

Dated 9 January 2025 (updated 3 February 2025)

**Report On Title**

relating to

**Unit 26 Globe Lane Industrial Estate, Broadway, Dukinfield SK16 4UU**

for

**Lesley Buckley, Mary Linda Buckley, Paul Buckley and Anne King as Trustees of the SPM  
SASS**



**Weightmans LLP  
No 1 Spinningfields  
Hardman Square  
Manchester  
M3 3EB  
Tel: 0345 073 9900  
Ref: EHF1 W28268 3**

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# 1 Interpretation

The following terms are used in this report:

<b>"Benefits"</b>	any right, easement, restriction, stipulation, restrictive covenant, mining or mineral right, franchise or other interest that benefits the Property.
<b>"Contract"</b>	the agreement to be entered into between you and the Seller for the sale and purchase of the Property.
<b>"Encumbrances"</b>	any right, easement, restriction, stipulation, restrictive covenant, mining or mineral right, franchise or other interest to which the Property is subject.
<b>"HMRC"</b>	HM Revenue & Customs.
<b>"Property"</b>	The property described in paragraph 4 of this report.
<b>"SDLT"</b>	Stamp duty land tax
<b>"Seller"</b>	Special Piping Materials (Holdings) Limited of Unit 26 Globe Lane Industrial Estate, Broadway, Dukinfield SK16 4UU
<b>"VAT"</b>	value added tax chargeable under the Value Added Tax Act 1994.

# 2 Scope of the review and limitation of liability

- 2.1 This report has been prepared for the sole benefit of you in connection with your proposed purchase of the Property from the Seller and for no other purpose.
- 2.2 The contents of this report are private and confidential. It must not be relied on by or made available to any other party without our written consent.
- 2.3 The report is based on our review of the title documents, search results, planning documents and replies to pre-contract enquiries given by the Seller.

- 2.4 We have not inspected the Property and are unable to advise on the physical condition of the Property. We would advise you to arrange for a survey of the Property to be carried out, if this has not already been arranged.
- 2.5 We have made no enquiries of the actual occupiers of the Property and have not taken any steps to verify independently the information supplied by the Seller in replies to enquiries.
- 2.6 We express no opinion on the commerciality of the transaction. We are unable to advise on the value of the Property. We recommend that you have the Property professionally valued. You should ensure that the valuer is aware of the matters mentioned in this report, as they may affect the value.
- 2.7 We express no opinion on whether the purchase of the Property may be called-in under the National Security and Investment Act 2021.

### **3 Purchase price and other contract terms**

- 3.1 The purchase price is £900,000.
- 3.2 The purchase price is exclusive of VAT. As VAT is payable on the purchase price, the amount of £180,000 will be added to the purchase price.

### **4 The Property**

- 4.1 The Property is the freehold land and buildings known as Unit 26 Globe Industrial Estate, Broadway, Dukinfield SK16 4UU.
- 4.2 If your title to the Property is freehold, it means that you own the Property outright, in perpetuity.
- 4.3 A plan showing the Property edged in red is attached at **Annexure 1**. Please check the plan carefully to ensure that it accurately reflects the extent of the land that you believe you are buying. The plan may not show the exact location of the boundaries of the Property. You should inspect the Property and let us know if there are any discrepancies between the plan and the site inspection.
- 4.4 The Property is registered at the Land Registry under title number GM408164. The class of title is absolute freehold title. Absolute title is the best class of title available.
- 4.5 The registered owner of the Property is the Seller

## **5 Matters benefiting the Property**

The Property enjoys the following Benefits:

5.1 The following rights granted by a Transfer dated 25 March 1986 made between (1) Tameside Metropolitan Borough Council and (2) Philip Charles Hall, Beryl Hall, Vincent Hindley and Janet Hindley (“the 1986 Transfer”):

- The right to pass and repass over and along the estate and access roads leading to the adopted public highway.
- The right to connect into and use the sewers and drains which are in or upon any adjoining land or over which an easement is granted to the transferor together with the right to enter any adjoining land to lay and construct any additional or substituted sewers or drains.
- The right to the free passage and running of water, soil, electricity and telephone services through all watercourses, sewers, drains, pipes, conduits and cables at the site.
- The right to enter upon other parts of the site for the purposes of inspecting, cleansing, repairing or renewing any party structure.

## **6 Matters burdening the Property**

The Property is subject to the following Encumbrances:

6.1 The following restrictive covenant contained in a Conveyance dated 3 June 1953 made between (1) Charlotte Gertrude Astley–Nicholson and (2) Joseph Kershaw (“the 1953 Conveyance”):

- Not to use the land or any building thereon for any noisome or offensive trade or business or for anything that would cause a nuisance, annoyance or damage to the seller.

6.2 The following right reserved by the 1953 Conveyance:

- The right to the free running of water and soil in, through, along and over the sewers, drains, channels, culverts and watercourses made through the Property.

6.3 The following rights reserved by the 1986 Transfer:

- All rights and easements enjoyed by or in respect of other land of the transferor.
- The right to the free passage and running of water, soil, electricity and telephone services through all watercourses, sewers, drains, pipes, conduits and cables at the site.
- The right to enter onto the site for the purposes of constructing, inspecting, cleansing, repairing or renewing any party structure on or under the site and used in common with any other property.
- The right to enter any part of the site for the purposes of repairing or building on any adjoining premises.

6.4 The following covenants contained in the 1986 Transfer:

- Not to use the Property for any purpose other than as a bakery or any other use with Use Classes III, IV and X.
- Not to use the Property for any noisome or offensive trade, business or occupation.
- To maintain and keep the boundary walls and/or fences in good repair and condition.
- Not to discharge any industrial matter from the drains or sewers or anything of a noxious or poisonous nature.
- To keep the Property in a proper and tidy state of repair and decoration.

## 7 Search results

### 7.1 Local land charges search

A search of the local land charges register shows matters such as compulsory purchase orders, tree preservation orders, planning enforcement notices and financial charges registered against a property. You should note that the search result provides a snapshot of the register on the date of the search. Local land charges registered after the date of the search will still bind a property.

The local land charges search was provided by Tameside Borough Council on 6 December 2024. The result of the search revealed that the local land charges detailed in **Annexure 2** are registered against the Property.

## 7.2 Local authority search (including any optional and additional enquiries)

A local authority search reveals important information about a property, such as planning permissions and building regulation consents, proposals for road schemes, environmental and pollution notices and whether any part of the property is registered as common land or as a town or village green. A local authority search only reveals matters that affect the property being searched against. It will not disclose matters that affect neighbouring properties. If you require information about neighbouring properties, you should let us know so that further enquiries can be made.

The local authority search was provided by Tameside Borough Council on 6 December 2024. The result of the search did not show any entries that adversely affect the Property and revealed the following information:

- Broadway is a highway maintainable at public expense. However, please let us know if you are aware of anything that may indicate that the Property does not abut the highway, for example, a strip of concrete or a grass verge between the Property and the road surface. Please also let us know if you are aware that access to the Property is gained other than from the highway or if you plan to move the access to the Property from its current position.
- The Property is not in an area which is subject to a Community Infrastructure Levy charging schedule.
- The Property is not within a conservation area, an area which is subject to a compulsory purchase order or in a radon affected area.
- No part of the Property is registered as common land or as a town or village green. The possibility of land being common land or a town or village green is significant, as the land may be subject to third party rights and the owner's ability to use or develop the land may be restricted. Even if land is not registered as common land or a town or village green at the date of the search, it is possible for common land or new town or village greens to be registered in some circumstances. You should let us know if you are aware of anyone other than the Seller using the Property for any purpose.

## 7.3 Groundsure review search

A full review search includes environmental matters, level of flood risk and a full planning review.

If a local authority determines that land is contaminated, and the party who caused or knowingly permitted the contamination cannot be found, the current owner or occupier of the land may be required to remedy the contamination. This can be an expensive process, so it is important to assess the risk of land being contaminated before committing to buy a property.

A flood risk search gives a high level assessment of the risk to the Property from the four main types of flooding (river, coastal, groundwater and surface water). It is important to know this information before committing to buy a property, as it can affect the value of the Property and the terms of your buildings insurance for Property.

The review search was provided by Groundsure on 3 December 2024. The result of the search revealed the following information:

- The search provider considers there to be a moderate but acceptable risk at the Property from a contaminated land liability perspective. Potentially historical contaminated uses have been identified but they are not considered to be significant.
- The Property and surrounding area is at a moderate risk of groundwater flooding. The overall flood risk assessment for the Property is low. A plan showing the areas at most risk from flooding is attached to this report at **Annexure 3**.
- The Property is assessed to have potential for non-natural ground stability or subsidence.
- The search has identified multiple planned, existing and proposed wind and solar farms within 5km of the Property. A plan showing the location of these is attached to this report at **Annexure 4**.
- There are nine large planning developments and one small planning development within 125m–500m of the Property. A plan showing the locations of these is attached to this report at **Annexure 5**.

#### 7.4 Chancel repair search

A chancel repair search shows whether the owner of a property may be liable to contribute towards the cost of repairs to the chancel of a parish church. We would advise you not to contact any parish churches directly in relation to chancel repair liability as this may limit the availability of indemnity insurance.

The chancel repair search was provided by Pinpoint Chancel on 7 November 2024. The result of the search showed that the Property is not within the historical boundary of a parish which continues to have a potential chancel repair liability.

#### 7.5 Land Registry official search

A Land Registry official search shows whether the register for a property has changed since the copy of the register was originally issued to the buyer's solicitor. The search also gives the applicant a "priority period". Any new entries that are registered in the priority period will not bind the applicant, as long as the Land Registry receives their application for registration within the priority period.

It is too early to carry out a Land Registry official search now, but we will carry out a search before completion of the purchase of the Property.

## 8 Replies to pre-contract enquiries

8.1 You should note the following information provided by the Seller in their replies to our pre-contract enquiries which are attached to this report at **Annexure 6**:

8.1.1 Asbestos survey

8.1.2 IMS manual

8.1.3 Air conditioning report.

8.2 We assume that you have been provided with a copy of any necessary energy performance certificate (EPC). If you are intending to let the Property, you may be affected by the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 (SI 2015/962) (MEES Regulations) which restrict the letting of property whose energy efficiency is sub-standard. We can provide more information about the MEES Regulations on request

## 9 Insurance

You will take the risk in the Property from the date that the Contract is exchanged. This means that if the Property is damaged or destroyed between exchange and completion you will still be obliged to buy the Property for the price stated in the Contract. We would strongly recommend that you arrange for the Property to be insured for its full reinstatement value from the date of exchange.

**10 SDLT**

The purchase of the Property is subject to SDLT of £43,500.

*Weightmans LLP*  
.....

