



Introduction

This document is the Integrated Health, Safety, Quality and Environmental Manual of EPS Construction Management Ltd. The manual is the property of EPS Construction Management Ltd and is a controlled document.

The purpose of this manual is to provide an overview of EPS Construction Management Ltd, the activities we carry out and the quality standards of operation we conform to.

It is not designed to act as a process manual, although it does carry information about the location of process information and relevant inputs and outputs.

This manual is designed to meet the requirements of ISO 9001, ISO 14001 & 45001.

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Construction Management Ltd

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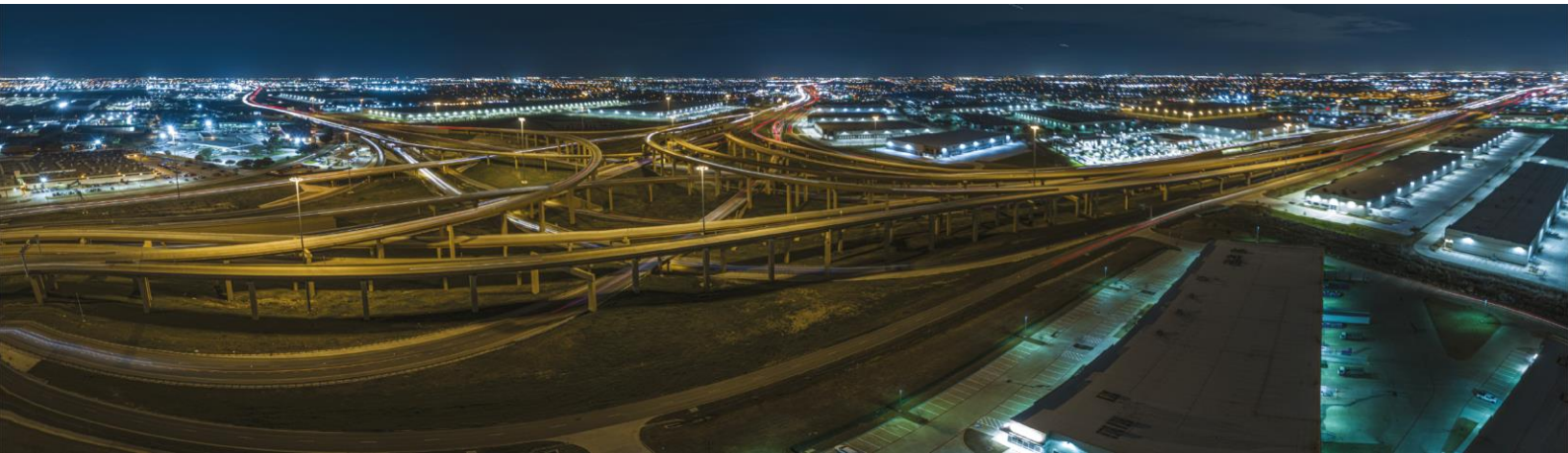
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The Issue Status



The issue status is indicated by the version number in the footer of this document and identifies the issue status of this Manual. When any part of this Manual is amended, a record is made in the Amendment Log shown below. The Manual can be fully revised and re-issued at the discretion of the Executive Management Team.

Issue	Issue Date	Additions/Alterations	Initials
1.0	19/04/2023	This integrated manual is the first revision of the company's combination of 9001 & 14001. It is preceded by previous independent 9001 and 14001 manuals.	GW
1.1	17/05/2023	Addition of 45001 items to the manual.	GW
1.2	31/03/2024	Revision of Manual.	GW



EPS Construction Management Ltd
PLAN-DO-CHECK-ACT Model for ISO



The Plan-Do-Check-Act Cycle

Plan: Establish customer wants and needs and create an execution plan to achieve agreed objectives.

Do: Implement the execution plan.

Check: Monitor / measure our processes and activities to create a record of our performance, create a mitigation or improvement strategy where change is required.

Act: Integrate changes into the plan, re issue the plan under a revision.



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OVERVIEW OF EPS Construction Management Ltd

EPS Construction Management Ltd was incorporated in 2021. And preceded by EPS Reading Ltd, first formed in 1978.

The Company has experienced organic growth, currently achieving an average annual turnover in the region of £12-15M.

EPS Construction Management Ltd (EPScmLtd) is an experienced Construction Management company and has been delivering construction related solutions to its customers for more than 30yrs during which time EPScmLtd has evolved from a Building Services business to a Construction Management service provider.

We support our private sector customers in the core industries of, Technologies, R&D, Commercial Services, Industrial and Manufacturing, Scientific Research, Communication, Transport and Infrastructure. We also support public sector clients operating in Health, Social Services, Local Government and Education.

Many of our customers share common objectives in developing world class products and providing a world class customer service these are objectives we admire.

