

North Midland Construction PLC

# Integrated Management Policy

PEOPLE

INSPIRE

EXCELLENCE

Document Control							
Valid from	Valid to	Version	Status	Author	Owner	Approval	Description of Change
July 2014	June 2015	1	Approved	MM	MM	EAB	Revised policy
Dec 2015	Dec 2016	2	Approved	MM	MM	EAB	Reference to 27001
July 2016	June 2017	3	Approved	MM	MM	EAB	Annual Review
Distribution/Confidentiality:			PLC. EAB, Divisional Directors, SMT's and all employees				
Other Relevant Documents:							
Comments:			At the time of print the business is working towards ISO 2700- Information Security Management System (ISMS)				



**Robert Moyle**  
Executive Chairman

your skills,

our success,

your future!



North Midland Construction PLC is committed to ensuring sound Health, Safety, Quality and Environmental management practices by certification to ISO 9001: 2008, BS OHSAS 18001: 2007 and ISO 14001: 2004.

Organization:

North Midland Construction PLC Head Office is situated in Nottinghamshire:

Nunn Close  
The County Estate  
Huthwaite  
Sutton in Ashfield  
NG17 2HW

This is supplemented by regional and co-located offices located at:

Warrington  
Sherburn-in-Elmet  
Bristol  
Plymouth  
Bury St Edmunds  
St. Austell  
Derby  
Longbridge  
Warwickshire

The Group consists of three divisions within the PLC and a subsidiary:

- Building
- Highways and Utilities
- NMCNomenca (inc civil engineering)
- Nomenca Ltd (subsidiary)

North Midland Construction PLC and its subsidiary ensure that:

- This policy is available at Head Office and the company website, intranet and at each site for reference
- We communicate this policy to all employees and persons working on our behalf
- We eliminate injury/accidents and work related ill-health by good working practices such as the risk assessment approach. Employees are encouraged to discuss health and safety issues and improvements with their managers
- All hazards relevant to our activities are identified, assessed and controlled to ensure the health, safety and welfare of employees and others who may be affected by our work
- We maintain and continuously improve this policy and our management systems in accordance with ISO 9001, OHSAS 18001 and ISO 14001 standards
- We minimize our use of resources, prevent pollution and minimize waste to reduce our carbon footprint
- We minimize our environmental impacts for the benefit of all persons involved, the climate and our customers
- Where practicable and economically viable, we shall recover and recycle in preference to disposal



- We meet or exceed Product, Safety, Quality and Environmental requirements as required by our Customers
- We communicate this policy and the results of our activities, to members of the Company; to our Shareholders, to our customers, to Second and Third parties as appropriate and to the Public
- We comply with all applicable Product, Health, Safety and Environmental legislation and other applicable permits / licenses in accordance with our company Aspects and Risks
- We maintain good business and profitable relationships with the public, authorities, customers, subcontractors, suppliers and other interested parties
- We establish and review objectives and targets for Quality, Health, Safety and the Environment shown in the annexes attached

**Group Responsibilities:**

The Board of Directors has appointed the Chief Executive, Mr. R. Moyle, with Board responsibility for Safety, Quality and Environmental matters. The Chief Executive accepts ultimate responsibility for this Policy and provides an appropriate allocation of financial and physical resources for the implementation and monitoring of this Policy. He is supported by the Group QESH department and external safety advisors.

**Audits:**

There is a three tier audit system in place:

1. The BS / ISO approvals held by the Group are third party audited by BSI (UKAS approved).
2. Our offices and sites are also third party audited by Hurst Setter and Associates Ltd.
3. The third tier is internal auditing carried out by our own trained auditors within the Group.

**Business responsibilities:**

Managing Directors have business and Divisional responsibility for:

- Safety, Quality and Environmental matters
- Maintaining UKAS third party certification to ISO 9001:2008 OHSAS 18001:2007 and ISO 14001:2004.
- Publishing their own procedures and management arrangements which meet the requirements of the Integrated Management System.

Management review:

**your skills,**

**our success,**

**your future!**



All Policies will be reviewed on an annual basis.

We will continually review the suitability of our own systems and procedures. We will also seek technological advances in line with our customer's demands and expectations.

NMC will establish and review Safety, Quality and Environmental targets/KPI's, in order to seek continuous improvement in our performance.

This policy and its annexes will be available to all employees using company notice-boards and is available electronically within the Group via our QESH Portal. Copies will be provided to interested parties on request.

This policy and its Annexes are part of a series of related Policy documents.

These include:

- Business Continuity
- Customer Care Policy
- Continuous Improvement Policy
- Corporate Responsibility Policy
- Fraud Prevention Policy
- Alcohol and Drugs Policy
- Information Security Policy
- Sustainability Policy

The full suite of policies is also available on our QESH Portal.