Signed: Weightmans LLP

Dated..... 3 February 2025

## Annexure 1

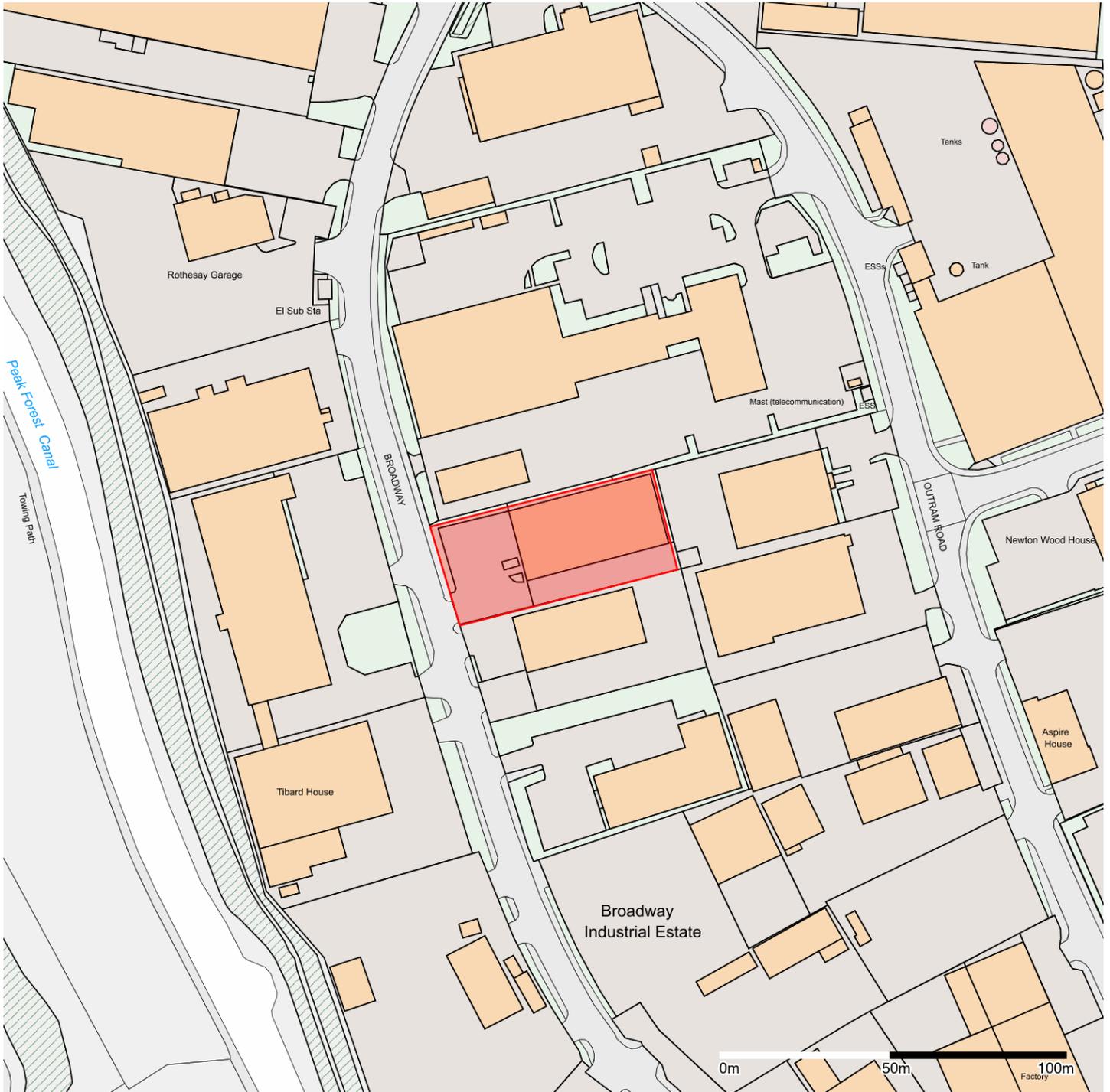


Address: Unit 26, Globe Lane Industrial Estate, Broadway, Dukinfield, SK16 4UU

Scale: 1015

Grid Reference: 393816E 396665N

Local Authority: Tameside Borough Council



1:1015 27.11.2024

This plan has been automatically generated by InfoTrack. It shows the general position of the boundaries, including boundaries, which have been highlighted in online mapping tool. It may be subject to distortions in scale. Measurements scaled from this plan may not match measurements between the same points on the ground.

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## Annexure 2



# Local Land Charges official search

It is hereby certified that the search of land and property as shown below reveals registrations up to and including the date and time of this certificate

**Search area:**

Unit 26, Globe Lane Industrial Estate, Broadway, Dukinfield, SK16 4UU

**Reference:**

000 256 149

**Time and date:**

09:07:52 on 28 November 2024

**Map:**



 Search area

**Map key:**



**There are 18 local land charges in your search area.**

**Category**

Planning - Conditional planning consent



Dotted line shows your search area

**Location**

Special Piping Materials Ltd  
Broadway  
Dukinfield  
SK16 4UU

**Description**

Erection of additional storage facility

**Law**

Town and Country Planning Act 1990 section 70

**Legal document**

Planning permission

**Originating authority**

Tameside Metropolitan Borough Council

**Authority reference**

22/00010/FUL

**Source information**



Charge area

<https://publicaccess.tameside.gov.uk/online-applications/>

**Registration date**

20 April 2022

**Creation date**

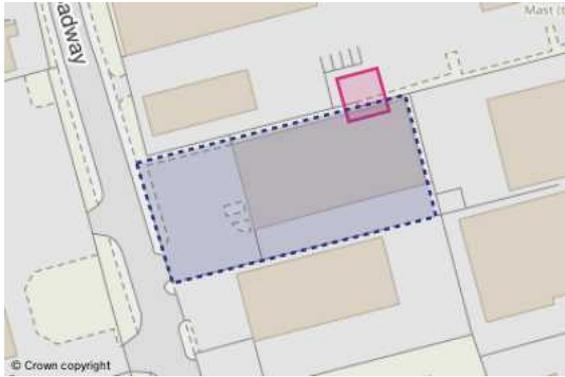
8 April 2022

**HM Land Registry reference**

LLC-289JM

**Category**

Planning - Conditional planning consent



Dotted line shows your search area

**Location**

Globe Lane Depot, Outram Road , Dukinfield

**Description**

Standard conditional consent for erection of a temporary 15m tower together with 3 equipment cabins and ancillary equipment.

**Law**

Town and Country Planning Act 1990 section 70

**Legal document**

Planning permission

**Originating authority**

Tameside Metropolitan Borough Council

**Authority reference**

01/00606/NMAS

**Source information**

<https://publicaccess.tameside.gov.uk/online-applications/>

**Registration date**

8 August 2001

**Creation date**

10 July 2001

**HM Land Registry reference**

LLC-150S2



Charge area

## Category

Planning - Conditional planning consent



Dotted line shows your search area



Charge area

## Location

Plot 26 Globe Lane Industrial Estate Globe Lane Dukinfield  
Tameside

## Description

Factory extension at rear for covered storage

## Law

Town and Country Planning Act 1990 section 70

## Legal document

Planning permission

## Originating authority

Tameside Metropolitan Borough Council

## Authority reference

99/20602/FUL

## Source information

<https://publicaccess.tameside.gov.uk/online-applications/>

## Registration date

17 August 1999

## Creation date

17 August 1999

## HM Land Registry reference

LLC-14YGT

## Category

Planning - Conditional planning consent



Dotted line shows your search area

## Location

Plot 26 Globe Lane Industrial Estate, Dukinfield

## Description

Conditional consent for factory extension at rear for covered storage. (Delegated Powers)

## Law

Town and Country Planning Act 1990 section 70

## Legal document

Planning permission

## Originating authority

Tameside Metropolitan Borough Council

## Authority reference

99/00615

## Source information

<https://publicaccess.tameside.gov.uk/online-applications/>

## Registration date

13 October 1999

## Creation date

16 August 1999



Charge area

**HM Land Registry reference**

LLC-157D6

**Category**

Planning - Conditional planning consent



Dotted line shows your search area

**Location**

Plot 27 Globe Lane Industrial Est. Broadway Dukinfield

**Description**

Conditional consent for erection of single storey factory/workshop extension on side elevation (Delegated Powers)

**Law**

Town and Country Planning Act 1990 section 70

**Legal document**

Planning permission

**Originating authority**

Tameside Metropolitan Borough Council

**Authority reference**

97/00574

**Source information**

<https://publicaccess.tameside.gov.uk/online-applications/>

**Registration date**

14 August 1997

**Creation date**

11 July 1997

**HM Land Registry reference**

LLC-14D5K



Charge area

## Category

Planning - Conditional planning consent



Dotted line shows your search area



Charge area

## Location

Plots 21 & 25, & part of 22 & 24 Globe Lane Industrial Estate, Dukinfield (Building Service Depot)

## Description

Conditional consent for erection of demountable single storey office/storage unit.

## Law

Town and Country Planning Act 1990 section 70

## Legal document

Planning permission

## Originating authority

Tameside Metropolitan Borough Council

## Authority reference

90/26642

## Source information

<https://publicaccess.tameside.gov.uk/online-applications/>

## Registration date

14 March 1991

## Creation date

30 January 1991

## HM Land Registry reference

LLC-14TLF

## Category

Planning - Conditional planning consent



Dotted line shows your search area

## Location

Building Services Depot, Outram Road, Globe Lane Industrial Estate, Dukinfield

## Description

Conditional consent to erect a two storey office block with ancillary accommodation

## Law

Town and Country Planning Act 1990 section 70

## Legal document

Planning permission

## Originating authority

Tameside Metropolitan Borough Council

## Authority reference

90/26491

## Source information

<https://publicaccess.tameside.gov.uk/online-applications/>

## Registration date

18 January 1991

## Creation date



Charge area

12 December 1990  
**HM Land Registry reference**  
LLC-146QR

**Category**

Planning - Conditional planning consent



Dotted line shows your search area

**Location**

Plot 18, Broadway Industrial Estate, Dukinfield

**Description**

Conditional consent to erect a warehouse/offices

**Law**

Town and Country Planning Act 1990 section 70

**Legal document**

Planning permission

**Originating authority**

Tameside Metropolitan Borough Council

**Authority reference**

89/25073

**Source information**

<https://publicaccess.tameside.gov.uk/online-applications/>

**Registration date**

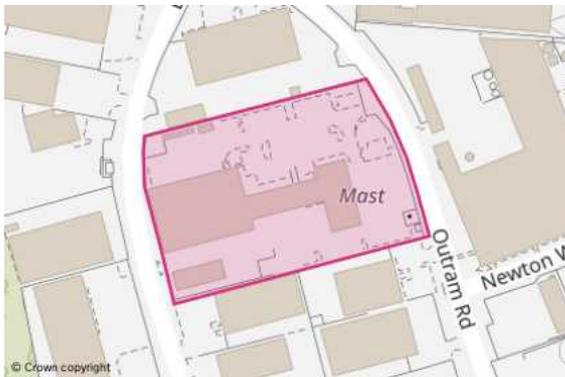
27 March 1990

**Creation date**

21 February 1990

**HM Land Registry reference**

LLC-1574X



Charge area

## Category

Planning - Conditional planning consent



Dotted line shows your search area



Charge area

## Location

Plot 26 Globe Lane Industrial Estate, Dukinfield

## Description

Conditional consent to a two storey office and storage extension to existing industrial unit

## Law

Town and Country Planning Act 1990 section 70

## Legal document

Planning permission

## Originating authority

Tameside Metropolitan Borough Council

## Authority reference

89/24762

## Source information

<https://publicaccess.tameside.gov.uk/online-applications/>

## Registration date

16 January 1990

## Creation date

29 November 1989

## HM Land Registry reference

LLC-15KT1

## Category

Planning - Conditional planning consent



Dotted line shows your search area

## Location

Plots 21 & 25, & part of 22 & 24 Globe Lane Industrial Estate, Dukinfield (Building Service Depot)

## Description

Conditional consent for central maintenance depot for Building Services Dept.

## Law

Town and Country Planning Act 1990 section 70

## Legal document

Planning permission

## Originating authority

Tameside Metropolitan Borough Council

## Authority reference

88/22228

## Source information

<https://publicaccess.tameside.gov.uk/online-applications/>

## Registration date

8 July 1988

## Creation date



Charge area

8 June 1988

**HM Land Registry reference**

LLC-15DMN

## Category

Planning - Conditional planning consent



Dotted line shows your search area



Charge area

## Location

Plot 27 Broadway Dukinfield

## Description

Conditional consent for erection of workshop.