We assist our customers ambitions by providing innovative solutions from the construction industry delivered professionally and with care, our services include Fitout, New and Refurbished Construction Projects, Civil Engineering, Building Services, Construction Management, Programme and Asset Management, Design (through 3rd party suppliers) and other innovative construction related products including Modern Methods of Construction.

Our core customers include but not limited to, the NHS, Alpine Motorsport F1, BAE Systems, Legal and General, Oracle, Fujitsu, Microsoft, Arrival Automotive, Honda motorsport and Westminster City Council.

Our offer to customers includes works and services that comply with industry recognised standards in Health and Safety, Environmental management, and Quality Management Systems. These include ISO, CHAS, SafeContractor and various product related standards.

Our aspiration is to maintain sustainable growth through the delivery of innovative solutions supported by performance excellence delivered with integrity.

We firmly believe that success is all about our people and we recognise that our people are our core asset, a joined-up management team that includes our suppliers and design consultants providing a broad knowledge base and a diverse range of capabilities, experience and skills, our people are recognised by our customers as excellent communicators, organised, focused, enthusiastic and a pleasure to work with.

We believe that putting the 'Right people, in the Right place, at the Right time' is the key ingredient in successful project delivery.

We invest in our people with a wholistic approach to training, development and support and continually invest in our business in the pursuit of continuous improvement in the products and service we provide.



INTEGRATED MANAGEMENT POLICY

EPScmLtd is dedicated to delivering a service that consistently meets or exceeds the requirements of our customers and other stakeholders whenever possible and we are committed to the reduction of hazards and prevention of injury, ill-health, environmental pollution, and unnecessary waste.

To achieve this, the Company maintains an Integrated Management System designed to satisfy the requirements of ISO9001, ISO 14001 & ISO 45001, providing the tools to review 'risks and opportunities' and improve the processes and procedures key to our business.

The Company's IMS Manual defines the health, safety, quality & environmental objectives and processes that make up our intergrated system and to ensure the Company maintains its commitment to continuous improvement, the IMS System is regularly reviewed by the Executive and Senior Management Teams to ensure it remains appropriate and suitable for our business needs. The IMS is subject to both internal and external audit plans.

It is our policy to comply with all legal requirements, codes of practice and all other requirements applicable to our activities. We are committed to providing resources to ensure this is achieved, including equipment, infrastructure and trained, competent staff.

The requirements of the Company's IMS are mandatory and all Company personnel have a responsibility and obligation to support it. EPScmLtd ensure that the importance of the Integrated Management System is fully communicated so that all personnel are aware of their obligations and understand how the IMS enhances our customers experience of the range of products and services we provide



A stylized, handwritten signature in white ink that reads "Jamie Cole".

Jamie Cole – Managing Director
31st March 2024



HEALTH, SAFETY, QUALITY & ENVIRONMENTAL OBJECTIVES



Our objectives are consistent with our combined Health, Safety, Quality and Environmental Policy statement and are disseminated to every employee and supplier to ensure that they are embedded into any activity performed by the Company.

Each individual (employed or contracted) is responsible for delivering on company objectives and this performance is monitored via regular site records, team meetings and management reviews.

The measurable objectives of EPS Construction Management Ltd are as follows:

- All safety incidents are to have a formal incident report and logged on the company safety incident record for the 2023/2024 year.
- Zero RIDDOR incidents on projects over the 2023/2024 year
- All site management to have current fire marshal and first aid at work training during the 2023/2024 year.
- For the financial year 2023/2024 we aim to achieve or exceed a turnover of c£18M and make a profitable return on our activities to fund the ongoing development and growth of the business.
- EPS Construction Management Ltd aims to achieve a business ratio of 70% from existing clients / 30% new clients.
- EPS Construction Management Ltd will ensure test and inspection plans will be used on projects with a value of over £250k for multi-disciplinary projects.
- All projects that are required to have a lessons learned meeting, determined by the post contract review, take place within 1 month of project completion.
- Continue to reduce the company's head office facility overall reliance on the grid and impact by continuing to be sustainable.
- All sites to engage in the EPS Construction Management Ltd Environmentally Responsible site scheme by following our Waste management and Environmental policies.
- Company to create and adopt a sustainability policy by year end.

Our Management Team analyse customer feedback data, internal performance data and financial performance data to ensure that our Quality & Environmental Objectives are being met.



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CONTEXT OF THE ORGANISATION

Understanding the organisation and its context

The context of the organisation is demonstrated within this Integrated Management System and all associated processes connected with the services offered.

EPScm acknowledges that although ISO 9001 and 14001 does not require organisational context to be maintained as documented information, we maintain and retain minutes from Management Review Meetings.

EPScm complies with, and is bound by, the laws and regulations that apply to the provision of construction package management such as CDM 2015. The legal and regulatory compliance to the services offered are held within the Document Management System and are available to all employees, to clients upon request and other interested parties as appropriate.



