





POLICIES

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

	<h3>Quality Management Policy</h3> <p>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.</p> <p>To fulfil this policy, Senior Management are responsible for:</p> <ul style="list-style-type: none">• 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; <p>This Quality Policy shall be reviewed periodically in order to ensure its continuing suitability.</p> <p>Date: 19 October 2021</p> <p>Signed: </p> <p>Managing Director: Mr. Tony Peters</p>	<h3>Quality policy</h3>
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	<h3>Environmental Management Policy</h3> <p>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.</p> <p>This policy shall be achieved by:</p> <ul style="list-style-type: none">• 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. <p>This policy shall be reviewed annually as part of the Environmental Management review meeting.</p> <p>Date: 19-10-2021</p> <p>Signed: </p> <p>Managing Director: Mr. Tony Peters</p>	<h3>Environmental policy</h3>
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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 top navigation bar includes links for Home, Sales, Operations, Installation & service, Finance, QHSE (highlighted), IT, HR, Documents, Tickets, Calendar, and Contact list. The main content area is titled 'Risks & opportunities' and shows a list of documents under the 'Documents & downloads...' section. The 'Risks & opportunities' section includes an 'Introduction' and a 'General' section. The 'Introduction' section states that ISO9001, 14001 and 45001 all require a company to assess risks to the business and its ability to provide the goods and services to customers, 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. The process is divided into 2 main parts...

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 a table titled 'List of Legislation'. The table has five columns: Area (H&S, env, company), Environmental aspect, Title, Common Abbreviation, and Details. The table lists two pieces of legislation: Health and Safety at Work Act (HSWA) and Management of Health and Safety at Work Regulations (MHSWR).

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">employers have towards employees and members of the publicemployees have to themselves and to each othercertain self-employed have towards themselves and others
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:

ENVIRONMENTAL ASPECTS & IMPACTS

An important element of the environmental part of the management system is identification and evaluation of aspects of the business that can affect the environment.

We have evaluated our environmental aspects and created a register of the potential environmental impacts. The impacts have been ranked, and used to identify the procedures and controls that are necessary.

The Aspects Register is also reviewed during internal audits and management reviews.

Aspect	Activity or service	Environmental impact	Environmental impact	Ranking	Legislation/control
Operation of all fixed assets	Operational assets (including all fixed assets) on site	Use of mobile telephones on site	Use of mobile telephones on site	High	Use of mobile telephones on site
Use of vehicles on site	Use of vehicles on site	Use of mobile telephones on site	Use of mobile telephones on site	High	Use of mobile telephones on site
Use of mobile telephones	Use of mobile telephones on site	Use of mobile telephones on site	Use of mobile telephones on site	High	Use of mobile telephones on site
Use of mobile telephones	Use of mobile telephones on site	Use of mobile telephones on site	Use of mobile telephones on site	High	Use of mobile telephones on site
Use of mobile telephones	Use of mobile telephones on site	Use of mobile telephones on site	Use of mobile telephones on site	High	Use of mobile telephones on site
Use of mobile telephones	Use of mobile telephones on site	Use of mobile telephones on site	Use of mobile telephones on site	High	Use of mobile telephones on site

AUDIT & REVIEW

Our quality and environmental management systems are subject to regular review.

These processes monitor our compliance with the processes and procedures, identify areas where actions is required, and form part of the improvement process...

- Internal audits - are carried out by the QHSE Advisor at all operational bases. Audits and any actions are formally documented.
- Management reviews - key aspects of the management systems are reviewed on a regular basis, following a standard 'agenda' that is documented on the Company Handbook. Aspects of the review are actually carried out at different times - some are discussed regularly at managers meetings, others are reviewed annually by the QHSE Advisor and reported to the Directors and Senior Managers.
- External audits - URS carry out annual, independent audits of the quality and environmental management systems to maintain our registrations. The audits are planned to cover all aspects of the management systems and all operational bases over each three-year certificate period.

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

Company & financial information	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"/>			
Contacts	Accounts	Name: <input type="text"/> Email: <input type="text"/>	Job title: <input type="text"/> Phone: <input type="text"/>		
	Remittance email	<input type="text"/>			
	QHSE	Name: <input type="text"/> Email: <input type="text"/>	Job title: <input type="text"/> Phone: <input type="text"/>		
	Projects	Name: <input type="text"/> Email: <input type="text"/>	Job title: <input type="text"/> Phone: <input type="text"/>		
Description of services					
Registrations and accreditations	ISO 9001	Select...	Registered by: <input type="text"/>	Expiry: <input type="text"/>	<input type="checkbox"/>
	ISO 14001	Select...	Registered by: <input type="text"/>	Expiry: <input type="text"/>	<input type="checkbox"/>
	ISO 45001	Select...	Registered by: <input type="text"/>	Expiry: <input type="text"/>	<input type="checkbox"/>
	Safecontractor	Select...		Expiry: <input type="text"/>	<input type="checkbox"/>
	Achilles	UVDB: <input type="text"/> FPAL: <input type="text"/>		Expiry: <input type="text"/> Expiry: <input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>
	Constructionline	Select...	Expiry: <input type="text"/>	<input type="text"/>	<input type="checkbox"/>
	CHAS	Select...	Expiry: <input type="text"/>	<input type="text"/>	<input type="checkbox"/>
	Others (e.g. waste carrier permit, HSE asbestos licence, NICEIC, G-safe, f-gas, Avetta etc.)	Name: <input type="text"/>		Expiry: <input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Insurances	Public / products	Insurer: <input type="text"/>	Expiry: <input type="text"/>	<input type="checkbox"/>
		Employers liability	Insurer: <input type="text"/>	Expiry: <input type="text"/>	<input type="checkbox"/>
Professional indemnity		Insurer: <input type="text"/>	Expiry: <input type="text"/>	<input type="checkbox"/>	
Contractors all risks		Insurer: <input type="text"/>	Expiry: <input type="text"/>	<input type="checkbox"/>	
Others if relevant to the work you will do for AxFlow		Type: <input type="text"/> Insurer: <input type="text"/>	Expiry: <input type="text"/> Expiry: <input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>	
H&S & ENV	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"/>
Confirmation		I confirm that... <ul style="list-style-type: none"> • 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. • Our company will abide by the Axel Johnson Supplier Code of Conduct. • I am authorised to provide this information. Signed: <input type="text"/> Position: <input type="text"/> Date: <input type="text"/> Email: <input type="text"/> Phone: <input type="text"/>			

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

AX-FI-01
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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.