## Law

Town and Country Planning Act 1990 section 70

## Legal document

Planning permission

## Originating authority

Tameside Metropolitan Borough Council

## Authority reference

87/21664

## Source information

<https://publicaccess.tameside.gov.uk/online-applications/>

## Registration date

28 March 1988

## Creation date

3 February 1988

## HM Land Registry reference

LLC-14L4K

## Category

Planning - Conditional planning consent



Dotted line shows your search area



Charge area

### Location

Plot 26, Globe Lane Industrial Estate, Broadway, Dukinfield

### Description

Conditional consent for erection of industrial/warehouse/bakery unit.

### Law

Town and Country Planning Act 1990 section 70

### Legal document

Planning permission

### Originating authority

Tameside Metropolitan Borough Council

### Authority reference

83/15598

### Source information

<https://publicaccess.tameside.gov.uk/online-applications/>

### Registration date

1 August 1984

### Creation date

14 December 1983

### HM Land Registry reference

LLC-15Q6L

## Category

Planning - Conditional planning consent



Dotted line shows your search area

### Location

Northpoint Loyne Ltd., Globe Lane , Dukinfield

### Description

Infrastructure for proposed industrial estate roads sewers, and mounding.

### Law

Town and Country Planning Act 1990 section 70

### Legal document

Planning permission

### Originating authority

Tameside Metropolitan Borough Council

### Authority reference

02/10612

### Source information

<https://publicaccess.tameside.gov.uk/online-applications/>

### Registration date

8 August 1980

### Creation date

6 August 1980



Charge area

**HM Land Registry reference**  
LLC-15JDQ

**Category**

Planning - Conditional planning consent



Dotted line shows your search area

**Location**

Globe Lane, Industrial Estate, Dukinfield

**Description**

Infrastructure for proposed industrial estate, roads, sewers and mounding.

**Law**

Town and Country Planning Act 1990 section 70

**Legal document**

Planning permission

**Originating authority**

Tameside Metropolitan Borough Council

**Authority reference**

80/10612

**Source information**

<https://publicaccess.tameside.gov.uk/online-applications/>

**Registration date**

7 August 1980

**Creation date**

6 August 1980

**HM Land Registry reference**

LLC-14ZYH



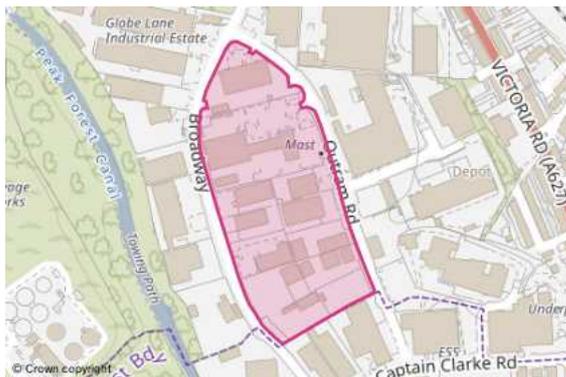
Charge area

## Category

Planning - Conditional planning consent



Dotted line shows your search area



Charge area

## Location

Globe Lane Industrial Estate, Dukinfield

## Description

Conditional consent for infrastructure for proposed industrial estate, roads, sewers & moulding.

## Law

Town and Country Planning Act 1990 section 70

## Legal document

Planning permission

## Originating authority

Tameside Metropolitan Borough Council

## Authority reference

80/10612

## Source information

<https://publicaccess.tameside.gov.uk/online-applications/>

## Registration date

8 September 1980

## Creation date

4 August 1980

## HM Land Registry reference

LLC-15JMM

## Category

Planning - Conditional planning consent



Dotted line shows your search area

## Location

Land between Globe Lane, Dukinfield & Broadway Industrial Estate, Hyde

## Description

Conditional consent for industrial dev.

## Law

Town and Country Planning Act 1990 section 70

## Legal document

Planning permission

## Originating authority

Tameside Metropolitan Borough Council

## Authority reference

80/09294

## Source information

<https://publicaccess.tameside.gov.uk/online-applications/>

## Registration date

8 August 1980

## Creation date

5 March 1980



Charge area

**HM Land Registry reference**  
LLC-14T85

**Category**

Planning - Conditional planning consent



Dotted line shows your search area

**Location**

Land between Globe Lane Dukinfield and Broadway Industrial Estate, Hyde

**Description**

Conditional consent for outline - industrial development.

**Law**

Town and Country Planning Act 1990 section 70

**Legal document**

Planning permission

**Originating authority**

Tameside Metropolitan Borough Council

**Authority reference**

79/09294

**Source information**

<https://publicaccess.tameside.gov.uk/online-applications/>

**Registration date**

23 May 1980

**Creation date**

5 March 1980

**HM Land Registry reference**

LLC-15M72



Charge area

## Category

Other - Smoke control order



Dotted line shows your search area



Charge area

## Location

The whole of Tameside is a smoke control area

## Description

Not provided

## Law

Clean Air Act 1993 section 18

## Legal document

Order

## Originating authority

Tameside Metropolitan Borough Council

## Authority reference

Not provided

## Source information

<https://www.tameside.gov.uk/Planning/Local-Authority-Searches>

## Registration date

2 January 1959

## Creation date

1 January 1959

## HM Land Registry reference

LLC-13PNL

## Annexure 3

**Flooding / Groundwater flooding**



**Site Outline**

Search buffers in metres (m)

- High
- Moderate - High
- Moderate
- Low
- Negligible

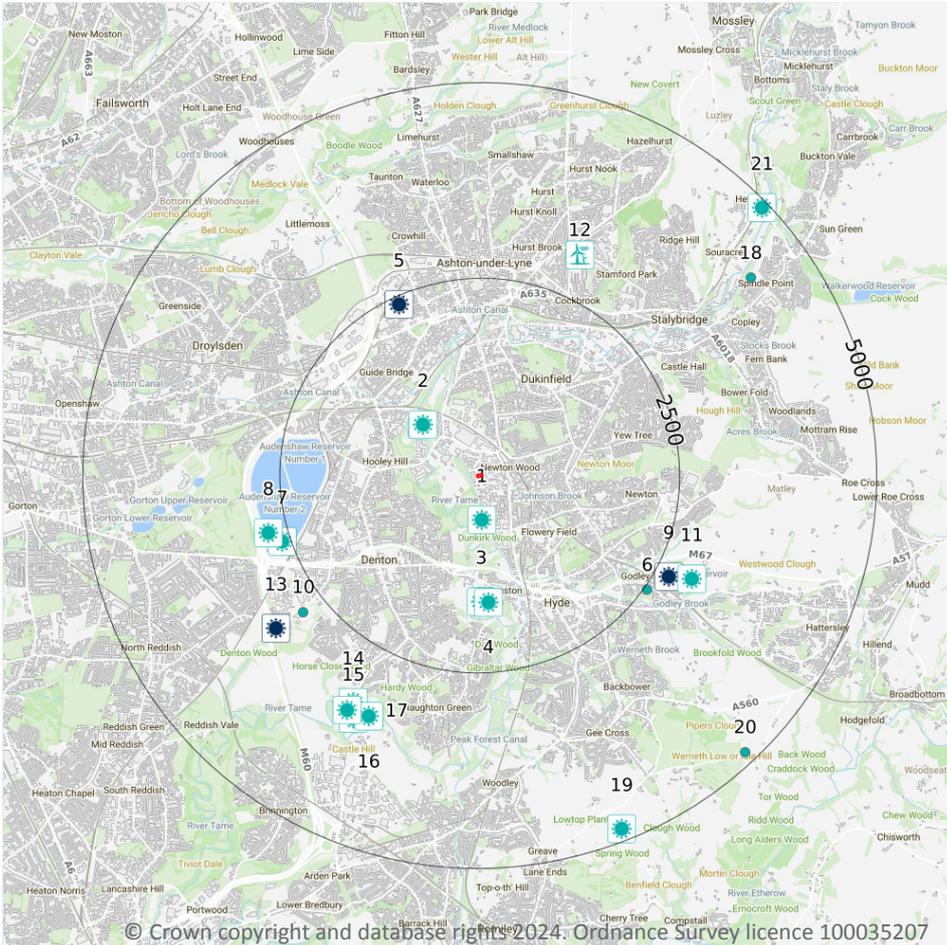
Ambiental data indicates that the property is in an area with a moderate risk of groundwater flooding. Should a 1 in 100-year groundwater flood event occur, groundwater levels may affect basement areas. Properties without basements are not considered to be at risk from this level of groundwater flooding.

Some of the responses contained in this report are based on data and information provided by the Natural Environment Research Council (NERC) or its component body British Geological Survey (BGS). Your use of any information contained in this report which is derived from or based upon such data and information is at your own risk. Neither NERC nor BGS gives any warranty, condition or representation as to the quality, accuracy or completeness of such information and all liability (including for negligence) arising from its use is excluded to the fullest extent permitted by law. Your use of the data/report/assessment constitutes your agreement to bring no claim against NERC or BGS in connection with it.



## Annexure 4

**Energy / Wind and solar**



**— Site Outline**

Search buffers in metres (m)

-  Wind farms
-  Proposed wind farms
-  Proposed wind turbines
-  Existing and agreed solar installations
-  Proposed solar installations

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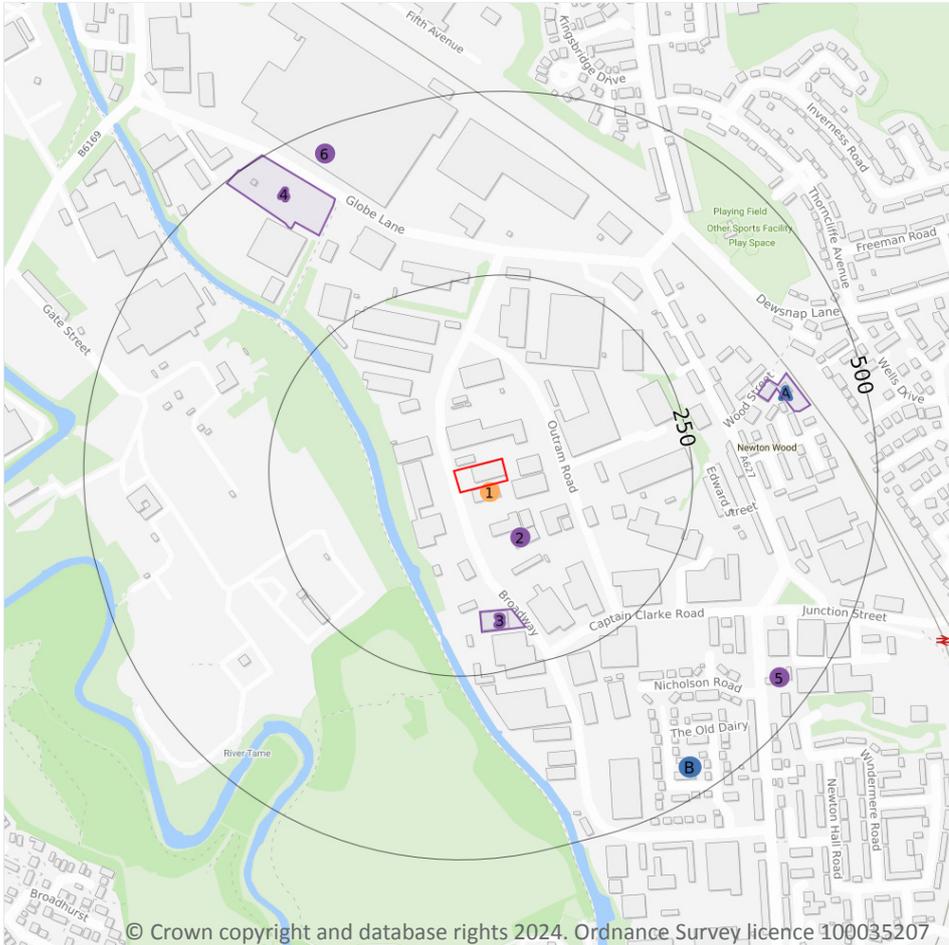
**Proposed wind farms**

A wind farm or group of turbines or individual wind turbine has been proposed within 5,000m of the property. See below for details of the operating company, number of turbines, project and turbine capacity.