Directors	Provide and maintain a viable business plan and strategy ensuring the business implements and complies with the requirements of the IMS.	Ensuring appropriate resources are provided to support and implement the IMS. Encourage and support continued growth in sales & profitability, efficiency & effectiveness of operations
Employees	Engage with appropriate training, resources, information, and tools to support the company's commitment to the IMS and adhere to the standards and requirements of ISO 45001, 9001 & 14001.	Compliance with company IMS standards by ensuring employees assist in maintaining an appropriate and compliant working environment. EPScm Ltd will provide all employees with job security, a healthy & safe working environment, training, relevant resources, an opportunity to progress, including recognition and reward.
Suppliers	Comply with IMS requirements and documentation including insurance, health, safety, quality and environmental standards and maintain professional accreditations. Deliver services, with robust pricing, programme and methodology proposals and advice including post-delivery information that complies with all contract documentation and obligations including project specifications.	Completion and submission of a completed supplier assessment form before undertaking work with EPS Construction Management Ltd. Suppliers will effectively manage their own supply chain. Work in complete compliance with the EPScm Ltd supplier order.
Designers	Provide technical knowledge, information, and support in compliance with CDM, meeting all statutory requirements, employer's requirements and in compliance with all other contractual obligations.	Prepare in accordance with CDM all pre-and post-construction information including risk assessments. Uphold the EPScm Ltd ethos and standards.
Customers	Employer's requirements, Stakeholder requirements, Statutory obligations, Funders obligations including all other CDM and contractual obligations.	Mutually agreeable contract conditions, Shared business ethos, communicative and collaborative. Compliance focused, and compatible.
Accountants	Assistance with all financial and commercial compliance through robust audit	Provide all relevant financial and business information including updates on financial law and changes in legislation.
Regulatory / Statutory / Certification Bodies	Meet the requirements of all regulations and laws of England and Wales relevant to the business activities of EPScm Ltd, including all recognised codes of practice	EPScm Ltd to run its business in a fair and ethical way observing all codes relating to sound practice and good governance.
Insurers	Cover for all aspects of our works and those carried out by our suppliers, including those that related to ACM projects.	Only undertake works that the company has declared to our insurance company. Ensuring all required documentation is provided in a timely manner in the event of any incidents.



4.3

Determining the scope of the Integrated Management System

EPS Construction Management Ltd provide the package management of construction services in the new build and refurbishment role.

4.4

Integrated Management System and its processes

We work closely with our supply chain to satisfy mutual requirements. This will involve carrying out assessment of our suppliers at the procurement stage, test and inspection of any installed works on the project including snagging, creation & retention of a project risk register and also a post contract review which will determine if a lessons learnt review needs to take place.

Our processes and their associated inputs and outputs can be found on the next page.

Abbreviation Key:

Exec – Board of Directors

JC – Jamie Cole

CP – Conor Porter

Bid Manager – EPS Construction Management Ltd Staff member appointed to manage the bid

