 Correlation Matrix

This section provides a matrix to correlate the requirements of ISO 9001:2015 and ISO 14001:2015 against the relevant sections in this document to determine where the relevant clauses are located.

ISO 9001:2015 & ISO 14001:2015		This Document	
4.0	Context of the Organisation	4.0	About our Organisation
4.1	Understanding the Organisation and its Context	4.1	Organisational Context
4.2	Needs and Expectations of Interested Parties	4.2	Relevant Interested Parties
4.3	Scope of the Management System	4.3.1	EQMS Scope
4.4	E/Q Management System	4.3.2	EQMS Processes
5.0	Leadership	5.0	Leadership & Governance
5.1	Leadership and Commitment	5.1	Leadership and Commitment
5.1.1	Management System	5.1.1	Quality & Environmental Management
5.1.2	Client Focus	5.1.2	Client Focus
5.2	Environmental/Quality Policy	5.1.3	Quality & Environmental Policy
5.2.1	Establishing the Policy	5.1.3.1	Establishing & Communicating
5.2.2	Communicating the E/Q Policy	5.1.3.2	Policy Statement
5.3	Roles, Responsibilities and Authorities	5.2	Roles, Responsibilities and Authorities
6.0	Planning for the E/Q Management System	6.0	EQMS Planning
6.1	Actions To Address Risks and Opportunities	6.1.1	Risk & Opportunities
6.1.1	General	6.1	General
6.1.2	Environmental Aspects	6.1.2	Environmental Aspects
6.1.3	Compliance Obligations	6.1.3	Compliance Obligations
6.1.4	Planning Action	6.3	EQMS Objectives & Plans to Achieve Them
6.2	E/Q Objectives & Planning To Achieve Them	6.3	EQMS Objectives & Plans to Achieve Them
6.3	Planning of Changes	6.4	Planning for Change
7.0	Support	7	Support
7.1	Resources	7.1	Resources
7.1.1	General	7.1.1	General
7.1.2	People	7.1.2	People
7.1.3	Infrastructure	7.1.3	Infrastructure
7.1.4	Environment for the Operation Of Processes	7.1.4	Operational Environment
7.1.5	Monitoring and Measuring Resources	7.1.5	Monitoring and Measuring Tools
7.1.6	Organisational Knowledge	7.1.6	Organisational Knowledge
7.2	Competence	7.1.2.1	Competence
7.3	Awareness	7.1.2.2	Awareness
7.4	Communication	5.3	Communication
7.5	Documented Information	4.3.4	Documented Information
7.5.1	General	4.3.4.1	Management System Documents
7.5.2	Creating and Updating	4.3.4.2	Creating and Updating
7.5.3	Control of Documented Information	4.3.4.3	Controlling Documented Information

ISO 9001:2015 & ISO 14001:2015		This Document	
8.0	Operation	8.0	Project & Service Development
8.1	Operation Planning & Control	8.1	Operational Planning & Control
8.2	Requirements for Projects and Services	8.2	Determining Requirements for Projects
8.2	Emergency Preparedness and Response	8.8	Control of Emergency Situations
8.2.1	Client Communication	8.2.1	Client Communication
8.2.2	Determining Requirements Related to Projects	8.2.2	Determining Requirements
8.2.3	Review of Requirements Related to the Projects	8.2.3	Review of Requirements
8.2.4	Changes to Requirements for Projects/Services	8.2.4	Changes in Requirements
8.3	Design and Development of Projects	8.3	Design & Development
8.3.1	General	8.3.1	General
8.3.2	Design and Development Planning	8.3.2	Planning
8.3.3	Design and Development Inputs	8.3.3	Inputs
8.3.4	Design and Development Controls	8.3.4	Controls
8.3.5	Design and Development Outputs	8.3.5	Outputs
8.3.6	Design and Development Changes	8.3.6	Changes
8.4	Externally Provided Projects & Services	8.4	Control of Suppliers & External Processes
8.4.1	General	8.4.1	General
8.4.2	Type & Extent of Control of External Provision	8.4.2	Purchasing Controls
8.4.3	Information for External Providers	8.4.3	Purchasing Information
8.5	Projection and Service Provision	8.5	Projection & Service Provision
8.5.1	Control of Projection and Service Provision	8.5.1	Control of Projection & Service Provision
8.5.2	Identification and Traceability	8.5.2	Identification & Traceability
8.5.3	Client or External Provider's Property	8.5.3	3 rd Party Property
8.5.4	Preservation	8.5.4	Preservation
8.5.5	Post-Delivery Activities	8.5.5	Post-Delivery Activities
8.5.6	Control of Changes	8.5.6	Control of Changes
8.6	Release of Projects and Services	8.6	Release of Projects and Services
8.7	Non-conforming Process Outputs and Projects	8.7	Control of Non-conforming Outputs
9.0	Performance Evaluation	9.0	Performance Evaluation
9.1	Monitoring, Measurement, Analysis & Evaluation	9.1	Monitoring, Measurement, Analysis & Evaluation
9.1.1	General	9.1.1	General
9.1.2	Client Satisfaction	9.1.2	Client Satisfaction
9.1.2	Evaluation of Compliance	9.1.4	Evaluation of Compliance
9.1.3	Analysis and Evaluation	9.1.3	Analysis and Evaluation
9.2	Internal Audit	9.2	Internal Audit
9.2.1	General	9.2	Internal Audit
9.2.2	Internal Audit Programme	9.2	Internal Audit
9.3	Management Review	9.3	Management Review
9.3.1	General	9.3.1	General
9.3.2	Management Review Inputs	9.3.2	Inputs
9.3.3	Management Review Outputs	9.3.3	Outputs
10.0	Improvement	10.0	Improvement
10.1	General	10.1	General
10.2	Non-Conformity and Corrective Action	10.2	Non-Conformity & Corrective Action
10.3	Continual Improvement	10.3	Continual Improvement

ISO 9001:2015 & ISO 14001:2015		This Document	

A.2 Sequence & Interaction of EQMS Processes

Reference: ISO 9001-2015 14001-2015 Flowcharts

A.3 Organisation Chart

