

Rev 25 - January 2024

STAR REFRIGERATION GROUP

QUALITY, HEALTH, SAFETY AND ENVIRONMENT SYSTEM



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PART 1

The Star Refrigeration Group Quality, Health, Safety and Environment (QHS&E) Integrated Policy Statement

We are committed to excellence in the provision of goods and services to our customers, whilst endeavouring to avoid harm to the environment, our employees, visitors and all others who may be affected directly or indirectly by our activities.

In particular we shall:

- a. Establish and strive to continually improve our Integrated Management System (IMS)
- b. Ensure compliance with existing and future Quality, Health Safety & Environmental legislative requirements
- c. Liaise with all relevant external bodies and work with our own staff to improve our QHS&E performance, prevent accidents and cases of work related ill health and maintain safe and healthy working conditions
- d. Identify and seek to reduce damaging environmental effects, pollution and health and safety risks which may arise from our processes, operations and work activities
- e. Provide and maintain safe plant and equipment
- f. Minimise, re-use, recycle all materials and promote the use of renewable energy wherever practicable
- g. Provide appropriate QHS&E information and training for our staff, and encourage them to apply good practice, both at work and at home
- h. Review QHS&E issues regularly at the highest levels of the company and actively encourage ongoing participation and consultation with our employees on matters affecting their health and safety
- i. Liaise with suppliers and customers to facilitate the best possible products, safety and environmental practices
- j. Review and revise this QHS&E policy statement as necessary at regular intervals

We ensure that these commitments are delivered by setting SMART objectives in each key area and monitoring progress with quarterly updates throughout the year. The framework for these objectives is set in the company strategy and is linked to the company's key drivers and values through the process standard approach and individual personal development plans.

The company has developed and implemented a management system that meets the requirements of the International Standards EN ISO 9001:2015, BS ISO 45001:2018, EN ISO 14001:2015 and the Pressure Equipment Directive/Pressure Equipment Safety Regulations which reinforce our commitment to provide products and services to the highest standards and to continuous improvement. The company seeks the co-operation of all employees in this respect and, in particular, the observance of the arrangements set out later in this document. Copies of our accreditation certificates are available on request.

The environmental impact of our activities is also closely monitored through our integrated management system. We recognise that our activities have both direct and indirect effects on the environment. Almost 90% of the direct effect is through the use of vehicles. As a service organisation this cannot be eliminated, but we aim to minimise the effect through driver training, better work scheduling and encouraging car sharing, use of electric vehicles or use of public transport where appropriate. The indirect effect of our activities on the environment comes from the use of our systems by our customers. We aim to make the systems as efficient as possible and we have pioneered the use of natural refrigerants, including system design, implementation and the sharing of our findings and experiences through public presentations.

Copies of our objectives and performance reviews may be obtained by writing to: the manager of our Integrated Management System, who will also welcome any observations on the quality, health, safety or environment aspects of our activities.