CAM – Contracts / Key Accounts Manager

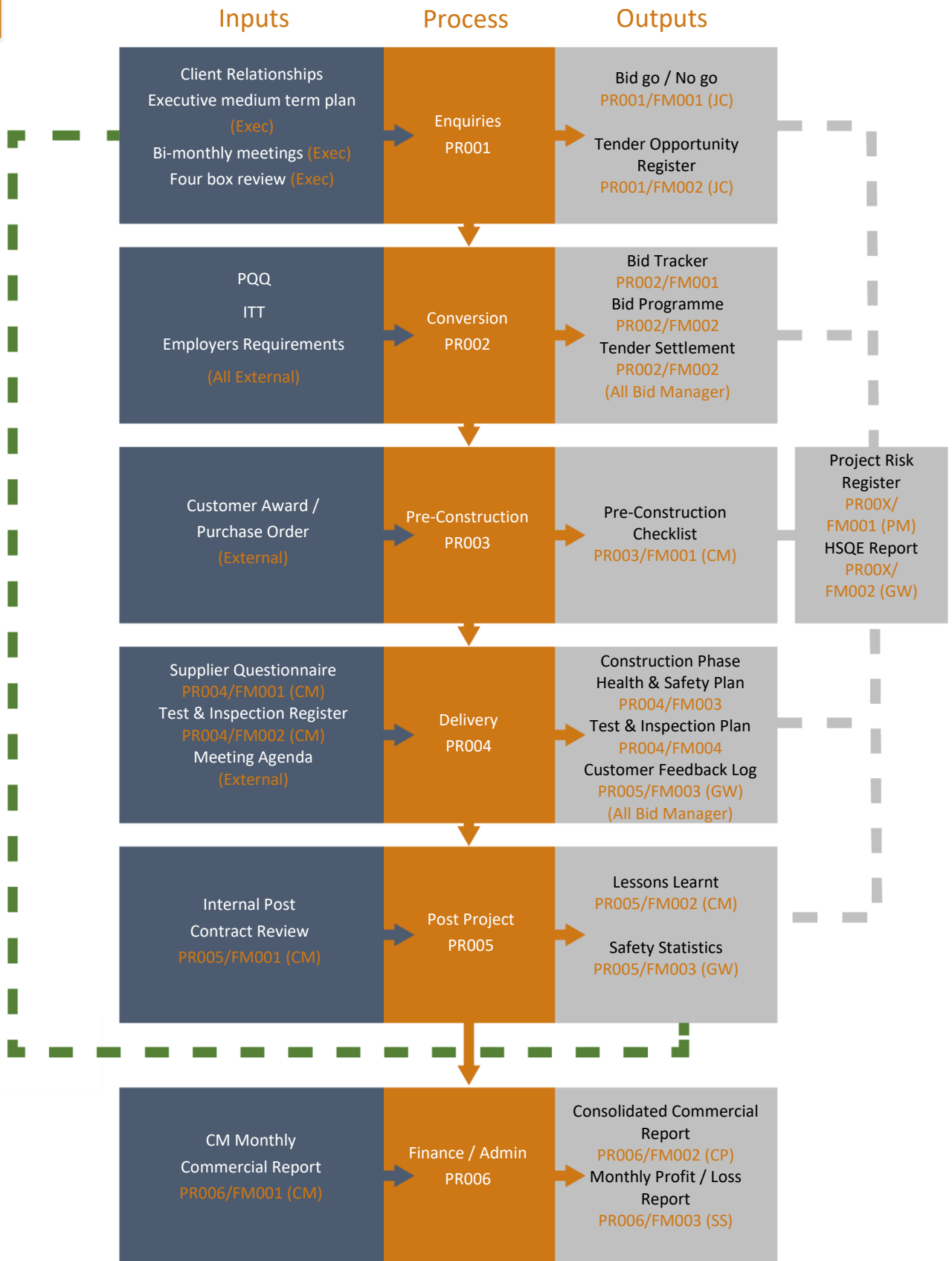
PM – Projects Manager

External – Any external document that forms part of a process



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LEADERSHIP

Leadership and commitment

The Executive Management Team of EPS Construction Management Ltd is responsible for implementing the IMS and ensuring the system is understood and complied with at all levels of the organisation. Responsibility has been assigned to ensure that the IMS conforms to the requirements of all respective standards.

EPScm staff are made aware of their responsibility to comply with the IMS and offered the opportunity to participate in improving any area of health, safety, quality and environmental within the IMS via communication with senior management.

The Executive Management Team communicates the importance of the IMS to all senior management and staff, including the importance of meeting customer requirements as well as statutory and regulatory obligations and to contribute to upholding EPS Construction Management Ltd Policies and Objectives.

Senior Management ensures that:

- The Company has a Compliance Manager who is responsible for the maintenance and review of the Integrated Management System.
- The ongoing activities of EPS Construction Management Ltd are reviewed regularly at board meetings and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Measurement of our performance against our declared Objectives.
- Employees have the necessary training, skills and equipment to effectively carry out their work.
- Continual improvement of EPS Construction Management Ltd employees is promoted and supported.
- The focus on enhancing customer satisfaction is maintained.
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.
- Internal audits are conducted regularly in line with the audit plan to review progress and assist in the improvement of processes and performance.
- Our objectives are reviewed, and if necessary amended, at regular Review Meetings and the performance communicated to all staff.
- Adequate resources are provided to implement and maintain the Integrated Management System and its effectiveness.

The Integrated Health, Safety, Quality and Environmental Policy of EPS Construction Management Ltd is located within section 1.3 of this Manual

The management structure of EPS Construction Management Ltd is represented as an organisation chart (see Appendix 1) which shows functional relationships and responsibilities.



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6.1

PLANNING

Actions to address risk and opportunities

The risks and opportunities relevant to our Integrated Management System are identified and determined by the Executive Management Team and reviewed at each IMS Review Meeting. The Risk and Opportunities Register is used to collect and analyse the risks and opportunities; this is separate to the manual.

The Risk and Opportunities document is reviewed regularly by the Executive Management Team to ensure the actions raised have been fulfilled and closed out.

Each of the areas the risks (if any) are identified and allocated a rating to highlight the severity and likelihood of the risk occurring. The associated consequences are also identified, and a mitigation strategy is developed.

Each project the company carries out will be subject to proper planning including each supplier submitting safe systems of work that will document risk assessment and methodology for any works relating to health, safety, quality and environmental.

6.2

Health, Safety, Quality and Environmental objectives and planning to achieve them

The Health, Safety, Quality and Environmental Objectives and methodologies are located within section 3 of this Manual – IMS Objectives.

6.3

Planning of changes

The Executive Management Team of EPS Construction Management Ltd identify potential requirement for changes these are reviewed and addressed at the Board or Strategy Meetings and actioned as appropriate.