Please note some planning applications identified as having been refused, may have subsequently been granted on appeal without appearing as such within this report. Additionally, please be aware that as the identified records are taken from a planning record archive, the proposals identified may have already been undertaken.

## Annexure 5

## Planning Applications



- Site Outline
- Search buffers in metres (m)
- Grouped applications
- Large Project planning application
- Large Project planning application (polygon)
- Small Project planning application
- Small Project planning application (polygon)
- House Extension planning application

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### Large projects searched to 500m

9 large developments within 500m from the property have been submitted for planning permission during the last ten years. Large developments are considered to be residential builds of 10 or more houses (or 1-9 units if value is greater than £1 million) and all other projects with a value of £250,000 or more. Please see below for details of the proposed developments.

ID	Details	Description	Online record
ID: 2 Distance: 80 m Direction: SE	Application reference: 16/00125/FUL Application date: 24/02/2016 Council: Tameside Accuracy: Proximity	Address: Sprintshift Ltd, 17 Outram Road, Broadway Industrial Estate, Dukinfield, Greater Manchester, SK16 4XE Project: Warehouse Last known status: Detailed plans have been granted.	<a href="#">Link</a> ↗



[Back to Summary](#)

Contact us with any questions at:  
[info@groundsure.com](mailto:info@groundsure.com) ↗  
 01273 257 755

Ref: IT-70541418  
 Your ref: IT-70541418  
 Grid ref: 393816 396665

## Annexure 6

Inspection date:

3rd January 2024

Inspection conducted by: Beryl Richmond

Updated Register signed off by:

*B. Richmond*

Job Title: QHSE Manager

Building Location	Position	Content	Material Type	Condition of ACM at Audit	Recommendations	Further Action / Comment	Re-inspection date
Building A	Electrical boxes to wall upon entrance	Chrysotile	Asbestos textile flash guards	N/A	Label and manage material with regular annual inspections	Boxes have been replaced and asbestos removed	N/A
Building A	Gaskets to gas meter	Chrysotile	Asbestos gaskets	N/A	Label and manage material with regular annual inspections	Replaced with Smart meter	N/A
Building A	Roof	Crocidilite	Asbestos cement - corrugated sheets	There has been no work done on the roof	Manage material with regular annual pre planned inspections	Continue to monitor the condition of the roof	01/01/2025
Building B	Gaskets to gas valves	Chrysotile	Lower walls	N/A	Label and manage material with regular annual inspections	Replaced with Smart meter	N/A

<b>Risk Banding</b>		To be re-assessed on an annual basis
		Requires remedial work
		Restrictions need to be implemented until material is removed



# IMS (ISO 9001, 14001 & 45001) Manual

Rev: 09

Date: 19/08/2024

ISO 9001, 14001, 45001

# Integrated Manual

Author: QHSE Manager

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# IMS (ISO 9001, 14001 & 45001) Manual

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<b>Status/Change:</b>	Added: Merged ISO 9001 manual contents into previously integrated ISO 14001 & 45001 manual. Colour highlighted specific areas that are only relevant to each of the standards. Re: <b>OH&amp;S</b> , <b>Environmental</b> , <b>Quality</b> , <b>OH&amp;S + Environmental</b> – Black text is relevant to all the standards.
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## 4.1 Understanding the organisation and its context.

Special Piping Materials (SPM) is the leading global stockholder and supplier of pipes, fittings and flanges. The company supplies an extensive range of piping products in a variety of high-grade materials including Duplex, Super Duplex, 6% Moly, Nickel Alloys and other difficult to source grades of materials. Our products are used across numerous industries worldwide, including Oil & Gas, Petrochemical, Nuclear, FPSO, LNG and Water Treatment. Founded in 1989, Special Piping Materials has established itself as a market leader. Growing from a single office in Manchester, UK, to a global network of seven sales offices and warehouses across five continents.

To maintain and build upon our current success, The SMT initiated the use of a PESTLE and SWOT analysis to determine the organisation's internal/external issues relevant to its purpose, strategic planning and which could affect the organisation's impact on the environment, including consideration to Climate Change, management of risks, prevention of accidents, ill-health and, the ability to achieve its Quality, Occupational Health, Safety and Environmental objectives. The combined outcome of the all the analysis was input onto an action plan for review and monitoring at Strategic Management Meetings and the annual Management Reviews.

### PESTLE ANALYSIS

The PESTLE Framework supports review of external risks to ensure nothing has been overlooked and should be used in conjunction with the other business strategy tool, the SWOT analysis.

#### Political

How the government might influence the economy or a certain industry.

- Foreign trade policies
- International legislation
- Trade Restrictions
- Influences on health/infrastructure.
- Instability in overseas markets
- Health & Safety, and Environmental law (global)
- Special Military Operation (War)

#### Economic

How the economy performs.

- Interest rates
- Exchanges rates
- Inflation
- Wage costs
- Spending/Budgets
- Disposable income of buyers
- Metal Rates (Nickel)
- Oil barrel prices

#### Social

Events that affect the market and community socially.

- Buying trends
- Brand/Company image
- Sales based on relationships.
- Employee expectations
- Age/gender distribution

#### Technological

Relates to innovations in technology that may impact operations / activities.

- IT/Power Failures
- IT Database skills
- Information & communications
- Competitor technology development

#### Legal

Relates to legal drivers locally, nationally, or international.

- Health & Safety Regs/Law
- External HSE inspections/audits
- Industry Regs/Standards
- Environmental Regulations & Legislation

#### Environmental

Factors that influence or are determined by the surrounding environment.

- Interested parties.
- Energy consumption and costs
- Waste management
- Environmental impact
- Climate Change (global)
- Floods
- Weather
- Natural resource availability
- Sector standards
- Existing land contamination
- Sustainability



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## SWOT ANALYSIS

### STRENGTHS

#### People

Trained workforce  
Reliable and Motivated  
Experienced sales staff  
Staff retention/loyalty  
Reduction of work incidents and accidents  
Opportunities for promotion  
Succession planning for key staff now in place

#### Organisation

Worldwide locations  
Independent company  
Good work environments at all sites  
Internal policies and objectives  
Workers representatives re: HSE

#### System/Communication

Strong internal communications  
Softrader customer database  
Global QMS database Q-Pulse  
Safe systems of work in place  
Generic / work activities risk assessments identified.

#### Products

Large stockholding globally  
Fully tested stock  
Long standing relationships with suppliers  
Extensive range of pipes, flanges, and fittings  
Supply materials to customer specifications

#### Credentials

Strong branded image  
Project Management Expertise  
Customer retention/loyalty  
Fast response times to client requests  
Flexible payments terms  
ISO 9001, ISO 14001, OHSAS certifications

### WEAKNESSES

#### People

Transferrable skills reduced (due to staff leaving)  
~~No succession planning for key staff.~~  
Low staff morale due to current economic climate  
Lack of supervision and control of PPE  
Lack of supervision of compliance with procedures with workers

#### Organisation

No business development  
Poor global staff relationships

#### System/Communication

Poor leadership communications  
Inconsistent communications between office  
No IT or technologies updated.  
Rejects not being logged in Softrader \*\*\*

#### Products

Gaps in stock / no carbon stock.  
Existing stock higher than current market value  
Costs sometimes higher than our competitors

#### Credentials

Delivery times inconsistent

## 4.2 Understanding the needs and expectations of interested parties.

SPM has identified the needs and expectations of those interested parties that are deemed critical and relevant to our QMS, OH&SMS and EMS and ensuring our products meet all expectations and would have an impact on our organisation and quality management system if their needs and expectations were not effectively addressed. We will take all reasonably practicable measures to ensure that the company remains aware of and has access to: -

- Industry codes of practice
- Agreements with public authorities
- Legal and statutory requirements applicable to the health, safety, and environmental aspects of its business.

The matrix below is reviewed and monitored at annual Management Reviews, or sooner if a risk to the business has been identified that could have an impact on those interested parties and the Quality, Occupational Health & Safety and, Environmental Management Systems.



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Special Piping Materials - Interested Parties	
Interested Parties	Expectations/Requirements
Customers	Maintained levels of quality products
	Low cost
	Short lead times
	Good communication
	On time delivery
	Knowledge of and compliance with their specifications and requirements
	Demonstrate ISO 14001/ISO 45001 conformance/legal compliance
Suppliers	Socially and environmentally responsible
	Placement of orders (good scope, volume and profitability)
	Long term contracts
	On time payment of invoices
Executives / Owners / Shareholders	Good communication / feedback
	Clear concise order instructions (testing requirements etc.)
	Good financial performance
	Increased growth
	Efficiency and effectiveness of operations
	Compliance with industry standards
	Safe and comfortable work environment for staff
Workers	Good company image / branding
	Good communication between sites / across the group
	Competent employees
	Job security
	Good wages / recognition and reward
	Effective communications
	Clean, safe and comfortable work environment
	Effective induction programme
	Environmental, Health & Safety Awareness/Training
	Regulatory compliance
Bank	Business continuity plan
	Consultation and feedback on all HSE matters
	Compliance with loan or repayment terms
Contractors	Risk management
	Legal compliance
Regulators	Absence of pollution incidents/clean-up costs/public liabilities
	Risk management processes
	Work authorisation processes/permits to work
	Local Authorities
	Environmental Agency
	HSE
	Financial Consultants
Insurers	Financial Auditors
	United Utilities
	Accreditation Bodies
Emergency Services	Prompt reporting of incidents/change in circumstances
	Business continuity plan
	Evidence of non-financial (i.e. environmental, H & S) risk management
Neighbouring Businesses	Accurate inventory of hazardous materials
	Regulatory compliance
	Regular drills for fire/spillage evacuation
	Absence of noise/dust/fumes etc

### 4.3 Scope of the Management Systems

When determining the scope for the Quality, OH&S and Environmental management systems, the SMT takes into consideration the relevant needs of interested parties, including the organisation's compliance obligations (4.2) and the relevant external and internal issues (4.1) to the extent that they impact on our people, processes, products, and services. This activity is carried out at Strategic Meetings but also reviewed and monitored via the annual Management Review, and all the information is documented on a spreadsheet which is controlled within the QA Department and logged in the Business Management Software, Q-Pulse.

**The scope for products and services is 'The process of stockholding and supply of pipes, pipe fittings, flanges, associated piping materials and Stainless Steel, Nickel Alloy and other Exotic metal round, flat and square bar'.**



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Also included are the following associated activities:

- Testing of materials
- Warehousing (FLT's, pallet trucks, manual handling)
- Transport and distribution
- Cutting materials to length (customer specifications)

All SPM sites have ISO 9001 certification but only Dukinfield is certified to ISO 14001 and ISO 45001 certification. However, other SPM sites are now working towards ISO 45001 and are expected to go for certification as early as February 2025.

