

Quality Procedure

Infrastructure & Natural Resources

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[First Aiders](#) are responsible for:

1. Supporting the function of the emergency response procedures;
2. Collecting the portable first aid kit (if available);
3. Reporting to the Fire Warden in the event of an emergency;
4. Providing emergency first aid treatment;
5. Recording details of injuries during the emergency.

[Workers](#) and [contractors](#) are responsible for:

1. Commencing the evacuation processes as directed, or as circumstances warrant such action;
2. Activating a manual call point in the event of an emergency;
3. Reporting to the Fire Warden in the event of an emergency.
4. Providing feedback to post drill debrief sessions.

1.4 Infrastructure & Natural Resources

1.4.1 Infrastructure

The facilities, infrastructure and work environment needed to achieve conformity to product requirements and compliance obligations are determined, provided, managed and maintained. Infrastructure includes:

1. Buildings, workspace and associated utilities;
2. Process equipment (hard and software);
3. Supporting services.

The [Facilities Manager](#) in conjunction with the [Quality Manager](#) has overall responsibility for managing and mitigating our organization's health and safety hazards that are associated with our infrastructure are documented to ensure that our operations remain compliant with legislation.

1.4.1.1 Buildings

Our buildings and premises are cleaned daily by sub-contractors and maintained by the in-house or by contracted maintenance engineers. Work environments required to achieve conformity to our product requirements are managed as appropriate and checked using the [Workplace Inspection Template](#). During informal or review meetings, the continued improvement of our buildings is discussed, and any items for improvement are recorded for action.

Planning for new and/or modification of existing facilities are normally conducted with capacity or work force expansions and product or process changes. Facilities may also be expanded or modified to improve productivity, quality and the work environment.

All requests for modifications or expansions of facilities must be reviewed and approved by the Department Head and the [Quality Manager](#) at a minimum. Requests for significant modifications or expansions must also be reviewed and approved by [Top management](#).

1.4.1.2 Work Equipment

[Your organization](#) ensures that preventative and routine maintenance of process equipment is undertaken in-house on a regular basis by the maintenance engineers or by external contractors. The [Facilities Manager](#) ensures regular planned maintenance and repair of machinery and equipment is undertaken to prevent unsafe conditions from developing;

1. Housekeeping and maintenance of clear walkways;
2. Provision and maintenance of workstations;
3. Maintenance of the thermal environment (temperature, air quality);
4. Waste management;
5. Maintenance of the ventilation systems and electrical safety systems;
6. Maintenance of emergency plans;
7. Health monitoring programmes (medical surveillance programmers).

Preventative and routine maintenance of process equipment is undertaken in house on a regular basis by the maintenance engineers or by external contractors. Testing equipment requiring calibration is done so to the appropriate national standard and calibration records are maintained with re-calibration intervals specified.

Testing equipment requiring calibration is done so to the appropriate national standard (ISO 17025) and calibration records are maintained with re-calibration intervals specified.

All maintenance is performed per the original equipment manufacturers recommendations and is recorded on the *Equipment Maintenance & Service Log* for each piece of equipment. The accuracy and performance of the equipment is continuously monitored and special attention is given to items of key equipment that contribute to the product's quality characteristics.

1.4.1.3 Materials

Under the COSHH Regulations 2002, all substances considered to be hazardous to health are assessed and the risks to health adequately controlled. Competent staff or appointed safety consultants assess all substances before use using a COSHH assessment system.

COSHH assessments are reviewed every 5 years, providing that no changes are made to the substance being used, its method of use etc. Datasheets are provided for each substance used detailing:

1. The proper use for the substance;
2. An assessment of possible harmful effects arising from its use;
3. The suitable and practical control measures required to limit the harmful effects of the substance and if necessary, how these control measures are to be maintained;
4. Fire safety and firefighting information;
5. First aid action required i.e. if substance is inhaled, ingested, absorbed etc.;
6. Methods for dealing with spillages;
7. Personal Protective Equipment required in the handling and use of the substance.

Under no circumstances should employees or contractors introduce any substance into the workplace without it first being approved for use.

1.4.1.4 Pest Control

Problems experienced on site with pests e.g. rodents/insect infestation, are referred in the first instance to the department manager, who will arrange for a registered pest control agent to attend the premises. Data sheets and method statements must be obtained from the pest control companies prior to commencement of any works, in order that risk assessments can be carried out to minimise the effects of any harmful processes or substances used during pest extermination.

1.4.1.5 Security

Our buildings and premises have CCTV systems that are monitored by staff and in some buildings by security personnel outside office hours; giving 24 hours cover every day of the year. All premises have intruder alarm systems and all main entrances are operated by an access control system.

All members of staff sign a confidentiality agreement and wear staff identification. Visitors and contractors are not allowed in any area of the site unattended and must be accompanied by a member staff at all times unless previous permission has been obtained.

1.4.1.6 Access Equipment

All access equipment (e.g. ladders, kick-stools, etc.) will be assessed for safety by appointed safety consultants. Before each use, such equipment is subjected to visual and functional checks by the user. Any problems identified must be reported, in the first instance, to the department manager, and the equipment should be removed from service immediately.

Care is taken when using access equipment in the workplace, and consideration is given as to whether the equipment used is suitable for the task. Safe, sensible storage techniques ensure that the use of access equipment is kept to a minimum.

1.4.1.7 Electricity at Work

All items of electrical equipment and supply points are used in a safe manner and are tested for safety by competent persons as per The Electricity at Work regulations 1989, appropriate Institute of Electrical engineers checking procedures and schedules and any other relevant safety regulations.

It is imperative, should staff discover a faulty electrical item, that this is reported to the line manager immediately for repair or removal from service. Staff should NOT attempt to repair the item.

Under no circumstances should employees bring on site any personal or non-company owned/managed electrical equipment. Electrical equipment must be requested, ordered and supplied via the Line Manager so that it can be tested and entered in the [Equipment Maintenance & Service Log](#).

1.4.1.8 Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) is provided, free of charge, to those employees who require it in the course of their work. PPE has serious limitations, as it does not eliminate a hazard at source. This means that if the PPE fails or is not suitable, the risk of exposure may be greatly increased. For this reason, PPE is used as the 'last resort' of control measures for hazards at work.

Before selecting PPE, a risk assessment must be undertaken considering the nature of the hazard, performance data for the PPE including CE marks, compliance with British Standards etc. and the acceptable level of exposure to the hazard (the 'workplace exposure limit', see COSHH Regulations).

Where PPE is used, qualified staff or appointed safety consultants ensure that PPE is appropriately selected, its issue recorded, and its use and condition is monitored. Employees requiring PPE are trained in its use.

1.4.2 Emergency Infrastructure

1.4.2.1 Emergency Equipment

The [Facilities Manager](#) ensures that appropriate emergency equipment is provided, deployed and easily accessible in strategic areas of the company's premises, where a potential environmental emergency and