Change(s) are generally based on the following criteria:

- Purpose of the change
- Potential impact and consequence
- Integrity of the Integrated Management System
- The availability of resources
- The allocation or reallocation of responsibilities and authorities
- Technical Skills
- Timescales
- Risks

This forms part of the Management Review process together with the internal audit schedule.



EPS Construction Management Ltd determines and provides the resources required for the establishment, implementation, maintenance, and continual improvement of the Integrated Management System.

Ensuring the following key elements are addressed when completing any evaluation:

- The capabilities of, and constraints on, existing internal resources
- What contribution is to be added by external providers

7.1.2 People

The operation and context of the organisation is considered when determining what resources are necessary to maintain the effective operation of the IMS.

The Company has a recruitment policy as follows:

Candidates for posts within the Company are selected based on appropriate skills, education, training, experience, and attitude. We receive CVs from sources such as personal recommendations and or external recruitment agencies. In the event of a vacancy being advertised, the process is performed to comply with the requirements of prevailing employment laws and the EPS Construction Management Ltd Equal Opportunities Policy.

7.1.3 Infrastructure

The administration of our business is coordinated at our Head Office in Sonning, Berkshire. This includes but is not limited to the following:

- Management of commercial and financial matters
- Processing of Client orders
- HR matters including personnel records
- Purchase order placement and management
- Invoice processing
- Processing of Quotations
- Health, Safety and Environmental documentation (via shared drive Document Management System)
- Supply chain assessment

In terms of equipment used to deliver our service, asset registers and maintenance records are kept for the following:

- Office Space and equipment
- Utilities
- Hardware / software
- Technology
- Vehicles



7.1.4 Environment for the operation of processes

The EPS Construction Management Ltd office consists of a building and parking area that is sited adjacent to a local golf course and nearby houses. Externally there are solar panels and Electric Vehicle charging points available for staff. The office space consists of a kitchenette, two meeting rooms and a staff room for office workers / hot desking for visiting managers.

7.1.5 Monitoring and measuring resources

All relevant equipment and personnel are monitored, and performance measured to ensure both are effective and appropriate for the services we offer as follows:

Equipment: We ensure that all equipment is regularly maintained and where applicable calibrated to statutory and regulatory requirements.

Personnel: We ensure that all personnel are trained relevant to the tasks they execute, are monitored, and assisted on a regular basis. We maintain appropriate records as evidence where required.

7.1.6 Organisation knowledge

Roles and Responsibilities are produced for each staff role which outline the knowledge requirements for everyone. Specific tests and checks may be implemented to ensure that persons are performing to the specific requirements of the role; this may include telephone interview, tests, internal training or vocational certificates and annual appraisals.

7.2 Competence

All employees have the training and skills needed to meet the requirements of their role. Where they require additional specialised training this is provided by EPS Construction Management Ltd. Roles and Responsibilities ensure employees are fully aware of the expectations placed upon them and the requisite for knowledge/capability.

Contracts of Employment set out contractual and legal requirements.

All employees are monitored on an ongoing basis to identify any training and development needs. An excel spreadsheet is used as a training matrix for all employed staff.

Annual appraisals including frequent review meetings ensure performance is monitored and meets the various standards set.

7.3 Awareness

We ensure that all staff are aware of all EPScm Ltd policies and contribute to the effectiveness of the Integrated Management System through:

- Notice Boards
- Awareness Training
- Induction
- CPD



7.4 Communication

Communication is maintained via phone calls, company email system and intranet, team meetings, one to one meetings, registers and records, trainings and general information displayed on notice boards. In a small team communication is key and line managers ensure all relevant information is shared with employees.

7.5 Documented Information

7.5.1 General

EPS Construction Management Ltd demonstrates documented compliance to ISO 9001, 14001 & 45001. This Integrated Manual including processes, inputs and outputs. All available to employees through the Shared Drive. All information is read only and can only be edited by the document owner.

7.5.2 Creating and updating

The creation of documentation to support the Integrated Management System is primarily the responsibility of the designated Compliance manager. Identification is by version number, document location and date.

7.5.3 Control of documented information

All documentation is held on a shared drive and is organised within the Document Management Register. Documentation pertinent to the day-to-day running of the business is held within relevant folders on the Shared Drive. All internal and external documents subject to update/revision and necessary for the administration of the Integrated Management System are listed within the Controlled Documents Register and are catalogued by version and date, recorded at the bottom of each page. A record of any amendment is captured by the Controlled Documents Register. The only controlled version of the document is the master copy electronically stored in the location specified in the Controlled Documents Register.

All data is stored on the server and backed up daily. The backups are in turn uploaded daily to a secure cloud based storage provided by Coffeecup. These are reviewed and tested on a monthly basis. Personnel Records are held in a restricted access folder on the Shared Drive and in a locked filing cabinet. Each Project is identified by a unique Project Number and records are held on the Shared Drive. On or after the retention period stated, the relevant records are reviewed by Senior Management and will either remain in-situ, be archived or destroyed all as appropriate.