A B Pearson
Group Managing Director

Date: January 2024

PART 2

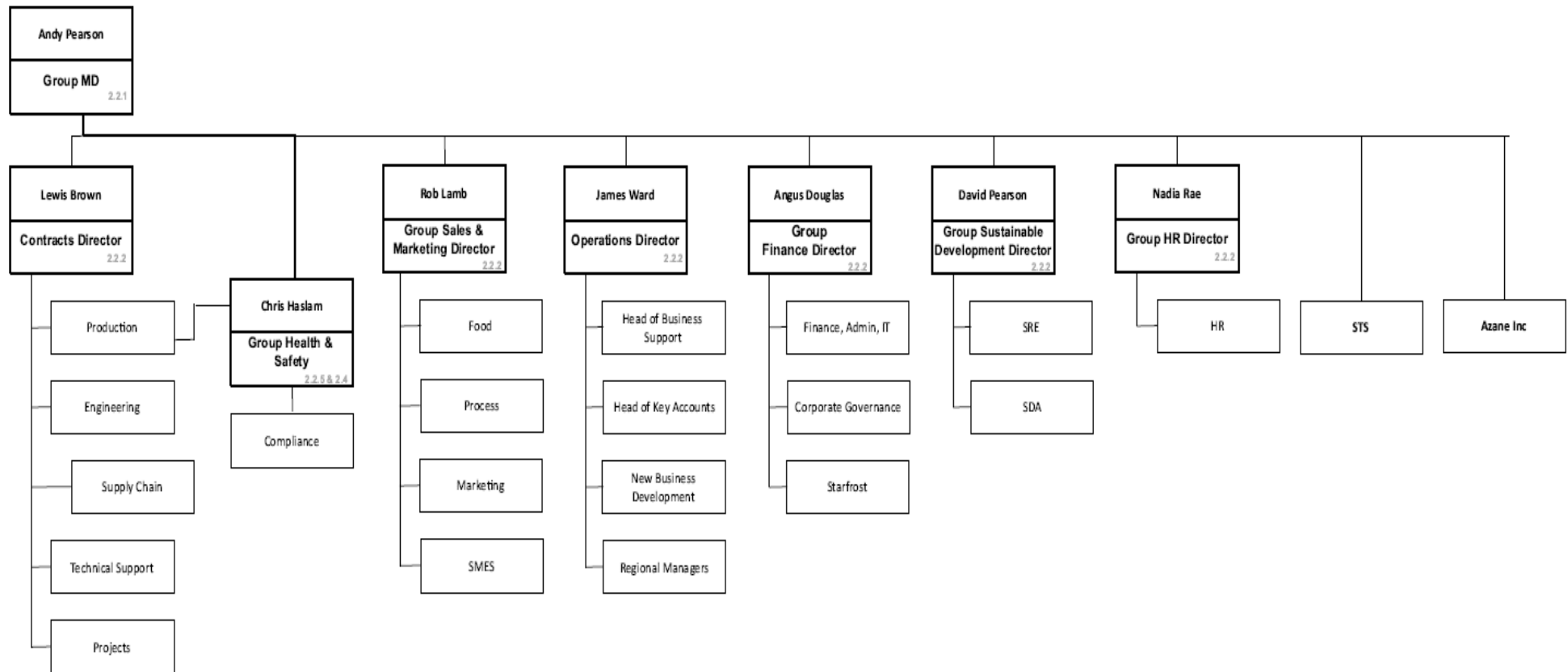
ORGANISATION

It is company policy to devolve health, safety and environment matters to each member of staff. This involves everyone in the maintenance of safe working practices. To this end, every member of each department or branch will be a member of its safety and environment committee. This means that every staff member is required to attend regular safety and environment meetings, to volunteer observations on safe working practices and to participate in discussion of safety and environment issues.