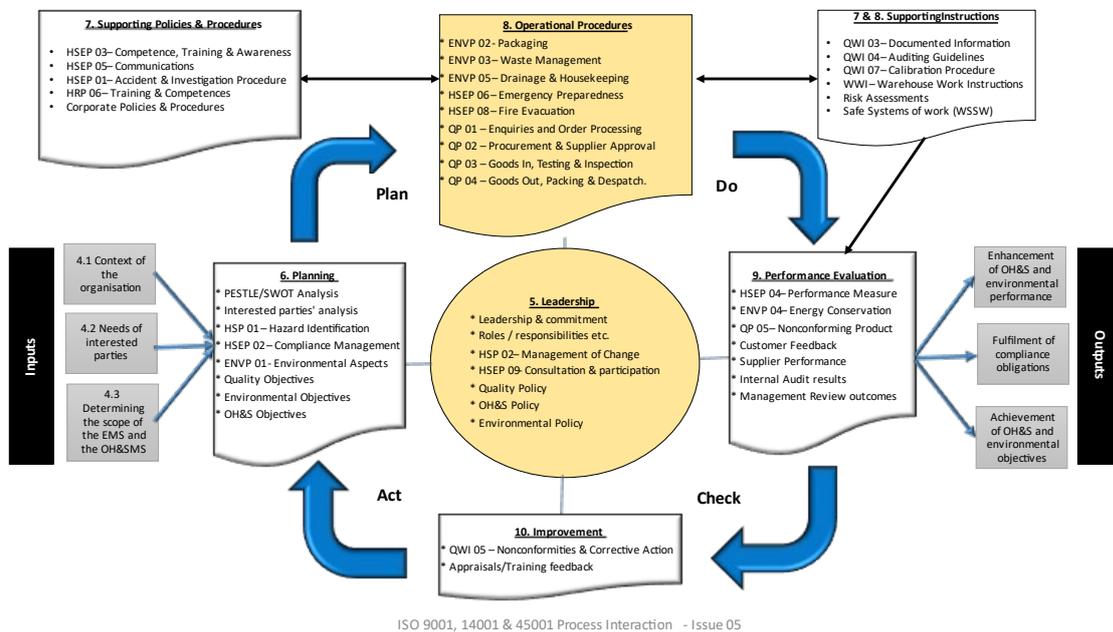
## 4.4 Integrated Quality, Occupational Health, Safety & Environmental Management Systems (IMS)

**SPM Limited** has established, developed, documented, and implemented an IMS that meets the needs and expectations of our customers, interested parties, legal obligations and the requirements of the organisation and ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 Standards. The IMS will be maintained and regularly reviewed to ensure continual improvement, ongoing effectiveness, and compliance.

The IMS has been developed using a process approach, taking into consideration the risks and opportunities from the PESTLE and SWOT analysis (4.1 & 4.2). The key business processes, safe systems of work, risk assessments and supporting procedures, which are shown in the Process Interaction Diagram below. At least annually, all key business processes, risk assessments and safe systems of work will be internally audited, monitored and analysed to ensure effectiveness, and any actions identified to achieve the required results or continually improve the processes or procedures will be implemented. All key processes have a process owner.

**Note:** To avoid duplication, there are some cross references between the processes.

Key:	ENVP Processes:	Relevant to ISO 14001 only
	HSEP Procedures:	Relevant to ISO 14001 & ISO 45001
	HSP Processes	Relevant to ISO 45001
	QP Process:	Relevant to ISO 9001
	QWI Work Instruction:	Relevant to all ISO standards
	HRP Procedures:	Human Resources procedures
	WSSW	Warehouse Safe Systems of Work (ISO 14001 & ISO 45001)



## 5.1 Leadership and Commitment

The SMT demonstrate Leadership by having a clear vision of our organisation's strategic direction, objectives and culture through understanding our industry, statutory and regulatory requirements, customers and impacts on our surrounding community. Leaders strive to continually meet and exceed customer expectations and promote a culture of risk-based thinking and Quality, Occupational Health & Safety and Environmental matters are a key element of the business' strategic training plan. The SMT create and maintain an organisational culture that protects workers from reprisals when reporting incidents, hazards, risks, and opportunities.

Leaders ensure that the strategic plans of the organisation and the IMS objectives are compatible and integrated, and within the scope of the organisational context, and continual improvement can be achieved by leaders engaging with the workforce, attending safety committee meetings, and demonstrating the organization's willingness to consider everyone's opinions when assessing risk and opportunity and defining policy and objectives.



## 5.2 Quality, OH&S and Environmental Policies

The Leadership team at Special Piping Materials Ltd aim to carry out all activities of the Company considering the health and safety of the workforce, and protection of the environment as essential values plus, the policies and objectives form part of the employee's induction and appraisal process. The policies are also published on the website. It has been decided not to integrate the policies at this stage as the process could become complex and onerous. The policies will be reviewed at least annually, or sooner if a significant change is / or has been implemented.

An overview of the key commitments of the leadership team are:

- Ensuring proactive risk management to eliminate hazards and reduce risks to people and assets while minimizing the impact of our operations on the environment.
- Establishing the appropriate means to prevent major accidents and limit their consequences.
- Integrating health, safety, and environmental protection in the business management's chain of command.
- Meeting the legal requirements considering legislative trends and international standards, including stakeholder commitments that the organisation subscribes to.
- Establishing objectives for continual improvement, systematically considering the requirements of stakeholders, and continuously assessing performance.
- Provide the necessary time and resources to enable participation and consultation of workers to play an active part in the proactive management of health and safety and environmental matters affecting employees on site.

## 5.3 Organisational roles, responsibilities, and authorities

Organisation charts are in place for each site, and job descriptions define the responsibilities and authorities of each position. The SMT are responsible for business planning, development and the communication of our policies, management system planning, the establishment and deployment of objectives, the provision of resources needed to implement and improve the management systems and for undertaking management reviews. The SMT have delegated as follows:

### ***QHSE Manager***

- Ensures the IMS conforms to the requirements of ISO 9001, 14001 and 45001
- Establish and implement the necessary processes required for the IMS and ensure they deliver the intended outputs.
- Maintain and provide knowledge and understanding of the organisation's compliance obligations.
- Ensures the integrity of the IMS is maintained when changes have been implemented or planned.
- Reports to The SMT on the performance of the IMS including analysis of data and any proposed improvements (OFIs).
- Manage and arrange the HSE Committee Meetings, including the agenda.

### ***Line Managers***

- Take ownership of the processes within their respective area of work
- Maintain knowledge and understanding of the organisation's compliance obligations.
- Encourage staff involvement in identifying opportunities for improvement.
- Ensure communication with staff is ongoing.
- Be actively involved during internal and external audits across the business.



## QA Systems Officer

- Ensures all documented information is maintained and retained in Q-Pulse.
- Monitors and ensures all internal audits schedules are being adhered to.
- Supports and deputises for QHSE Manager.

## 5.4 Consultation and participation *(HSEP 09 Consultation & Participation)*

### Consultation

The process of two-way communication to actively seek and consider the views of workers regarding H&S management.

### Participation

The hands-on involvement of workers in decision making processes, helping them take 'ownership' of various parts of the H&S management system and play an active role in influencing its performance.

In practice all employees cannot be personally involved to the same level at the same time, so an HSE Committee has been formed, and Worker Health & Safety Representatives (WHS) have been identified from all areas and levels of the business. In basic terms, workers can be consulted directly or by liaising with other nominated staff who collate key issues and report them on behalf of the whole workforce for discussion with management.

The committee will establish and maintain standards of health, safety, and welfare in keeping with legal requirements and in accordance with the organisation's policies. The remit of the committee will encompass all areas of health and safety, including risk assessments, safe systems of work, toolbox talks, training, etc.

### **Worker Health & Safety (WHS) Representatives:**

- Represent the health and safety interests of workers within their workgroup.
- Monitor health and safety measures currently in place (risk assessments etc.)
- Investigate complaints from their work group relating to health and safety; and
- Look into potential health and safety risks within the workplace.
- Assist the employer and make recommendations for change.
- Maintain standards of health, safety, and welfare in keeping with legal requirements and in accordance with the organisation's policies.

WHS consultation with workers is integrated into day-to-day activities in the workplace. It takes place in:

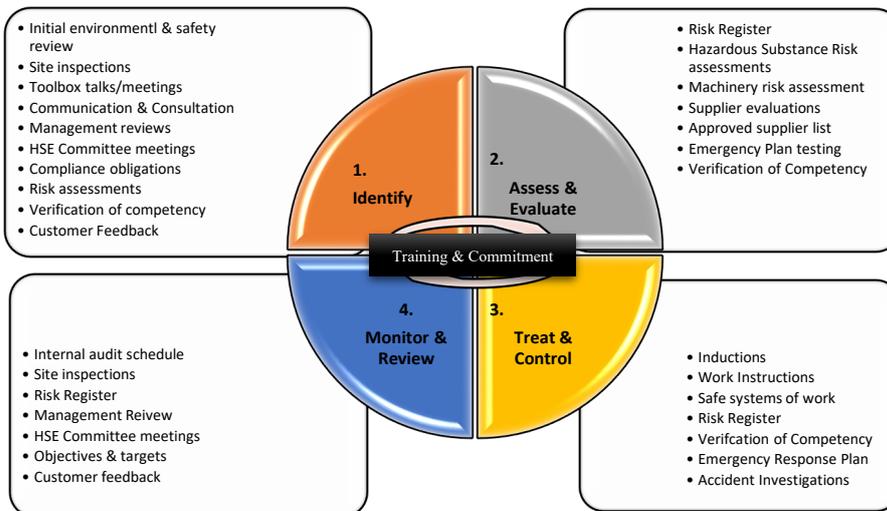
- Daily communication between managers and workers
- Development and review of risk assessments
- Safe Systems of Work (WSSW) development and review
- Toolbox meetings
- Team briefings
- Face-to-face meetings
- Inductions.

## 6.1 Actions to address Risks and Opportunities **(QF 39 Risk & Opportunity Log)**

When planning for the IMS, Special Piping Materials Ltd determined the risks and opportunities related to quality matters, health and safety hazards, environmental impacts, compliance obligations, external and internal issues, and the needs and expectations of interested parties (PESTLE & SWOT analysis). The benefit of using these two business planning methods enables the organisation to address the risks, which we can either mitigate (via processes, reviewing etc.), eliminate or monitor, but also providing us with opportunities to plan for future needs or mitigate forthcoming issues and achieve continual improvement. Outcome of this planning is the QF 39 - Risks & Opportunities log which is reviewed on a quarterly basis by QA and annually by The SMT.

Further evidence of risk-based thinking can be found during sales meetings (minuted where possible) and, management review meeting minutes, such as discussions on supplier performance, decisions and actions being taken with regard to opportunities for improvement, changes needed to the QMS and resource needs.

The diagram below illustrates how risk, hazards, environmental aspects, and opportunities are to be managed at Special Piping Materials. It is the responsibility of all workers to participate in and contribute to the risk, hazard, aspect, and opportunity management process, which includes identification, assessing, evaluating, controlling, and monitoring of risks, hazards, environmental aspects and opportunities relevant to their role and responsibilities.



Emergency situations can result in adverse environmental impacts or other effects on the organization. The organisation has determined potential emergency situations e.g., fire, chemical spill, severe weather etc, and to mitigate these risks we have implemented processes, work instructions and safe systems of work which are reviewed on an annual basis (managed by Q-Pulse). A business contingency plan is in place and communicated to all staff.

### 6.1.2 Environmental aspects **(ENVP 01 Environmental Aspects)**

The company identifies all the environmental aspects of its activities, products, and services, including the life-cycle perspective (where appropriate) that we can control and influence, and that could have a significant impact on the environment. The environmental aspects are recorded in the Aspects Register (LUS website). All aspects consider direct and indirect environmental impacts, controlled and uncontrolled activities, normal, abnormal, and emergency conditions including planned changes and new developments. The QHSE Manager will



maintain the Environmental Aspects Register and ensure it is reviewed at least quarterly and annually by the leadership team and will update, as necessary.