If records are to be destroyed, they will be disposed of in a controlled manner; sensitive hard copies will be shredded and soft copies will be deleted from the system. If records are to be archived, they will be identified and stored appropriately.

Records are discarded after the minimum storage period regularly reviewed by the Directors:

- Contract Documentation – 7 Years
- Human Resource Records – 7 Years
- Management System Documentation – 3 Years
- Accounts Records – 7 Years



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8.1

Operation

Operational planning and control

We are in control of the construction phase of projects in the role of principle contractor . We appoint suppliers to enable us to determine and deliver services to the customer. We work closely with our partner suppliers and customers to satisfy mutual objectives.

Processes PR001, PR002, PR003, PR004, PR005, PR006 define our core business activity and are maintained by the compliance Manager.
Any planned changes are controlled through section 6.3 (Planning for Changes).

8.2

Emergency Preparedness and Response

EPScm Ltd create and maintain an emergency procedures document as part of the Construction Phase H&S Plan and this is communicated to all attending site via a site induction. (no-one is allowed onto the site without a site induction having taken place).
The Site Manager is responsible for maintaining the Emergency Plan.

The EPScm Ltd Head Office has emergency procedures for the following:

1. Fire
2. Power Failure
3. Road Traffic Incident
4. Terrorism

8.2

Determination of requirements for products and services

8.2.1

Customer communication

Communications such as enquiries, tenders, orders and amendment details are appropriately stored and identified by unique tender or project reference numbers. All site information pertaining to a specific project (e.g. drawings and specifications, Health & Safety information and other project information is held within the Project Site File, accessible to all authorised personnel. Any requirements for processes, resources and documentation during project planning or execution are discussed and reviewed at Site Progress Meetings, Site Managers requesting any additional resources for the works are made via the Contracts Manager/Key Account Manager.

All retained technical documentation and records for services offered by EPS Construction Management Ltd are forwarded to the Client on closure of the project. The documentation is also filed within the project file. Customer feedback is proactively sought during progress meetings.

Any complaint received is initially recorded on a Customer Complaint Record and handled by the appropriate person(s) responsible for the management of the complaint. Details of all complaints are recorded in the Company's Customer Complaint Log located in the IMS folder.

As part of our on-going commitment to providing excellent service, our policy is to deal with all complaints to the satisfaction of the complainant; should the complaint not be resolved, it is immediately escalated to the Executive Management Team.



8.2.2 Determination of requirements related to products and services

EPS Construction Management Ltd ensures that applicable statutory, regulatory and contractual requirements are met and evidenced within section 4.1 of this document.

Should EPS Construction Management Ltd issue any legal documentation (i.e. inspection and testing to national standards) in connection with the services offered then this is forwarded to the customer at the closure of the contract. Copies of all relevant documentation are filed within the project file for archive purposes.

8.2.3 Review of requirements related to products and services

EPS Construction Management Ltd has processes in place to ensure that Client details along with any appropriate additional information, are collected before commencing a project. Any statutory and regulatory requirements applicable to the services offered are also documented.

8.3 Design and development of products and services

8.3.1 General

EPS Construction Management Ltd work with Bonafede designers appointed under CDM 2015. Designers are assessed with our supplier assessment forms to check competence and suitability. It is expected of all designers to hold professional indemnity insurance. Where EPS takes on responsibility for design and build, the D&B process flowchart that satisfies the requirements of JCT will be followed.

8.4 Control of externally provided products and services

8.4.1 General

EPS Construction Management Ltd ensures that externally provided processes, products and services conform to the specified requirements of a project. All of our supply chain are subject to assessment using the Suppliers / professional service providers / sub-contractors assessment form. Any installed products by the supply chain are subject to Test and Inspection at stages agreed in advance between the supplier and EPS Construction Management Ltd.

8.4.2 Type and extent of control of external provision

Out-sourced processes, used within the project lifecycle, are controlled to ensure conformity. Many of the suppliers are specified by the Client and chosen from their Approved supplier Lists. As stipulated in the EPS Construction Management Ltd input PR004/FM001, suppliers are required to complete and return a Supplier Questionnaire, along with appropriate supporting documentation prior to their starting work. The performance of the supplier is discussed during Site Progress Meetings with the site management and customer and appropriate action taken where required.

During Senior Management Meetings, any problems or issues arising with sub-contractors are reviewed and corrective actions planned.



8.4.3 Information for external provision

Requirements for certification deemed appropriate is provided to the customer as and when necessary and in line with customer requirements.

8.5 Production and service provision

8.5.1 Control of production and service provision

EPS Construction Management Ltd ensures that controls are in place for installation and post-installation activities generally via a Test and Inspection process.

8.5.2 Identification and traceability

All purchase orders are allocated to a specific project and the unique project number is included on all orders and correspondence. All delivery notes are checked and retained for reference. No stock is held as all materials and parts are ordered from suppliers for each individual project on the basis of a Just-in-Time procurement process.