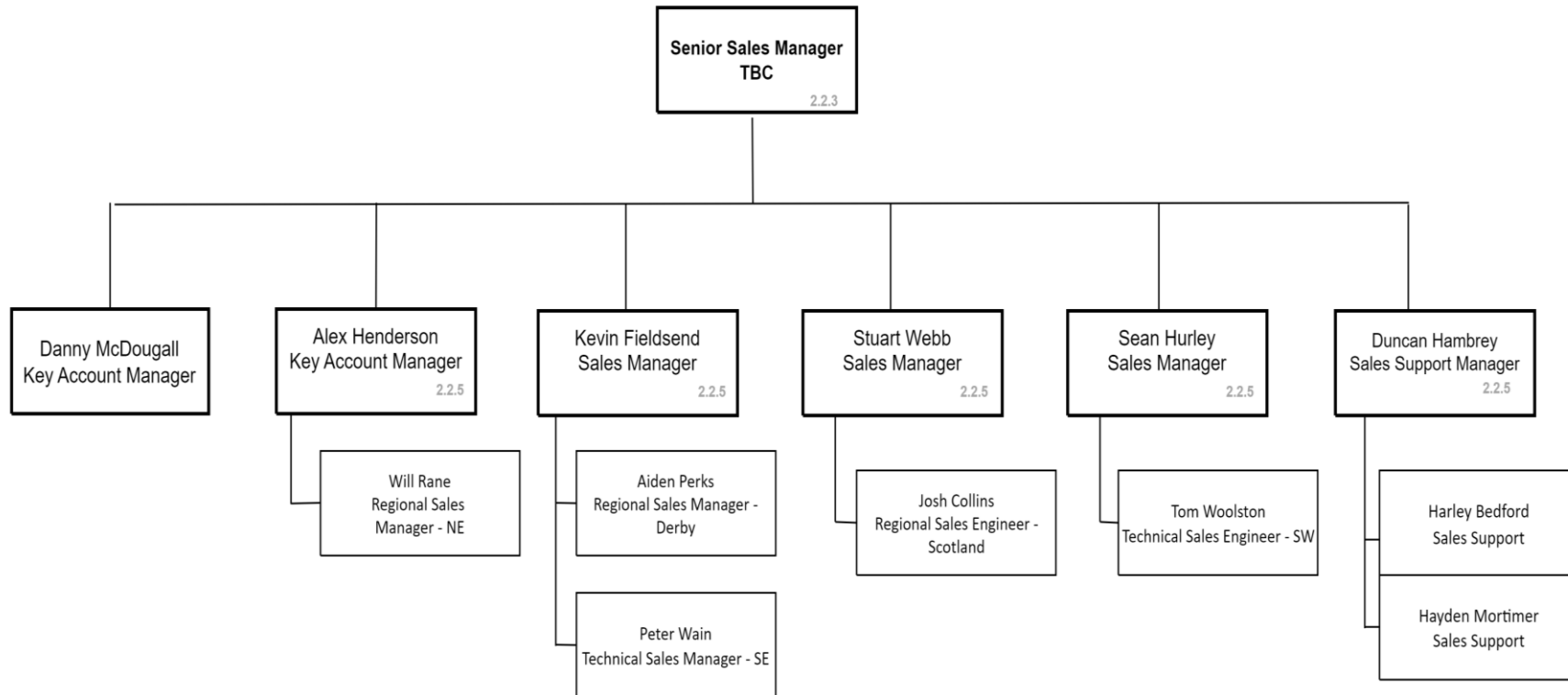
- 2.1 Organisation Charts