The aim is to:

**GET IT RIGHT FIRST TIME, EVERY TIME, AND STRIVE FOR CONTINUOUS IMPROVEMENT**



## Safety Annex.

North Midland Construction PLC and subsidiaries are committed to the prevention of injury and ill health and the continual improvement of the organization's occupational health and safety performance. This requires that all activities, products and services are managed and carried out by the Group in accordance with the legislative requirements, approved codes of practice and company standards. The Group will comply with relevant legislation for the benefit of all employees and the Group performance.

Our statement of general policy is:

- To provide control of the health and safety risks arising from our work activities.
- To consult with our employees on matters affecting their health and safety.
- To provide and maintain safe plant and equipment and ensure safe handling and use of substances.
- To provide information, instruction and supervision for employees and ensure all employees are competent to do their tasks.
- To prevent accidents and cases of work-related ill health and maintain safe and healthy working conditions.
- To review and revise this policy as necessary at regular intervals.

The implementation of this policy is carried out through the Group Health and Safety, Responsibilities, Arrangements and Organization document.

The NMC QESH department, reporting to the Executive Board, provides an essential role within the Group in effecting and monitoring compliance and continuous improvement.

A representative from the Main Board of Directors will attend health and safety consultation meetings with Representatives of Employee Safety.

General Group Targets / Key Performance Indicators:

- Reduction of NMC RIDDORs
- Reduction of our Subcontractor RIDDORs
- Reduction of Accident rate
- Reporting all near misses with a view to learning from them and preventing accidents
- Each division and subsidiaries Directors will carry out site safety visits
- Divisional targets to be set and monitored

**Note:** the specific Targets and KPI's are reviewed each year and published separately.

Group QESH Health & Safety function will:

- Work with each business / Division to ensure that Group and Divisional health, safety and welfare targets are implemented, progressed, monitored and reviewed
- Regularly review Health, Safety & Welfare performance through audits, inspections, complaints, records of commendation and incident / near miss reporting
- Advise on new and forthcoming Health, Safety & Welfare legislation
- Compile monthly reports for the Chief Executive and board of directors
- Provide Health & Safety advice to all parts of the group
- Develop and assist with Health, Safety & Welfare training programs



## Environmental Annex

North Midland Construction PLC and its subsidiaries recognize that our activities have an impact, be it positive or negative, on the environment.

NMC commit to identifying and minimizing our significant environmental aspects and impacts. All activities, products and services are managed and undertaken by the Group in accordance with applicable legal and other requirements including, approved codes of practice and company standards.

The Group Targets / KPI's strive to promote positive impacts by adhering to sustainable development principles where reasonably practicable.

The NMC QESH department, reporting to the Chief Executive, provides an essential role within the Group in affecting and monitoring compliance and continuous improvement.

This Policy Annex will be communicated to all employees using company notice boards, via our QESH Portal and provided to interested parties on request.

Group QESH environmental function will:

- Work with each Business / Division to ensure that Group environmental Targets / KPI's are implemented, progressed, monitored and reviewed
- Regularly review Group environmental performance through audits, inspections, complaints, records of commendation and incident / near miss / positive intervention reporting
- Advise on new and forthcoming environmental legislation
- Compile quarterly Board reports for the PLC Board of Directors
- Provide general environmental advice to all parts of the Group
- Develop and assist with environmental training programs.
- General Group Targets / Key Performance Indicators:
  - Reduce environmental incidents.
  - Reduce waste to landfill.
  - Increase recycling.
  - Reduce the carbon footprint of the Group.
  - Achieve environmental awards.
- Identify new products and services that can improve the environmental performance of the Group and can be offered to Customers.
- Promote and source products and services responsibly and ethically throughout our supply chain.
- Reporting all near misses with a view to learning from them and preventing environmental incidents.
- Training employees and supply chain partners to enhance awareness of environmental issues.
- Divisional Targets to be set and monitored.

Note: Specific Targets and KPIs are reviewed each year and published separately



## Quality Annex

The North Midland Construction Group Plc and subsidiaries wish to deliver products, services and conditions that consistently meet and exceed customer expectations.

The NMC QESH department, reporting to the Chief Executive, provides an essential role within the Group in effecting and monitoring compliance and continuous improvement to achieve customer satisfaction. This requires that all activities, products and services are managed and carried out by the Group in accordance with the legislative requirements, approved codes of practice and company standards.

We are pleased that we have been audited by BSI and have successfully transferred to the BS EN ISO 9001:2008 standard.

