



## POLICIES

As required by the ISO Standards, we have Quality and Environmental policy statements from the Managing Director...



### Environmental Management Policy

AxFlow Limited recognises that, in the conduct of its business, processes are utilised which draw on a number of resources that may ultimately have an environmental impact. The company is committed to operating in a manner that both complies with environmental legislation and minimises effects on the environment. In particular, we have a commitment to prevent pollution being caused by our business activities.

This policy shall be achieved by:

- Continuing to resource our Environmental Management System (EMS) to meet the standards of ISO14001 certification;
- Meet or exceed our compliance obligations including legal and other sector requirements as applicable to our environmental aspects;
- Sustain a programme of continual improvement in environmental performance incorporating suitable measurement and monitoring mechanisms to effectively manage and mitigate significant environmental aspects;
- Providing relevant information on environmental matters to employees, stakeholders and other interested parties;
- Improve resource efficiency (including our use of water, energy and raw materials).
- Continue to work in partnership with the local community and other stakeholders to improve the local environment and ensure that company operations do not have a detrimental effect on that community;
- Encouraging staff to come forward with suggestions for environmental improvements or concerns and support initiatives aimed at improving awareness of sustainability.

This policy shall be reviewed annually as part of the Environmental Management review meeting.

Date: 19-10-2021

Signed: 

Managing Director: Mr. Tony Peters

Environmental policy



### Quality Management Policy

AxFlow Limited is dedicated to ensuring that it provides authoritative, independent and highly professional services and products that meet our customers' requirements for quality and reliability.

To fulfil this policy, Senior Management are responsible for:

- Establishing an effective Quality Management System [QMS] structured to meet the requirements of the current version of ISO 9001. The processes and procedures described on the intranet site relate to all products stocked and sold, and cover the process from sales & purchasing through to distribution and after-sales service.
- Providing the necessary resources; and ensuring responsibilities and authorities, for implementing this policy, are determined and communicated throughout the Axflow;
- Active leadership and participation in quality management activities while ensuring that the risks to our ability to provide a quality service are contained.
- Consideration of stakeholder and interested parties; their needs and expectations.
- Ensuring all staff are trained and briefed about the QMS and their responsibilities for those parts of the system upon which they have an impact so that they can implement the policies and procedures in their work;
- Ensuring the effectiveness of both the provision of our services and products and of our QMS, assessing opportunities for continual improvement;
- Ensuring everything we do complies with all relevant legislation and is always carried out in accordance with our stated methods and customers' requirements.
- Setting and reviewing measurable objectives as an integral part of the continual quality improvement programme; monitoring performance against those objectives;

This Quality Policy shall be reviewed periodically in order to ensure its continuing suitability.

Date: 19 October 2021

Signed: 

Managing Director: Mr. Tony Peters

Quality policy

## RISKS & OPPORTUNITIES, OBJECTIVES & IMPROVEMENT

We assessed quality and environmental risks to the business during the transition period leading to upgrade of our registrations to ISO9001:2015 and ISO14001:2015, We found that most risks were addressed through means such as our operational processes and procedures. Most other risks are mitigated to an acceptable level, and some opportunities were identified. The quality and environmental risks and opportunities are reviewed and the register on the Company Handbook updated accordingly.

One of the key aims of the ISO standards is improvements, and AxFlow actively seeks improvement. Through regular manager's meetings, departmental meetings and 1-2-1 between managers and staff, objectives are set, actions and monitored.

In addition to these processes, our parent company requires regular review of risks and key objectives relating to quality and environmental aspects of the business and other areas, and reporting of status and results.

The screenshot shows the AxFlow QHSE portal. The main content area is titled "Risks & opportunities" and is last updated on Sunday, 07 March 2021 10:30. It features a table of contents with sections: Introduction, General, Procedure, Initial risk and opportunity assessment, and Ongoing risk and opportunity assessment. The "Introduction" section explains that ISO9001, 14001 and 45001 require a company to assess risks and opportunities to address and mitigate these risks. The "General" section states that the purpose of this process is to demonstrate that risk-based thinking around the development and operation of processes has been used.

## LEGAL REQUIREMENTS

One of the key objectives of our management systems is legal compliance. The Directors are responsible for ensuring that employees are aware of legal obligations as far as they affect people's roles.

To help ensure awareness, we maintain on the Company Handbook a list of legislation that is relevant to our operations (the Legal Register), relating to general business requirements, environment and health and safety.

The Legal Register is reviewed during internal audits and management reviews.

The screenshot shows the "List of Legislation" page. It includes a "CHANGES" section with links to <https://www.legislation.gov.uk/new>, <https://www.natregs.org.uk/>, and <https://www.nqa.com/en-gb/resources/legal-updates>. Below this is a table with the following data:

Area (H&S, env, company)	Environmental aspect	Title	Common Abbreviation	Details
H&S		Health and Safety at Work Act	HSWA	The Health and Safety at Work Act is the primary legislation covering occupational health and safety in Great Britain. It's sometimes referred to as HSWA, the HSW Act, the 1974 Act or HASAWA.  It sets out the general duties that: <ul style="list-style-type: none"> <li>employers have towards employees and members of the public</li> <li>employees have to themselves and to each other</li> <li>certain self-employed have towards themselves and others</li> </ul>
H&S		Management of Health and Safety at Work Regulations	MHSWR	All organisations have management processes or arrangements to deal with payroll, personnel issues, finance and quality control - managing health and safety is no different.  The Management of Health and Safety at Work Regulations require employers to put in place arrangements to control health and safety risks. As a minimum, these should include processes and procedures to meet the legal requirements, including:



# SUBCONTRACTORS

## ONBOARDING PROCEDURE

AxFlow's team of experienced, skilled engineers carries out the vast majority of site works. However, on occasions it may be necessary to subcontract a specialist element of the work.