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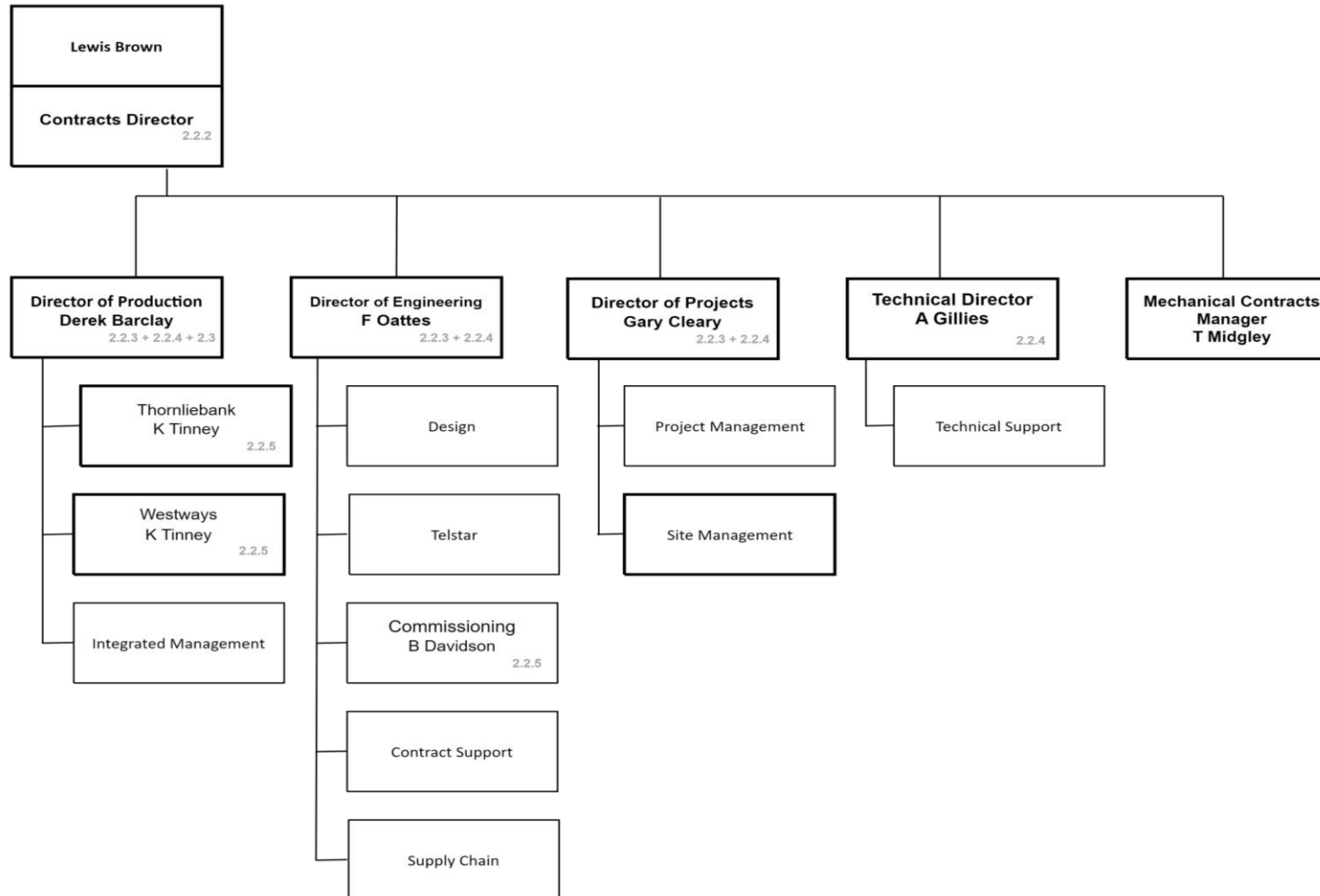
2.1 ORGANISATION CHARTS