## 6.1.2.1 Hazard ID and assessment of risks and opportunities (HSP 01 Hazard ID)

This procedure documents the methodology of how we identify the health and safety hazards, legal, financial, and other requirements of our activities, products, and services within the defined scope of the OH&SMS, taking into account planned and new developments, or new or modified activities, products, and services. It also determines how we manage those changes before and after they have been implemented. We also identify hazards that have significant impact on the health and safety of any person(s) or organisations that come into contact with the company.

The primary purpose of risk assessment is to determine whether risks arising from specific workplace activities and operations are adequately controlled and, if they are not, to determine additional control measures that will reduce the risks to a tolerable level.

Risk assessment includes:

- Identifying health and safety hazards.
- Assessing risks on routine and non-routine activities.
- Deciding on the most appropriate control measures.

To control risks further, risk assessment is supported by other systems and procedures, including vetting contractors carefully to avoid importing risk, and recruiting and training staff appropriately to ensure competency.

Risk assessments must also be used to:

- Produce or revise procedures and work instructions.
- Determine the level of instruction and training needed for each task or activity.

When determining controls or making changes to existing controls, the hierarchy of controlling the risks are always taken into consideration:

- Elimination
- Substitution
- Engineering Controls
- Signage/warnings and/or administrative controls
- Personal Protective Equipment (PPE)

Significant results from assessments will be developed into a management action plan which defines the measures to be taken to remove or reduce risks to an acceptable level.

The organization also considers risks which are not directly related to the health and safety of people, but which affect the OH&S management system itself and can have an impact on its intended outcomes. Risks to the OH&S management system include:

- Failure to understand the context of the organization.
- Failure to address the needs and expectations of relevant interested parties.
- Inadequate consultation and participation of workers.
- Inadequate planning or allocation of resources.
- An ineffectual audit programme.
- An incomplete management review.
- Poor succession planning for key roles.
- Poor engagement by The SMT.



## 6.1.2.2 Assessment of OH&S risks

The diagram below explains the method we use to assess risks as part of our overall strategy for addressing different hazards or activities. The assessment determines the levels of risks and enables our organization to identify appropriate controls and actions. The purpose of our OH&S management system is to achieve safe and healthy working conditions with a level of residual risk which is as low as reasonably practicable. (Residual risk is the risk remaining after appropriate preventive and protective measures have been taken.)

We use the following formula to estimate the size of the risk (the 'risk rating'):

- **People Group** (People groups fall into 3 categories):
  - Workers who could be affected
  - Contractors who could be affected if working on site.
  - Visitors/Clients who may be on site.
- **Likelihood** - this is the likelihood that an identified hazard will result in harm and is quantified using a 5-point scale ranging from 'Very unlikely' to 'Very likely'. When considering the probability that an event will occur, consider any existing control measures, statistical data (for example, relating to accidents), personal knowledge, and any other relevant data and available information.
- **Severity** - this is a 5-point scale ranging from 'Insignificant' to 'Catastrophic' which quantifies the likely extent of injury or damage if an incident occurs. When estimating severity, consider the worst foreseeable injury, damage or loss and the people who might be affected.
- **Risk rating** - Risk ratings (from 1 to 5) helps decide if the risks arising from a particular activity, operation are adequately controlled. This risk rating decides whether the residual risk is acceptable or unacceptable. If the risk is unacceptable, additional workplace precautions, defined in a management action plan, must be put in place to control the risk to an acceptable level.

Risk Rating	1 Very Unlikely	2 Unlikely	3 Possible	4 Likely	5 Very Likely
1. Insignificant i.e., no injury/damage	Low 1	Low 2	Low 3	Medium 4	Medium 5
2. Minor e.g., first aid/slight damage	Low 2	Low 4	Medium 6	Medium 8	High 10
3. Moderate e.g., less than 3 days absence	Low 3	Medium 6	High 9	High 12	High 15
4. Major e.g., more than 3 days	Medium 4	Medium 8	High 12	Very High 16	Very High 20
5. Catastrophic e.g., death or structural damage	Medium 5	High 10	High 15	Very High 20	Very High 25

- Where the risk is '**LOW**', this is acceptable, and no further action is required.
- Where the risk is '**MEDIUM**' this is acceptable but will need additional attention in order to either reduce the risk further or if not, to ensure it is monitored, or inspected regularly.
- Where the risk is '**HIGH**' this is not acceptable, and action must be taken within an agreed timescale. This will be discussed as a consultative group with the relevant staff.
- Where the risk is '**VERY HIGH**', this activity will be prohibited until satisfactory controls have been put in place.



## 6.1.2.3 Assessment of OH&S opportunities

OH&S opportunities include moving up the hierarchy of controls towards eliminating risks; encouraging workers to report incidents in a timely manner; improving OH&S performance during planned changes such as facilities relocation, process re-design or replacement of machinery and plant; using new technologies to improve OH&S performance or extending OHS competence beyond requirements/Increasing levels of competence.

## 6.1.3 Applicable legal and other requirements (HSEP 02 Compliance Management Process)

The applicable legal and other requirements include those based on the environmental aspects and the hazards and OH&S risks related to the organisation's activities.

Legal requirements can take many forms, such as:

- a) Legislation, including statutes, regulations, and codes of practice.
- b) Decrees and directives.
- c) Orders issued by regulators.
- d) Permits, licences or other forms of authorization.
- e) Judgements of courts or administrative tribunals.
- f) Treaties, conventions, protocols, collective bargaining agreements.

Other requirements can include company requirements and contractual conditions.

## 6.1.4 Planning action

All identified risks and opportunities have objectives for improvement and are defined in the LUS database. All accidents and near misses are investigated, and any enhanced controls implemented and recorded in Q-Pulse.

## 6.2 Objectives and Planning to Achieve Them

The SMT have developed and established, at all relevant functions and levels within the Group, clear and measurable quality, health, and safety and, environmental objectives which are consistent with the Quality, OH&S and Environmental Policies, Environmental Impacts, Compliance Obligations and the Risks and Opportunities determined during the business planning. The objectives are maintained within Q-Pulse and are explained and communicated to all employees during their annual appraisal.

The objectives are regularly monitored by the QA Systems Officer against timescales and updated as appropriate. Objectives are reviewed and measured against individual and departmental performance goals during annual employee appraisals, and the outcomes will form part of the annual Management Reviews. This information will be reviewed during the meeting to ensure they are still consistent with our organisation's efforts in achieving intended outcomes within the Quality, OH&S and Environmental policies.

## 6.3 Planning of Change

A change to the any of the Management Systems can be identified at any time, but it will be implemented in a controlled manner and any proposed changes to processes, resources, responsibilities, methodologies etc. will be reviewed initially by the QA Team through discussions and or/meetings, taking into consideration the reason for the change, any concerns that the change could produce, if additional resources are needed and, if there is any impact to the integrity of the IMS.



The findings are then presented to the Senior Management team for their review and approval during the annual Management Reviews. However, if the proposed change has been deemed immediate and needs to be implemented before the Management Review then the QA Team will seek approval from Senior Management (via email or individual discussions) but no action will be implemented without email authorisation from all the Senior Management team. All 'Change Proposals' are recorded in Q-Pulse including any agreed actions.

## 7.1 Resources

The SMT of the company ensure that resources are available so that the IMS can be maintained, and improved. Resources include workers, organizational structure, financial and technological resources, etc. Roles, responsibilities, and authorities are communicated as appropriate and are defined and documented. Workers that perform tasks that can cause significant environmental, health, safety or compliance impacts need to be competent on the basis of appropriate education, training and/or experience. If workers are deemed not to be competent, then refresher/remedial training, recruitment of additional personnel or hiring of external expertise will be actioned in order to acquire the necessary competence.

**7.1.2** We recruit responsibly and conduct an induction programme prior to an individual commencing duties. We will identify an individual's training needs at induction and annual appraisals. Cross-training is in place to ensure that employees are provided with the necessary knowledge in the event of the departure of another employee.

**7.1.3** The Managers within the SPM Group are responsible for ensuring that suitable equipment, workspaces, associated facilities and supporting services are determined, provided, and maintained.

**7.1.4** All aspects of the human and physical factors of the working environment that effect to conformity of product or service have been identified and are managed re: Human factors:

- Safety rules and guidance
- Ergonomics Physical factors:
- Hygiene, cleanliness
- Noise, vibration
- Heat, light, airflow
- Security

**7.1.5** All equipment used for inspection, measuring and testing will be maintained, controlled, and calibrated in accordance with requirements and recorded in the Assets Module of Q-Pulse. Where calibration is carried out by an external body, they are required to provide proof of traceability to National or International Standards. Documented information will be retained for each calibration carried out. The organisation review the equipment used for monitoring and measurement on an ongoing basis to ensure it is suitable for the activities being undertaken.

**7.1.6** We have determined the knowledge needed to ensure that the processes are operating effectively in order for us to achieve conformity of products and to ensure that we have the correct knowledge and, protect that knowledge which must be maintained and made available when needed. Cross-training is in place to ensure that employees are provided with the necessary knowledge in the event of the departure of another employee.

## 7.2 Competence *(HRP 06 Training & Competencies Policy & HSEP Competence, training & awareness)*

The SMT are committed to developing and training employee's to ensure they acquire the knowledge, skills, abilities and attitudes necessary to meet the competency levels for the job role and their performance.



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Competency levels have been determined for all job roles as it is imperative that all workers have the knowledge and skills required to identify the environmental impacts and the health and safety hazards to enable them to manage the risks associated with their work and workplace.

The following factors were taken into consideration when determining the competency requirements for individual tasks:

- The potential consequences of compliance and non-compliance, including the impact on the worker's health and safety.
- The duties and responsibilities associated with the roles.
- The requirements of operating procedures and work instructions.
- The results from incident investigations.
- Individual capabilities, including experience, language skills, literacy, and diversity.
- Identifying hazards and conducting risk assessments.
- Conducting audits.
- Carrying out incident investigations.

Actions taken to raise competence to the required level will be evaluated for effectiveness by means of the following mechanisms:

- Assessment of competence of the workers by observing them undertake the relevant tasks following the prescribed training.
- Peer review or supervision following the required training.

Workers are encouraged to assist the organisation in ascertaining the competence needed for their respective roles.

Training requirements for contractors will be established as appropriate on a case-by case basis.

## 7.3 Awareness *(HRF 04 Training Matrix and, HRF 02 Employee Induction)*

Awareness is a major part of the initial job orientation/induction. For some activities it isn't always obvious how they effect the customer, but for workers hazards and environmental impacts aren't always obvious, but having that initial overview of the processes, safe systems of work and risk assessments helps define where their activities fit. This also applies to contractors where relevant. Awareness training is carried out in-house and includes:

- The Quality, Environmental and, OH&S policies *(including location)*
- Identification of significant Environmental aspects and, OH&S hazards and risks of their activities;
- Objectives and targets
- Safety and environmental emergency action plan
- How to access information
- How to report incidents/nonconformities

All SPM employees have the responsibility to participate in Quality, Environmental & OH&S awareness training and understand the potential environmental impacts and health and safety hazards associated with their job responsibilities.



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## 7.4 Communication *(HSEP 05 Communications)*

### *Internal Communication*

For internal communication, the QHSE Manager will ensure information regarding the IMS (such as the policy, objectives, targets etc.) and if appropriate, Quality, OH&S and Environmental performance is readily available to employees on notice boards, and in Q-Pulse.