8.5.3 Property belonging to customers or external providers

EPS Construction Management Ltd projects are almost always carried out within or on Client premises; however the Company does not take full responsibility for customer property these responsibilities are generally in accordance with individual contractual requirements.

Client property is always treated with care and respect whilst the project work is taking place and responsibilities are generally allocated under project insurance arrangements.

The Company does not install items purchased directly by the Client. Within the tendering process, the customer may give specific instruction regarding specified items required so that the EPS Construction Management Ltd can directly procure said items.

8.5.4 Preservation

EPS Construction Management Ltd ensures the products of its business are preserved and protected until handover to the client at project completion in line with contractual obligations.

8.5.5 Post-delivery activities

To reduce the risk of latent failures in terms of items installed by EPS Construction Management Ltd, the Company mitigates risk by use of approved suppliers wherever possible. Test & Inspection, including snagging also reduces the risk of product or service failure.



8.6

Release of products and services

EPS Construction Management Ltd ensures that the appropriate documentation (usually O&M information) is provided to the customer at the closure of the project and a copy of relevant parts of this information are also retained by EPScm Ltd for traceability. EPS Construction Management Ltd will also be involved with the production of the H&S file, this is handed over to the customer either by ourselves or the Principal Designer.

8.7

Production and service provision Control of production and service provision

The Quality Management Action Log is used to identify non-conformities and any actual or potential shortfalls in quality or environmental standards or internal processes/procedures, suggesting improvements and tracking any actions to ensure improvements have taken place, or potential problems are avoided and resolved.

- The Compliance Manager maintains and monitors the Continual Improvement Log.
- If any person discovers a shortfall, or potential shortfall in the written processes/procedures or a potential problem in the practical application of them, the details must be documented in the Continual Improvement Log. The relevant person responsible for the action is informed. Action required as a result of Customer Feedback, Customer Complaint, Information Security incident or Management Review is also logged and tracked via the Continual Improvement Log.
- Each entry in the Continual Improvement Log to include:
 - a. Sequential numbering
 - b. Category of issue
 - c. Person/Date recorded
 - d. Overview of the issue, problem or concern
 - e. Person responsible
 - f. Action taken
 - g. Date completed
 - h. Initialled when complete

The Continual Improvement Log is reviewed within the agenda for the Management Review meetings and typically covers the action taken to control and correct any non-conformity noting any consequences of the action taken and themes which may be evident. The Quality Supervisor is responsible for checking and ensuring that people with allocated responsibilities are aware of them and that actions are being progressed.

EPS Construction Management Ltd also uses internal and external audits in risk assessments to continuously improve its service delivery, financial, HR and operational functions.



9 PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and evaluation

Monitoring is based on both Risk and Opportunity and is linked to the Risk and Opportunities Register.

9.1.1 General

EPS Construction Management Ltd incorporates the following elements (9.1.2, 9.2 & 9.3) for monitoring, measuring, analysis & evaluation to ensure the quality performance and the effectiveness of the Integrated Management System.

9.1.2 Customer satisfaction

EPS Construction Management Ltd collects customer feedback via our Project Managers. This is then escalated by the Contracts Manager/Key Account Manager and collated by the Office Manager. Customer satisfaction is also measured using the repeat business metric and objective data is collected and analysed regarding this.

9.1.3 Analysis and evaluation

Results of feedback (including internal audits, conformity of products & service, planning, suppliers, profit & loss reports, risk & opportunities matrix) are evaluated during Executive Management Review meetings and actioned as appropriate should any non-conforming areas be present.

9.2 Internal Audit

An internal audit schedule is prepared on an annual basis and covers the requirements of ISO standards.

Appropriate personnel are allocated to complete the internal audits and record of appropriate evidence of category performance i.e. conformity/non-conformity. All audits completed are authorised by Senior Management as complete once any non-conforming areas have been dealt with. Internal audit documentation is retained and filed, scanned and stored within the EPS Construction Management Ltd shared drive.

9.3 Management review

Management Reviews take place once every 6 months. The attendees present are Executive Management, Compliance Manager, and any other appropriate persons within the business.

All Management Review meetings are fully documented, and minutes taken. Any actions arising from the meeting are completed without any undue delay and appropriate evidence filed with the Management Review documentation.



IMPROVEMENT

General

EPS Construction Management Ltd ensures that improvement processes are completed and actioned as necessary.

Analysis methods may include:-

- Customer Satisfaction Analysis and Evaluation
- Internal Audits
- Planning changes to the Integrated Management System, Products & Services
- 3rd party assessments for certification purposes
- Results of non-conforming products
- Risks & Opportunities

10.2 Non-conformity and corrective action

Should any non-conformity occur, including those arising from complaints, internal audits & external 3rd party assessment, the appropriate Senior Management Representative ensures that corrective action, including root cause analysis, is completed and implemented to avoid any further occurrences.