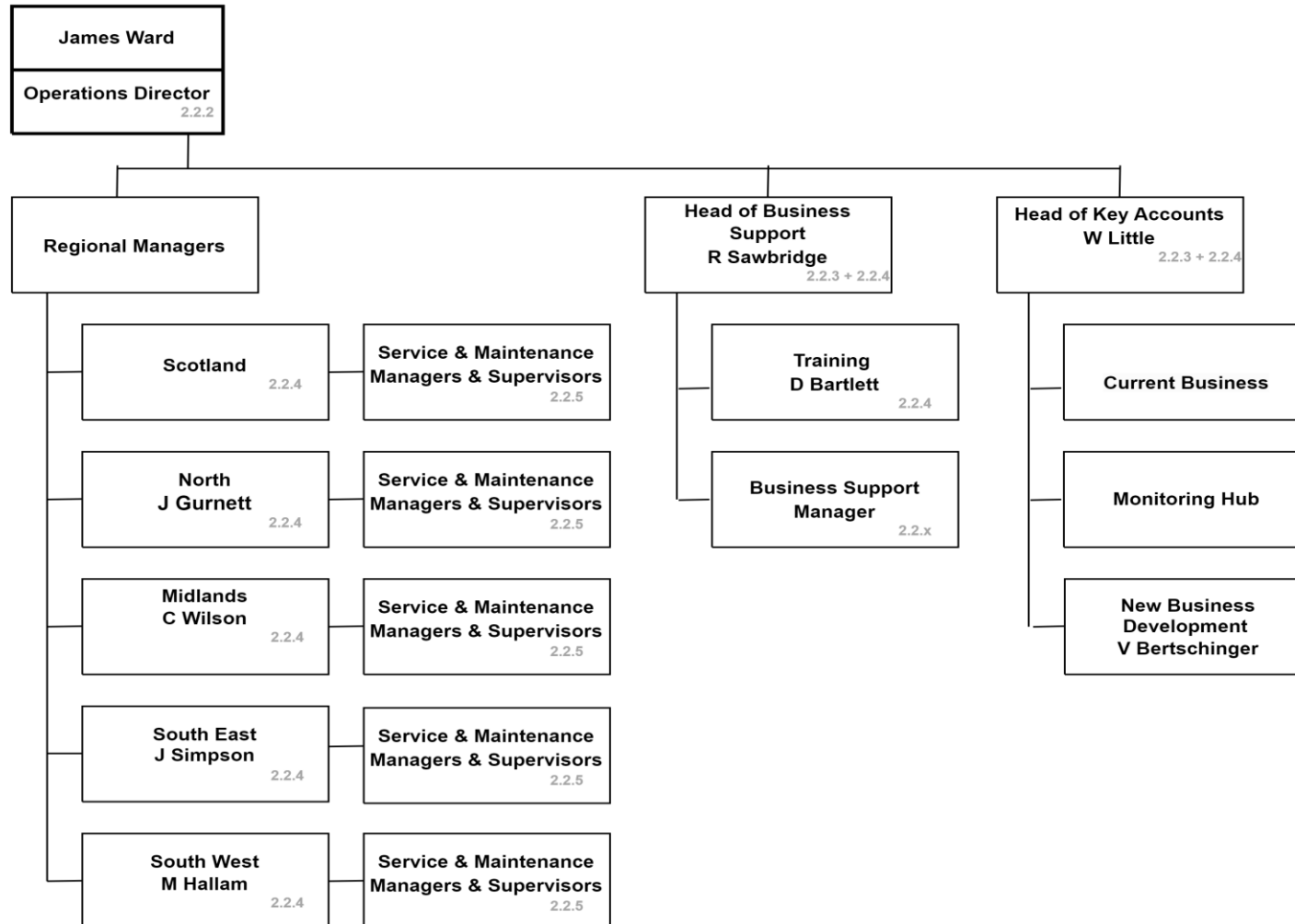
GROUP STRUCTURE – EXECUTIVE BOARD



GROUP STRUCTURE – SALES AND MARKETING



GROUP STRUCTURE – CONTRACTS

GROUP STRUCTURE – OPERATIONS

2.2 DUTIES, RESPONSIBILITIES AND AUTHORITIES

The organisational charts demonstrate the reporting structure for all departments and provides clarity around the flow of accountability and authority with regards to QHS&E responsibilities, which are outlined below. It is recognised that overall responsibility for QHS&E falls with the executive board.

2.2.1 Group Managing Director

The Group Managing Director (GMD) will ensure that suitable and sufficient arrangements are in place for effective management of Quality, Health, Safety, Environment and will ensure that adequate resources are available within the Group for the operation and maintenance of an effective management system including appropriate training for all staff. He is responsible for reporting to the Board of Directors on all significant matters relating to Quality, Health, Safety and Environment.

2.2.2 Executive Directors

Executive Directors will ensure that:

- Suitable arrangements are in place for effective operation of the Quality, Health, Safety and Environment System within the part of the organisation for which they are responsible.
- The Senior Management Team are aware of their responsibilities.

2.2.3 Senior Management Team

Senior Management Team will ensure that:

- All line managers and supervisors are aware of their responsibilities.
- They periodically attend branch/department safety and environment meetings to ensure they are being conducted in an appropriate manner and to facilitate consultation.

2.2.4 Senior Managers

The senior manager of each branch or department is responsible for Quality, Health, Safety and Environment matters affecting his/her staff and others affected by their work. Senior managers will ensure that the following arrangements appropriate for their Department or Branch are implemented:

- Staff carrying out work have the right skills, knowledge, training, experience and supervision.
- Adequate Risk Assessments and Method Statements have been prepared in order that, so far as is reasonably practicable, safe systems of work are maintained at all times, that staff are familiar with these and that the control measures required are implemented. Risk Assessments should be

carried out in accordance with SG001. In addition, ensure that individual engineers or small groups of engineers working on the same task conduct Point of Work Risk Assessments in accordance with SG043.

