



Integrated Management System (IMS) Manual

for

ISO 9001&14001:2015 and ISO 45001:2018

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Introduction to Hornbill Ltd

Over the years the company has grown into a full turn key solution for electrical, instrumentation and training services.

Hornbill is now your full service engineering partner, offering systems integration solutions in process control and automation. Our expertise spans a diversity of market sectors, most notably the utilities, oil, petrochemicals, cryogenics and metal industries.

Our services include low voltage, high voltage, instrumentation, panel manufacture, systems design engineering, calibration, procurement, personnel hire and training.

Individually, each service is provided by highly skilled and experienced engineers and tailored to your specific needs. Collectively, they become your project-managed turnkey solution across all aspects of your engineering needs. This means you can rely on Hornbill for design, procurement, manufacture and software as well as installation, inspection, testing and commissioning. We also provide ongoing maintenance and support and a flexible instrument calibration service.

Hornbill was established in 1989 with the vision to build long term partnerships with clients through technical excellence and unsurpassed customer care. Today we enjoy an exceptionally high client retention rate, with many of our customers having worked with us throughout the lifetime of Hornbill.

Our head office and training facility, Hornbill Industrial Training, are based in Neath, South Wales. We also have offices in Pembroke Dock, West Wales and Mold, North Wales.

For further information, visit our website www.hornbill.co.uk

Policy Statement

The management of Hornbill recognise the need for the product and service supplied by the company to be recognised as being to the highest standards of iQES management. This is fully supported and endorsed by the Board of Directors

We are fully committed to the development, implementation and continued improvement of the iQES Management System to control both service and product supplied to our customers. External certification demonstrates this continued commitment. The points listed below demonstrate how we will achieve our objectives in all areas of our integrated system.

Our Policy, significant environmental impacts, targets & objectives are available to the public or to any interested party. Our organisation has taken into consideration the views of interested parties in the establishment of this policy.

Integrated

Provide information, procedures and training for all employees regarding quality, environmental and safety issues. This will be an ongoing process as and when required.

- Monitoring and auditing of operations and procedures with full implementation of recommendations
- Establishing a framework for our objectives which are reviewed regularly with a commitment to continual improvement. These objectives are retained in the Master iQES file and circulated/communicated throughout the Company.
- The organisation is committed to the provision of adequate resources for the implementation and sustainability of the business management systems.
- The Company philosophy is one of Continual Improvement and risk-based thinking rather than correction.
- All our policies are subject to periodic Senior Management review.

Quality

Compliance with relevant industry standards as a minimum

- Maintenance of a Quality management system in compliance with ISO 9001:2015.
- We recognise Quality Assurance as a principle feature in achieving the high level of customer satisfaction and loyalty which is essential to our development as a Company.
- Individuals should report any non-conformances.
- The company's aim is to provide a professional, competitive service to our customers and have recognised the importance of Quality Assurance in assisting the company to achieve this objective.

Environmental

Commitment to ensure protection for our surrounding environment

- Compliance with relevant Environmental Legislation as a minimum.
- Controlled disposal or re-cycling of waste products with utilisation of re-cycled products where possible.
- Monitoring of all operations to ensure limitations of adverse environmental impacts inclusive of pollution prevention.
- Maintaining an environmental management system that complies with ISO 14001:2015.
- Individuals must report any potential environmental impacts or concerns associated with the workplace.

Safety

- The Company is committed to ensuring the health, safety and welfare of its employees, so far as is reasonably practicable. We also fully accept our responsibility for other persons whose health and safety may be affected by our activities.
- We will take steps to ensure our statutory duties are always met.
- Competent persons will be appointed to assist us in meeting our statutory duties including, where appropriate, specialists from outside the Company.
- Maintaining a Health & Safety Management System that complies with ISO 45001:2018.
- The company provides and maintains a safe and healthy working environment, and maintains plant, equipment and systems of work that are safe and without risks to health, with statutory obligations as a minimum requirement.
- Arrangements will be in place for ensuring the safe use, handling, storage and transport of articles and substances.
- Everyone has a legal obligation to take reasonable care for his or her own health and safety and for the safety of others who may be affected by his or her acts or omissions, and must conform to rules, procedures and training regarding safe working.
- Individuals must report any potential Health and Safety hazard including infectious or other diseases, accidents, injuries or concerns associated with the workplace.

We recognise that partnership between all Stakeholders (i.e. The Board, Customers, Employees, Suppliers, Authorities, Other Interested Parties and the Public) is paramount to achieving high levels of satisfaction to all.

This iQES Policy Statement has been issued by the Director of Hornbill, which is communicated to all stakeholders and will be prominently displayed at the company's premises. Staff will be re-inducted in our Safety Policies and Procedures every 3 years.

We recognise iQES Assurance as a principle feature in the development of the Company.

These Policies are appropriate to the purpose and context of the organisation and supports its strategic direction.

In addition, the Company also maintains the following Policies which are available on request; ***Corporate and Social Responsibility, Anti-Slavery and Human Trafficking, Customer Service, Anti-Bribery, Data Protection.***

Policies relating to Health & Safety requirements are maintained and controlled by the ***Health & Safety Manual.***



Russell Scaplehorn (Managing Director)