This is further analysed and should the risk to the wider business be considered “high” then this is entered onto the strategic Risk and Opportunities Register to assist in mitigating the risk to the business.

Should any non-conformities occur requiring any changes to the Integrated Management System or Services be required then the Planning Changes document shall also be completed.

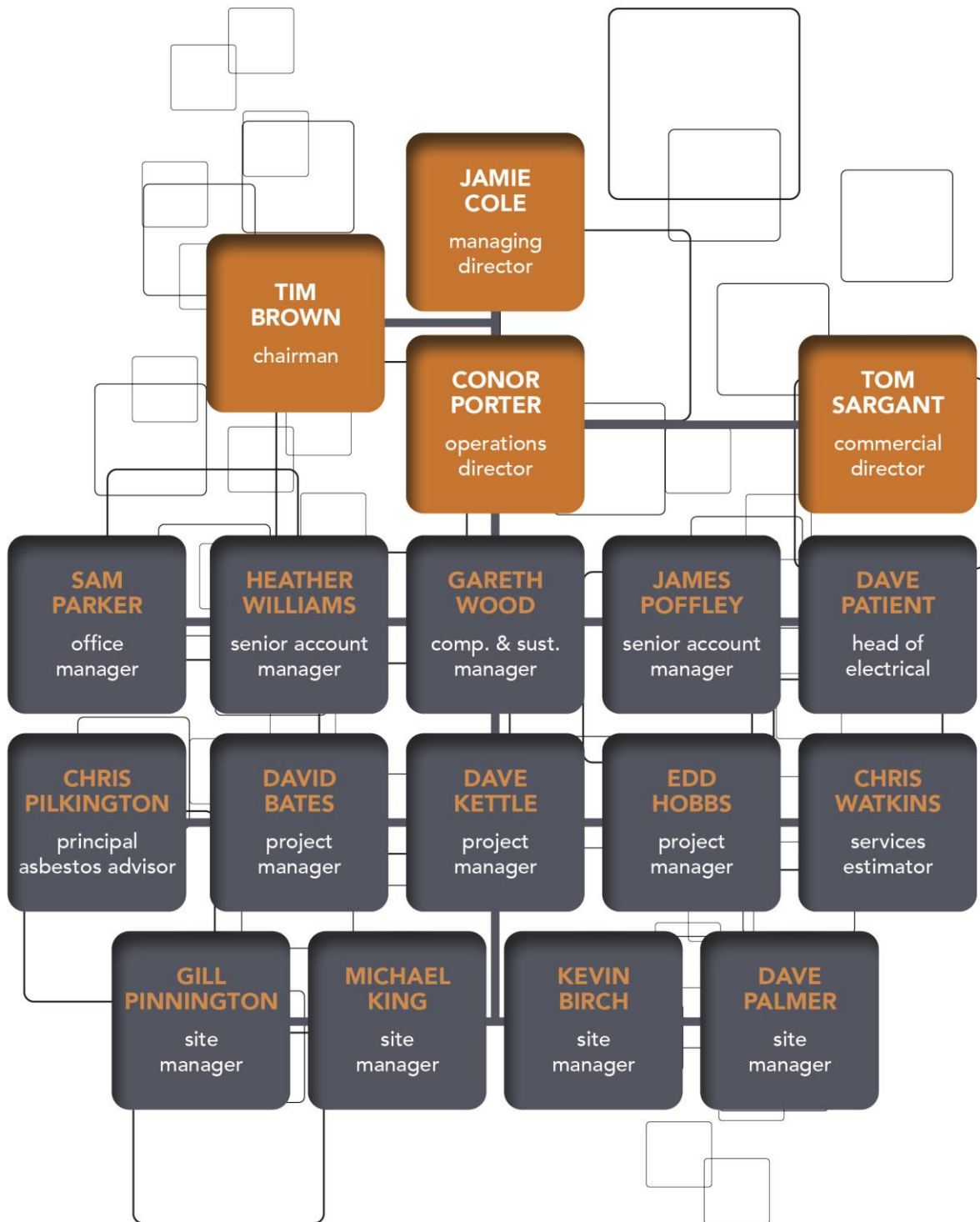
The corrective action plan summary must be completed, as this forms part of the Management Review meeting.



Continual improvement is captured through various elements of the Integrated Management System encompassed within this document. The list below is not exhaustive but representative.

- Risk & Opportunities Analysis
- Quality Policy and Objectives
- Planning of Changes
- Competency Review
- Customer Satisfaction
- Supplier Evaluation
- Internal Audits
- Project Folder Audits
- 3rd Party External Audits
- Management Reviews











Ants are intelligent and productive, industrious and extremely collaborative, they create communities without conflict and despite their diminutive size punch well about their weight. A single ant is capable of carrying up to 50 times its own weight, so by working together as a colony means they're able to accomplish the seemingly impossible, in fact within a week an army of worker ants can construct an underground city big enough to house millions of their kind.



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