- Sites where staff work regularly (i.e. Service Sites and Maintenance Contract sites) shall be surveyed for hazards using the Site Safety Questionnaire SF.084. The Safety and Welfare Instructions SF.085 will then be used to convey the safety control measures for these sites to staff. The Site Safety Questionnaire and the Safety and Welfare instructions will be:
 - produced before staff attend site
 - reviewed if there are site changes and
 - reviewed at least every 36 months
- The general workplace risk assessment is carried out and reviewed annually. Standard form SF.098 should be used.
- Regular safety and environment meetings are held and minuted in accordance with SG002.
- Staff will comply with the requirements of the Health and Safety Arrangements and safety rules SG041.
- Contractors and visitors are managed in accordance with SG031.
- No machinery for use at work is purchased without following the Purchasing Machinery arrangements SG007 and considering health and safety implications of the purchase.
- Recommendations for reduction of risk made by the Compliance department are implemented.
- Monitoring of staff health and safety is conducted in accordance with SG032.
- New employees are inducted in accordance with SG025.
- The Health and Safety training needs of staff are identified and implemented in accordance with SG026.
- Health and Safety information is provided to staff in accordance with SG030.

In addition Senior managers are responsible for ensuring that the following arrangements appropriate for their Department or Branch are implemented.

- First aid
- The fire arrangements
- Accident reporting, investigation and RIDDOR
- Machinery safety
- Abrasive wheels and grinding
- Electrical safety
- Manual handling
- Portable appliances
- Electrical test equipment
- Personal protective equipment (PPE) and respiratory protective equipment (RPE)

- Noise at work
- COSHH
- Lifting equipment and lifting operations
- Mobile work equipment
- Filling refrigerant cylinders
- Compressed gas use, handling and storage
- Transport of dangerous goods such as refrigerants, flammables, etc
- Housekeeping
- Gas heating appliance safety
- Pressure systems safety
- Hot work procedures
- Lone working
- Working at height
- Disposal of hazardous waste
- Maintain and inspect gas equipment in accordance with SG035
- Protection of the environment and waste minimisation within their control

2.2.5 Managers and Supervisors

Managers and supervisors who report to the senior manager of each branch and department are responsible for ensuring that all of the requirements listed in section 2.2.4 are clearly communicated to staff under their supervision and that all work carried out by staff conforms to the requirements. This includes any subcontractors working under their supervision. Managers and supervisors are responsible for ensuring staff carrying out work under their supervision have the right skills, knowledge, training, experience and that company procedures, including all required risk assessments, have been written and are followed. Where appropriate, customer procedures shall be checked to ensure that there is no conflict with company procedures and all discrepancies shall be resolved before work commences. Any situation where it is not possible for an employee or a subcontractor to follow the company's quality, health, safety and environment system shall be noted and reported to the senior manager in writing. Work shall not proceed until this discrepancy has been resolved and suitable safe system of work has been established to the satisfaction of the senior manager.

2.2.6 Employees

Employees have a duty to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions and to act in accordance with the company's **Safety Rules, Quality, Health, Safety and Environment Statement** and, if working on a host employer's site, will observe any special requirements they may be made aware of by the host employer.

2.3 **IMS Manager**

This is not a line management position. The IMS Manager is responsible to the Group Managing Director for the maintenance of the Group Quality, Health, Safety and Environment Management System. The IMS Manager's principal duties are:

- Implement the IMS
- Follow up internal IMS objectives.
- Manage the IMS and related documents.
- Oversee relevant tasks that implement the IMS and ensure their accomplishment.
- Plan external and internal audits.
- Ensure the cross-functionality and implementation of the IMS in all departments within the scope.
- Establish improvement objectives based on customer requirements.
- Maintain customer focus in process implementation and improvement.
- Provide quality tools and knowledge in solving various problems.
- Plan, organize and follow up of management reviews.

2.4 **Group Health and Safety Manager**

The Group Health and Safety Manager's principal duties are:

- To keep abreast of current Health, safety and environment legislation.
- To advise the Executive Board and IMS Manager of changing requirements and actions necessary to ensure compliance.
- To ensure the company's arrangements for the management of health and safety at work (MHSW Regulations 1999) are followed.

In addition, provide resource through the Compliance Department to:

- Advise and assist in the preparation and recording of Risk and COSHH assessments.
- Deliver appropriate in-house training in certain aspects of health and safety at work.
- Advise line managers on specific matters affecting health and safety at work.
- Participate in the investigation of accidents and to make recommendations for control measures to be implemented to prevent recurrence.