In this case we will seek suitably qualified and experienced companies who are able to offer the services required. Whilst discussions are in hand with the subcontractor about the job itself, the onboarding procedure is implemented.

The aim of the onboarding procedure is to ensure that subcontractors chosen to carry out works as part of contract with an AxFlow customer, and their employees, are qualified, insured and experienced.

The subcontractor is asked to complete our simple onboarding questionnaire, and return it with copies of relevant supporting documentation, for example...

- Company and bank details.
- Insurance certificates or confirmations.
- Accreditation and registration certificates. For certain trades specific registrations are required - NICEIC, GasSafe, F-Gas/Refcom.
- Relevant training certificates.

The provided information is reviewed, any queries resolved, and the subcontractor set up on our systems.


**New Subcontractor Onboarding Questionnaire**

Please click in the fields below, enter all relevant information and provide documents where requested. To select from a dropdown or select a date, click to the right of the 'Select...' text. Please tick the boxes at right to confirm the requested documents have been provided. Please direct queries to your AxFlow contact, or info@axflow.co.uk

<b>Company &amp; financial information</b>	Company name				
	Registered address				
	Operational address				
	Registration number				
	VAT number				
	CIS Scheme	Are you registered with HMRC under the CIS Scheme?	Select...		
	Bank details	Please provide your bank name & address, account number, sort code, currency, SWIFT/BIC, IBAN on company headed paper, signed and dated by an Officer of your company:		<input type="checkbox"/>	
<b>Contacts</b>	Accounts	Name: _____ Job title: _____ Email: _____ Phone: _____			
	Remittance email				
	QHSE	Name: _____ Job title: _____ Email: _____ Phone: _____			
	Projects	Name: _____ Job title: _____ Email: _____ Phone: _____			
<b>Description of services</b>					
<b>Registrations and accreditations</b>	ISO 9001	Select...	Registered by:	Expiry: Select date	<input type="checkbox"/>
	ISO 14001	Select...	Registered by:	Expiry: Select date	<input type="checkbox"/>
	ISO 45001	Select...	Registered by:	Expiry: Select date	<input type="checkbox"/>
	Safecontractor	Select...		Expiry: Select date	<input type="checkbox"/>
	Achilles	UVDB: Select... FPAL: Select...		Expiry: Select date Expiry: Select date	<input type="checkbox"/> <input type="checkbox"/>
	Constructionline	Select... Expiry:		Select date	<input type="checkbox"/>
	CHAS	Select... Expiry:		Select date	<input type="checkbox"/>
	Others (e.g. waste carrier permit, HSE asbestos licence, NICEIC, G-safe, f-gas, Avetta etc.)	Name: _____		Expiry: Select date Select date Select date	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	<b>Insurances</b>	Public / products	Insurer: _____	Expiry: Select date	<input type="checkbox"/>
		Employers liability	Insurer: _____	Expiry: Select date	<input type="checkbox"/>
Professional indemnity		Insurer: _____	Expiry: Select date	<input type="checkbox"/>	
Contractors all risks		Insurer: _____	Expiry: Select date	<input type="checkbox"/>	
Others if relevant to the work you will do for AxFlow		Type: _____ Insurer: _____	Expiry: Select date	<input type="checkbox"/>	
<b>H&amp;S &amp; ENV</b>	Training	Relevant to the work you will be carrying out for AxFlow, please provide samples of H&S training course certificates (e.g. asbestos awareness, IPAF, PASMA, confined space etc.).			<input type="checkbox"/>
	RAMS	Please provide example RAMS for the type of work you will be doing for AxFlow.			<input type="checkbox"/>
<b>Confirmation</b>		I confirm that... <ul style="list-style-type: none"> <li>We operate in a well-managed, appropriately controlled, and safe manner, with due regard to the law and the safety and wellbeing of our employees and others our work brings us into contact with.</li> <li>Our company will abide by the Axel Johnson Supplier Code of Conduct.</li> <li>I am authorised to provide this information.</li> </ul>			
		Signed: _____ Email: _____	Position: _____ Phone: _____	Date: Select date	

Please return the completed questionnaire and all requested documents to your AxFlow contact.

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## **SUPPLIER CODE OF CONDUCT**

Our parent company has drawn up a Code of Conduct (CoC) covering internationally agreed, legal and moral requirements that AxFlow adhere to, and that we expect our suppliers and subcontractors to adhere to. A copy of the CoC is sent to all new suppliers and subcontractors, and they are asked to sign and return the confirmation.

The CoC covers areas such as...

- Human and labour rights - forced labour, child labour, discrimination etc.
- Health and safety - workplace and conditions
- Ethical trading - bribery and corruption
- Environmental management - hazardous substances, permits and reporting

Please see the example pages in the Policies and Corporate Social Responsibility section earlier in this document.

## **MONITORING**

Subcontractor performance is monitored by Installation and site management. Issues are recorded within the job documentation, brought to the attention of the company/personnel involved and rectified accordingly. Ongoing issues are documented within the quality management ticket system. If an issue cannot be satisfactorily resolved and there is doubt about the quality of future work, the subcontractor may be flagged within our systems as not to be used again.