Group QESH Quality Function will:

- Work with each company/division to ensure that groups key performance indicators are implemented, progressed, monitored and reviewed.
- Regularly review Group performance through audits, inspections, complaint investigations, records of commendation and non-conformance reporting.
- Advice on new and forthcoming quality related legislation.
- Compile quarterly progress reports for the Chief Executive.
- Provide general quality advice to all parts of the Group.
- Aid with quality training programs

General Group Targets / Key Performance Indicators:

- Each division to identify best practice in procedures to order to improve our offering to customers.
- To act as a partner to our customers by sharing and learning in order to provide mutually beneficial relationships.
- Each division to respond quickly to audit findings in order to prevent repeated problems and find systematic improvements.
- All positive feedback from members of the public, customers, and other external contacts / interested parties is to be circulated within the group.
- All key measurements and data to be provided monthly for analysis and reaction.
- Achieve Zero Major Nonconformance's from BSI (Certification Audits).
- Each division to carry out at least three projects per year promoting the interests of stakeholders in the company.
- Executive directors to carry out post contract reviews in order to learn from our clients' experiences.

NB the specific Targets and KPI's are reviewed each year and published separately.



## Human Resources Annex

North Midland Construction PLC is committed to achieving its business objectives through its people. The Company accepts its ethical and corporate social responsibilities and recognizes its obligation to conduct its activities in full knowledge of, and compliance with, the requirements of applicable employment legislation and Approved Codes of Practice. The Company will achieve this by adopting a policy of best practice in all people management procedures and will strive to maintain its recognition by Investors In People.

The principal objectives of the Human Resources Policy are to ensure that:

- All employees are selected, and recruited into the organisation, based upon their attitude, skill, competency, and aptitude
- Management philosophies and practices promote and encourage motivation and retention of the best employees
- The employment relationship is based on mutual trust, fairness and equality of opportunity for all
- The dignity of all employees is respected by their managers and fellow employees
- No employee is subjected to discrimination or bullying of any kind
- All employees are trained to carry out their role competently, in compliance with relevant legislation and guidance
- In support of our commitment to the Skills Pledge, we invest in the development of our people to maximise their potential
- Compensation and reward mechanisms are designed to motivate all employees to work towards the achievement of Corporate and Individual goals
- Communications between management, employee representatives and individuals are mutually accepted as open and honest
- The Human Resources Department provides professional advice, guidance and practical support in employment matters to all levels of the business
- In addition to formal HR policies and procedures the documents “Code of Ethics” and “Standards of Business Conduct” provide guidance for employees on our approach to work and the standards of behaviour expected
- Individual Line Managers/Supervisors are responsible for ensuring that this policy is applied within their own area. The HR Team should be consulted before action is taken and can be contacted to answer any queries relating to the application or interpretation of this policy

This policy will be reviewed annually.





## Procurement Annex

At North Midland Construction PLC we aim to ensure that resources used in its daily operations are sourced from suppliers who do not exploit the workforce or the resources that are needed to deliver the product or service that we have requested.

It is our aim to assist in the elimination of poverty, hunger and disease that exist in areas of the world that are not as well developed as our own.

Our choice of suppliers is screened through questionnaires and auditing to ensure that these requirements are met. Any supplier not meeting our standards will be removed from our approved vendor list and an ethical alternative source will be used instead.

We encourage our suppliers to share the same values and will assist in promoting these standards.

We will work together with customers, suppliers and interested parties in order to ensure that good labour standards are upheld throughout the supply chain.

As a minimum we expect all suppliers to uphold the law relevant to the area's that they operate in, and that:

- there is no forced or child labour
- working conditions are safe and healthy, without excessive hours
- employees have the right to a reasonable wage
- no discrimination is practised
- no abuse is allowed (physical, sexual, harassment)

All Directors and line managers are responsible for ensuring that this policy is applied when considering the purchase of goods and services especially if outside of Europe.

The Group Buyer is responsible for ensuring that procurement of materials is from renewable resources and from companies meeting the ethical requirements, any trading with suppliers that are found to have unethical policies or practises is stopped as soon as an alternative is found.

### Related Documents

North Midland Construction has all of its management documents located on a custom built computer platform known as The QESH Portal.

The basic management system is outlined in a document called the "Integrated Systems Manual" which can be accessed using the hyperlink below or by request to the QESH department if you are not linked to the NMC PLC server.

The QESH Portal consists of a number of interrelated management documents and is not available in a printed book. This also ensures security of information and that only the latest versions of documents are available to the user.

If you wish to see The QESH Portal in action, please contact the QESH department.



Key related documents:

Vision, mission, plan + values

Company KPI's and Targets

Integrated Systems Manual

Policy Documents

SPHS Supporting Policy for Health and Safety (This shows Responsibility, Arrangements, and Organisation for Health and Safety)

Operating Procedures

Legal Registers

Forms (e.g. recording/controlling/monitoring/measurement)

Approved Codes of Practice

Guidance Notes

CR Activities

Certificates held by North Midland Construction PLC

Awards held by North Midland Construction PLC

Posters used by North Midland Construction PLC

External Documents used by North Midland Construction PLC