Employees with enquiries / complaints regarding the QMS or OH&S / Environmental issues will inform their Line Manager who will ensure it is reported to the QHSE Manager or QA Officer who will log it within Q-Pulse. Depending on the nature and scope of the enquiry / complaint, the QHSE Manager and the relevant QA Officer will determine the corresponding action and maintain relevant records to demonstrate the response / corrective actions taken.

### *External Communication*

For external communication, the Quality, OH&S and Environmental policies are published on the company web page or a hard copy can be obtained on request. Health, safety and environmental statistics / performance is also available on request. All requests and feedback will be acknowledged and logged. All contractors will be provided with the relevant policies, procedures and risk assessments.

In the event of any Quality, OH&S or Environmental external issue or complaint, it will be the responsibility of either the relevant General Manager or MD to discuss and resolve the matter to the satisfaction of both the interested party and the organisation. All details will be recorded in the nonconformities module of Q-Pulse.

## 7.5 Documented Information *(QWI 03 - Documented Information)*

All of the IMS documents are controlled according to the work instruction QWI 03 - Documented Information which defines the method for the approval, review, revision, identified changes, current revisions, and retention times of all IMS documents. The instruction also ensures documents remain legible, readily identifiable and retrievable.

Q-Pulse is the electronic software for our IMS documentation, and once a new revision is uploaded it automatically archives the previous version and only the administrators of the system can retrieve archived documents. Any change requests are also controlled within Q-Pulse, but again only the QHSE Manager, or her deputy can change the status of the proposed change and where appropriate, upload the amended version to Q-Pulse. Q-Pulse automatically changes the revision status of all documents, this is not done manually.

With regards to external documented information i.e., regulations, legislation, standards etc. this is controlled through a website re: The Compliance People (legislation update service). This controls all our identified compliance obligations, including updating and alerting as required.

## 8.1 Operational Planning and Control (QMS)

The managers within the SPM Group will establish the sequence of processes and supporting work instructions required to meet Customer requirements, the Risk and Opportunities Log (QF 39) considering sub order placements, documentation, inspection, (receiving, in process, 3rd party, final) material certification reviews, packing and despatch. All processes will be internally audited at least annually but sooner in the event of any significant change, including customer complaints. Specific Quality Plans will only be documented when required by the Customer.



## 8.1.1 Operational Planning and Control (OH&S and EMS) (ENVP 02 Packaging, ENVP 05 Drainage, ENVP 03 Waste Management)

We have identified the controls and processes needed to prevent or manage the health and safety hazards and the environmental impacts. In areas that we have control or influence, we are now in the process of considering and including in the processes, the life-cycle perspective.

Operational controls describe operations and activities where it is deemed that their absence could lead to deviations from the planned arrangements related to the Environmental and OH&S policies, significant hazards, the legal and other non-legal requirements, and objectives.

Monthly housekeeping checks on the Warehouse and offices are carried out. Also, in order to prevent unsafe conditions developing we also have the following control measures in place:

- Regular maintenance and repair of facilities, machinery, and equipment
- Provision and maintenance of workstations
- Maintenance of electrical safety systems
- Policies relating to bullying, sexual harassment, alcohol/drug abuse.
- Safe systems of work (WSSW)
- Controls to prevent ill health (risk assessments)
- Access to MSDSs
- Shielding of radiation sources
- Knowledge in the use and availability of emergency equipment
- Housekeeping, walkways maintenance and traffic management
- Provision, control, and maintenance of PPE
- Inspection/testing of OH&S equipment such as guarding, fire detection and electrical systems.
- Annual portable appliance testing
- Fixed wire testing

We have also implemented the elements of operational control to meet the requirements of ISO 9001, 4001 and 45001 into the processes which are listed in the Process Diagram (Page 7).

## 8.1.2 Eliminating hazards and reducing OH&S risks (HSP 01 Hazard ID)

Once the significant hazards have been identified, they are listed for a risk assessment to be carried out in consultation with the QHSE Manager, Health & Safety Representatives, and employees. The purpose of risk assessments is to determine whether there is any likelihood of injury, illness or disease associated with each of the potentially hazardous situations.

Consultation with employees and their health and safety representatives must happen at each step of the risk management process. By drawing on their experience and knowledge we can identify all hazards and choose effective control measures. All risk assessments are reviewed at least annually or sooner if there has been a significant incident.

## 8.1.3 Management of change (HSP 02 Management of Change)

Where changes are introduced that have a significant impact on the business, especially in regard to Occupational Health and Safety, we would initially carry out a risk assessment using the '**RA 27 Management of Change Assessment**' template which includes utilising the hierarchy of control in order to control any risks. The following is examples of conditions that would require applying a change of management process:



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- New or modified equipment, facilities, or work environment
- New or revised procedures, policies, work practices etc.
- Significant changes to organisation structure, including the use of contractors.

## 8.1.4.1 Procurement *(QP 02 Procurement & Supplier Approval)*

There is a process in place QP 02 Procurement & Supplier Approval, with an additional supporting work instruction (QWI 01). Suppliers are selected against defined criteria and are subject to review and re-evaluation at least annually.

## 8.1.4.2 Contractors

Contractors are subject to the process as in 8.1.4.1, and all new suppliers and contractors must complete form QF 28 Supplier Questionnaire. Contractors also have additional criteria to meet and must also complete form QF 27 Contractor Site Instructions, and if all relevant documentation is provided then where appropriate, we will issue prior to work commencing a Permit to Work.

## 8.1.4.3 Outsourcing

There are no external or outsourced processes, and as part of managing change, the organization will address planned and unplanned changes to ensure that the unintended consequences of these changes do not have a negative effect on the intended outcomes of the IMS. Examples of change include:

- planned changes to products, processes, operations, equipment, or facilities.
- changes in staff or external providers, including contractors.
- new information related to environmental aspects, environmental impacts and related technologies.
- Changes in compliance obligations.

## 8.2 Emergency Preparedness *(HSEP 06 Emergency Preparedness / HSEP 08 Fire & Evacuation)*

In order to fulfill ISO 14001 and ISO 45001 requirements we have established and implemented processes that describe how our organisation;

- Identifies potential for and responds to accidents and emergency situations
- Prevents and mitigates the hazards and environmental impacts that maybe associated with them
- Reviews and revises, where necessary, emergency preparedness and response procedures after the occurrence of accidents and emergency situation,
- Periodically test such procedures where practicable

Fire alarms are tested weekly, and an annual Fire Drill, fully documented with response times. We also have a contingency plan in place CS-HSE 01 Emergency Planning and Procedures - approved by The SMT and communicated to all staff and a copy on the notice board.

## 8.2 Requirements for Products and Services *(QP 01 – Enquiry & Order Processing)*

All companies within the SPM Group operate a formal and documented system for the control of Customer enquiries and subsequent orders.

Enquiries and Orders are reviewed upon receipt to ensure all requirements are clearly specified



and compare with any previous quotations. Any discrepancies or inadequately defined requirements or amendments to the contract will be resolved with the Customer and confirmed in writing prior to committing to supply products. All enquiries, orders, reviews, and subsequent follow up actions are recorded on the PO/Sales Order.

All Customer Complaints will be recorded, fully investigated, resolved and customers informed. Corrective and preventive actions arising from customer complaints will be analysed and the findings will form part of the annual Management Review.

### 8.3 Design and Development of Products and Services

*The companies within the SPM Group are not manufacturers and have no design and development activities, so are therefore excluded from this clause.*

### 8.4 Control of Externally Provided Processes/Products (QP 02 Purchasing / Supplier) & (QWI 01 – Criteria for Supplier Approval & QWI 02 Supplier Monitoring & Re-evaluation)

All companies within the SPM Group control their purchasing function to ensure that the purchased product conforms to requirements. Suppliers are selected against defined criteria and are subject to review and re-evaluation at least annually.

Additional monitoring is also in place with regards to 'destructive testing' which is carried out on materials from our stock approved suppliers. Within each calendar year, we would select a supplier from each supplier group (flanges // fittings // seamless pipes // welded pipes) and have at least one item destructively tested to ensure it meets specification and statements / results in the MTC. Records of testing will be stored and maintained.

Purchase orders are reviewed and approved by the person placing the order and each purchase order must contain sufficient detail to ensure accurate purchase:

- the type, class, grade, or other precise product information
- details of any additional testing requirements and operator qualifications
- all applicable issues of specifications/drawings, inspection, and certification requirements

Where required by Contract the Purchase Order will contain a clause providing the Customer or his representative the right to verify materials and services at source.

### 8.5 Production and Service Provision (QP 03 Goods In etc. & QP 04 Goods Out etc.)

- **8.5.1** - All warehousing operations are controlled through product specifications, core business processes and supporting work instructions. A robust system of checking all customer orders prior to despatch is also deployed. Equipment used for inspection, measuring and testing is identified, controlled, periodically checked, and calibrated to ensure that products comply with the specified requirements. Defective materials found at any stage are segregated and clearly marked.
- **8.5.2** - Products are identified to the source of supply and can be traced back through the supply chain to the original manufacturing records for that item, lot, or batch of items. Products are marked in accordance with the specification and where possible, materials are electrically etched, hand etched or hard stamped with a minimum requirement of: • size • wall thickness • description • manufacturing specification • material grade • heat/cast number Each batch of materials will be verified by a Material Test Certificate unique to that lot or batch of items. These certificates will be filed and retained.
- **8.5.3** - Any property belonging to customers or external providers which is being used by or is under SPMs control is identified as such and care is exercised to protect and



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safeguard from damage or loss. Data held on the system is backed up daily and security measures are in place to protect property held on site from theft. Appropriate insurance is in place to cover any loss or damage to customer / external provider property. If property belonging to a customer or external provider is lost, damaged, or otherwise found to be unsuitable for use SPM will report this to the customer or external provider and retain documented information on what has occurred.

- **8.5.4** - Handling and storage is carried out to a documented supporting work instructions and all deliveries are accompanied by a Delivery Note and Material Test Certificates, unless otherwise stated by customer. Full stock checks are performed on an annual basis and all processes and services verified by a subsequent inspection/verification activity.
- **8.5.5** - There are no post-delivery activities with our products, and as there are no risks associated, we do not need to ensure proper recycling or disposal of our products. The only post-delivery activity is the customer may require additional copies of Material Test Certificates for the products, which we keep on file for 10 years.
- **8.5.6** - All 'Change Proposals' are recorded in Q-Pulse. They are monitored by the QA team to ensure they have been actioned and the action is effective or, if rejected, the request has been closed off.
- **8.6 - Product release** SPM Group monitor and measure the characteristics of the product to verify that product requirements are fulfilled. This is carried out at appropriate stages of the product realisation process in accordance with documented procedures. Evidence of conformity with the acceptance criteria is retained. Records indicate the person authorising release of the product. Product release and delivery does not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer.
- **8.7 - Control of Non-Conforming Product** (QP 05 - Nonconforming Product)  
The documented process which is in place to identify and isolate non-conforming products, identifies for each site within the SPM Group who is responsible for deciding on the appropriate action. In the event of a non-conforming product reaching the customer, appropriate corrective action is taken. In the event of a concession being the corrective action, written agreement must be obtained from the customer. Records of all non-conformances and actions taken are retained within Q-Pulse.

## 9.1.1 Measurement, Analysis & Improvement (HSEP 04 – Performance Measurement & ENVP 04 Energy Conservation)

As part of our IMS and our commitment to continuous improvement, the companies within the SPM Group have planned and implemented the monitoring, measurement, analysis, and improvement processes needed to demonstrate conformity of the product, ensure conformity of the IMS, and to maintain and continually improve the effectiveness of the IMS in order to meet customer requirements.