PART 3

ARRANGEMENTS

The company has arrangements for the management of health, safety and environment in the form of rules, risk assessments, written instructions and other procedures. These are indexed below and are detailed in the referenced documents, which can be found on the server.

The following abbreviations are used:

AP	Administration Procedure	AF	Administration Form
SG	Safety Guidance	RA	Risk Assessment
SF	Standard Form	TB	Technical Bulletin
TT	Toolbox Talk	SS	Standard Specification
SMM	Site Management Manual	EP	Environmental Procedure

Index	Reference Doc
Safety Rules	SG041
Abrasive Wheels and Grinding	SG008, RA014, SG006
Accident Reporting, Investigation and RIDDOR	SG005, AF047
Ammonia Working Practice	SG042, RA025, RA027, SS147
Ammonia Leak Procedure	SG042, RA024
Alcohol and Drug Abuse	AP051
Asbestos	SG038, TT026
CDM 2015	SG033, Section 8 & 10 SMM, SF829, SF830
Compressed Gas Cylinders	SG018, SG019, TB136, RA027, RA028, RA029
Communication and Consultation	SG002
Confined Spaces	TT16
Contractors and Visitors	SG031, SF850, SF811
COSHH Regulations	SG015, SG013, TT15, SF454
Covid -19	RA 100, 101, 102, Safety alert 20-1. Further information is available on the A drive in the Common\Corona folder.
Driving at Work	SG034, RA084
Display Screen	RA057
Electrical Safety	SG009, RA012, RA013, TT17, SG010, SG011
Electrical Test Equipment	SG011, PB12-051
Emergency Procedures	SG004, RA024, SG042
Environment	SF455, EP001, EP002, EP003, EP004, EP005
Expectant Mothers	RA086
Filling Refrigerant Cylinders	TB136, RA022, RA027, RA028
Fire	SG004, SF097, TT22, TT24
First Aid	SG003

Gas Heating Appliances	SG021
Gas Equipment	SG035
Hand Tools	RA035
Health and Safety Information	SG030, SF101, SF454
Hot Work	SG024, SF820
Index	Reference Doc
Hot Tapping into Live Pipework	SS146
Heights – Work at Ladders Stepladders Scaffolds MEWP's Cages on fork lift trucks Work on cold store ceilings Harness and lanyards	SG027, RA002, RA034, TT7, SF402 RA002, TT8, SF402 RA010, TT10, TT11, SF809, SF801, RA016, SG029, RA017, SF084, TT25 RA039, TT12 SF803
Housekeeping	SG023, TT2, TT30
Legionella	RA005, RA031, SG037
Induction of New Employees	SG025, AF004, AP009 Sect 5, AP043 Sect 4, SG026
Lifting Equipment and Lifting Operations	SG016, RA004, RA054, RA055, RA063, RA064, TT18, TT19
Lone Working	SG028, SG036
Machine Safety	SG006, RA015, RA012, RA013,
Manual Handling	SG039, RA011, TT4
Mobile Work Equipment e.g. Forklift Trucks, MEWP's, etc	SG017, RA007, RA016, SG016, SF.802
Monitoring Health and Safety Measures	SG032, SF.800, SF.832, SF.452, SF.453, SF 855
Noise at Work	SG014, TT13, RA018, RA019
Personal Protective Equipment	SG012, SG013, SG014, TT6, TT14, AP052, AF060, PB019, SG042
Portable Appliances	SG010
Pressure Testing	SS125, RA003, RA006, RA062, SS162
Pressure Systems	SG022
Provision of Eyecare	AP052
Provision of Welfare Facilities	General Workplace Risk Assessment
Purchasing Machinery	SG007, AP025, SG006
Risk Assessments & Method statements	SG001, SF083, SF098, SG043
RPE Thorough Examination and Test	SG013
Safety Meetings	SG002, SF096,
Safety Training	SG026
Site Safety Management	Sect 8, Star Site Management Manual
Stress Management	AP056
Telephones - use of Mobiles in Vehicles	AP050
Transport of Dangerous Goods	SG019, TT27
Weiles Disease Leptosperosis	TT28
Working Outdoors	TT21
Young Person's	RA033