A process has been developed which details the systematic approach for measuring and monitoring Quality, Environmental and OH&S performance on a regular basis. The company will focus on proactive measures in order to drive performance improvement and injury reduction.

### **Regulated measures include:**

- Accidents, incidents or near misses are recorded and investigated immediately with appropriate action taken. The results are analysed and reviewed at the next relevant management review meeting.



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- Records are maintained of staff absences due to ill health to assist in the management of staff welfare (annual review).

## **Proactive measures will include:**

- Annual evaluation/assessments of compliance with legal and other requirements
- Quarterly review of the Quality, Environmental and OH&S objectives and targets
- The effective use of the results of workplace safety tours or inspections (bi-annual)
- Evaluation of the effectiveness of Environmental and OH&S training (annually)
- The effective use of internal and external audits including safe systems of work and risk assessments (at least annually)
- Quarterly review of the aspects and impacts register
- Annual work activity assessments (DSE)
- Customer feedback / satisfaction
- Supplier evaluation

## **Reactive measures will include.**

- Monitoring of ill health
- Occurrences and rates of incidents and ill health
- Lost time incident rates, lost time ill health rates
- Actions following receipt of comment from interested parties.

Equipment used to monitor, or measure performance shall, where appropriate, be calibrated and maintained to ensure accurate and consistent results and records of calibration and maintenance shall be retained and stored.

### **9.1.2 Evaluation of compliance** (HSEP 02 Compliance Management Process)

The legal registers for the IMS are online via Legislation Update Service . The registers are automatically updated with amendments or new laws, which allows us to record how we are complying with each piece of legislation and attach any relevant documents.

The website monitors all new health, safety and environmental legislation and then summarises each new piece into 'plain' English. The website initially informs the QHSE Manager via email, who will review the new/amended legislation and review current compliance. The website also allows this information to be cascaded to the relevant managers.

On an annual basis a consultant from The Compliance People (LUS) will carry out an evaluation of compliance at our premises and his findings will be recorded on each piece of legislation, and any anomalies will be discussed and resolved during, or shortly after the visit.

### **9.1.2 Customer Satisfaction**

Customer feedback is obtained on an ongoing basis after work orders have been completed and all the data is collated, and an analysis of the feedback is then provided to the QHSE Manager to provide compiled data to the Management Team at each management review.

Customer compliments are logged centrally within Q-Pulse and the data is collated and reported to the Management Team at each Management Review.

Customer complaints are addressed immediately either by the person receiving the complaint or they are escalated to the appropriate Manager, but irrespective of who handles the complaints they are all logged centrally in Q-Pulse and the QHSE Manager will do an analysis of the complaints and provide Senior Management with a report of the findings at the annual



**Management Review.** In some instances, depending on the severity of the complaint, the MD and/or General Manager will be informed immediately if their input is required.

## 9.2 Internal Audit *(QWI 04 Audit Reporting Guidelines)*

An annual programme of internal audits is scheduled by the Internal Auditing team, and consideration is taken into account to the status and importance of the processes and areas to be audited, as well as the results of any previous audits. The audit criteria, scope, frequency and methods will be defined during each audit. Each process will be audited at least annually to ensure compliance. However, if non-conformities are found (during an internal audit) then an additional audit may be necessary to evaluate the effective closure of the non-conformities.

The internal audits are carried out by an appropriately trained person who is not directly responsible for the area being audited. The results of the internal and external audits will demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, corrective action is taken, as appropriate, to ensure conformity of that process.

## 9.3 Management Review

The SMT will review the QMS, EMS and OH&SMS at least annually to ensure their continuing suitability, adequacy and effectiveness to evaluate the need for change. Meetings are minuted and any actions identified and assigned to the relevant manager, and the minutes updated as and when actions have been carried out.

### ***Management review inputs:***

- Status of actions from previous management reviews
- External/internal issues relevant to the IMS, including.
- Needs/Expectations of interested parties including compliance obligations.
- Significant environmental aspects (EMS only)
- Extent to which the IMS policies and objectives have been met.
- Incidents, nonconformities, corrective actions & continual improvement
- Monitoring and measurement results
- Fulfilment of our compliance obligations (evaluation results)
- Audit results
- Consultation and participation of workers (OH&S)
- Risks and opportunities
- Performance of Suppliers / Contractors
- Adequacy of resources
- Customer satisfaction & Communications from interested parties, including complaints.
- Recommendations/Opportunities for continual improvement

### ***Management review outputs:***

- Conclude the continuing suitability, adequacy, and effectiveness of the IMS.
- Decisions related to continual improvement opportunities
- Decisions related to any need for changes to the IMS including resources.
- Actions, if needed when objectives have not been achieved
- Opportunities to improve the integration of the IMS with other business processes
- Any implications for the strategic direction of the organisation

Management reviews are minuted and published to Q-Pulse.



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## 10.1 General

Potential sources of improvement opportunities include the results of analysis and evaluation of customer feedback, supplier evaluations, environmental performance, evaluation of compliance, internal audits and management reviews (i.e. Clause 9). Improvements do not always take place on a continual basis. Sometimes they occur as a result of corrective action, sometimes through breakthrough/ innovation and sometimes as a result of reorganisation.

Opportunities for Improvement (OFIs), which include Employee Suggestions can originate from nonconformities and their corrective actions (10.2) but OFIs to improve the IMS can be identified at any time by any employee.

The OFI will be recorded in Q-Pulse and ownership will be the relevant Manager who will review the request and determine what action, if any, needs to be implemented. If the request is not deemed appropriate then it will be discussed with the originator and if necessary escalated to Senior Management. OFIs are monitored by the QHSE Manager / QA Officer to ensure actions have been carried out and are effective and reviewed at the annual Management Review

## 10.2 Nonconformity and Corrective Action *(HSEP 01 Accident & Investigation)*

The QHSE Manager carries out regular analysis of all non-conformities associated with the Quality, Health, Safety and the Environment, including complaints. The type and extent of the non-conformity is recorded in Q-Pulse, including the incident details, investigation (cause and effect), actions to prevent recurrence and review. Q-Pulse allows us to track any trends in incidents, complaints etc. and determine if there are other areas of the business effected and, if changes are required to the IMS or its processes. Corrective (previously Preventive) action is one of the stages of the non-conformance module in Q-Pulse, however this is reactive to the situation/problem and will obviously continue but it is recognised within our IMS that clauses 4.1 and 6.1 are a proactive approach to preventive actions and part of the risk based thinking of the organisation.

## 10.3 Continual Improvement

The IMS will be reviewed on an ongoing basis to ensure its continued effectiveness in meeting the objectives of the company and implement any changes required to maintain and improve the suitability, adequacy and effectiveness of the IMS which will be identified from the results of all the performance analyses carried out i.e. audit results, objectives and targets, evaluation of compliance etc. and reviewed annually at the Management Reviews.

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<b>Job No:</b>	18444	<b>Site Address:</b>	Special Piping Materials Globe Lane Industrial Estate Dukinfield
<b>Customer Ref:</b>			
<b>Customer:</b>	Special Piping Materials		
<b>Call Category:</b>	D Climate Control Maintenance		SK16 4UU
<b>Call Date:</b>	27/02/2024	<b>Site Contact:</b>	Dawn Sheppard
<b>Date for completion by:</b>	18/10/2024	<b>Site Tel No:</b>	01613437005

**Job Description**

Access 08:30am.  
Carry out a minor planned maintenance visit to the below air conditioning systems.

- 1 of MHI split type system feeding the kitchen
  - 1 of MHI twin split system feeding the 2 upstairs open plan ceiling cassettes
  - 1 of MHI split system feeding the upstairs meeting room
  - 1 of MHI multi split type system feeding the 2 wallmounted units in the downstairs office
- Schedule of works attached.  
All works in normal hours  
Minor £258.60

**Engineers Notes (Concerns, Follow Up, Parts Required. etc)**

Carried out maintenance on all systems. Cleaned filters and air on/off, running amps etc. All systems running fine. Louvre broke on downstairs wall mount but item is on order to be replaced.

Equipment Type	Make	Model	Serial No	Indoor	Outdoor
AC Cassette	Mitsubishi heavy industries	FDTC60VH	AF6300136QK		
AC Cassette	Mitsubishi heavy industries	FDTC60VH	AF6300135QK		
AC Wall Mount	Mitsubishi heavy industries	SRK50ZS-W	146801038CF		
AC Wall Mount	Mitsubishi Heavy Industries	SRK35ZS-W	146702845CF		
AC Wall Mount	Mitsubishi Heavy Industries	SRK35ZS-W	146702879CF		
AC Wall Mount	Mitsubishi heavy industries	SRK35ZS-W	059751104CF	Yes	
AC Condenser Air Cooled	Mitsubishi Heavy industries	FDC12SVNA-W	AG2300053MF		True
AC Condenser Air Cooled	Mitsubishi heavy industries	SRC35ZS-W2	188201404CE	Yes	
AC Condenser Air Cooled	Mitsubishi heavy industries	SCM60ZS-W	194800599CE		
AC Condenser Air Cooled	Mitsubishi Heavy Industries	SRC5025-W	184001124CE		True

Gas Charge	Added / Kg	Removed / Kg	Location Ref
<b>Aborted</b>	No	<b>Satisfactory</b>	Yes <b>Final Checks Complete</b> Yes
<b>Indoor Condition</b>	A - Perfect Quality	<b>Service Checks Complete</b>	Yes <b>Information Service?</b>
<b>Outdoor Condition</b>	A - Perfect Quality	<b>Risk Assessment Complete</b>	Yes <b>Complete</b> Yes

The above work has been carried out to my complete satisfaction, Concerns or problems will be notified to the STS office within 72 hours.  
Full Terms & Conditions available on request.

Customer Signatures

Customer Name

Date

Engineers Signatures

Engineers Name

Date

**Refrigeration - Air Conditioning - Ventilation**



STSUK.com Ltd

Unit 4 Dorset Road  
Enterprise Centre  
Dorset Road  
Atherton  
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M46 9QU  
0161 971 7300

Visit Us at [www.stsuk.com](http://www.stsuk.com) or email [info@stsuk.com](mailto:info@stsuk.com)

<b>Job No:</b>	18444	<b>Site Address:</b>	Special Piping Materials Globe Lane Industrial Estate Dukinfield
<b>Customer Ref:</b>			
<b>Customer:</b>	Special Piping Materials		
<b>Call Category:</b>	D Climate Control Maintenance		SK16 4UU
<b>Call Date:</b>	27/02/2024	<b>Site Contact:</b>	Dawn Sheppard
<b>Date for completion by:</b>	18/10/2024	<b>Site Tel No:</b>	01613437005

Items Used/ Parts, Materials & Time Required.

Qty	Part Ref	Description
1.00		Minor

Work Times

Engineer Name	Work Date	Start Time	End Time	Total Times	Mileage
Harry Cross	18/10/2024	08:30	11:30	3.0000	37.00

<b>Aborted</b>	No	<b>Satisfactory</b>	Yes	<b>Final Checks Complete</b>	Yes
<b>Indoor Condition</b>	A - Perfect Quality	<b>Service Checks Complete</b>	Yes	<b>Information Service?</b>	
<b>Outdoor Condition</b>	A - Perfect Quality	<b>Risk Assessment Complete</b>	Yes	<b>Complete</b>	Yes

The above work has been carried out to my complete satisfaction, Concerns or problems will be notified to the STS office within 72 hours.  
Full Terms & Conditions available on request.

Customer Signatures

Customer Name

Date

Engineers Signatures

Engineers Name

Date

Refrigeration - Air Conditioning - Ventilation

## Annexure 2

## Annexure 3

## Annexure 4

## Annexure 5

## Annexure 6