

Integrated Business Management System ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 Manual.	Ref: BMS 2.2
	REV 11



Integrated Business Management System

ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018.

Scope

Design, manufacture, installation of commercial fire rated partitioning systems incorporating fire screens, hand railing and balustrades for a European customer base.

ISO 9001:2015/ ISO 14001:2015/ ISO 45001:2018 Control Document

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1. INTRODUCTION

This document is the Business Management Manual (the Manual) of Komfort Partitions Limited and for the purpose of this manual will be referred to as 'BMS

The Manual is the property of Komfort Partitions Limited and is a controlled document.

The purpose of the Manual is to provide an overview of Komfort Partitions Limited, the activities it carries out and the quality standards of operation it conforms to.

It is not designed to act as a procedures manual, although it does carry information about where procedures information is located and the detailed information on documentation requirements for the procedures required by the respective standards.

This Manual is designed to meet the requirements of ISO9001:2015, ISO 14001:2015 and ISO 45001:2018 any standard which adopts the Annex SL structure

1.1 THE ISSUE STATUS

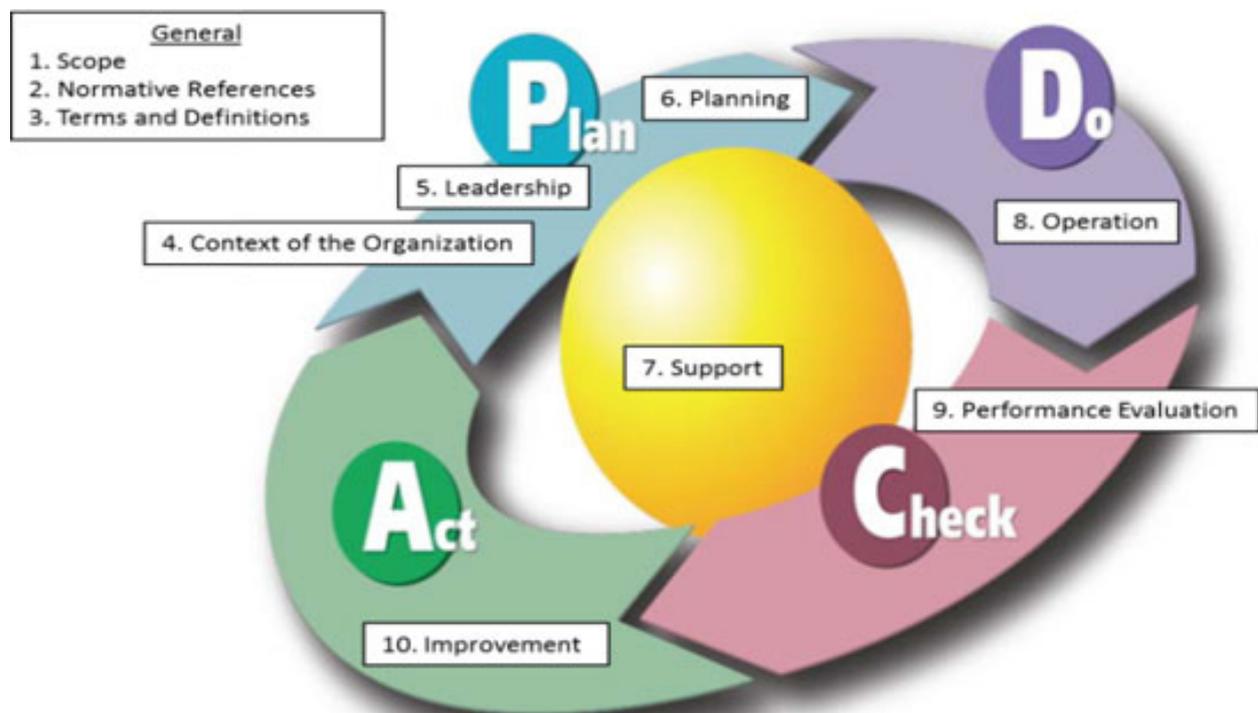
The issue status is indicated by the version number in the header of this document. It identifies the issue status of this Manual.

When any part of this Manual is amended, a record is made in the Amendment Log.

The Manual can be fully revised and re-issued at the discretion of the Management Team.

Please note that this Manual is only valid on day of printing.

1.2 PLAN-DO-CHECK-ACT Model



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It is the policy of Komfort Partitions Limited to maintain a quality system designed to meet the requirements of ISO 9001:2015, ISO 14001:2015, and ISO 45001 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of Komfort Partitioning Limited to:

- Give satisfaction to all of our customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations.
- Comply with all relevant legal and compliance obligations, approved codes of practice and all other requirements applicable to our activities including the nature, scale environmental and Health & Safety impacts of its activities, products and services.
- The reduction of hazards, prevention of injury, ill health, protection of the environment, including prevention of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems and any other specific commitments which are relevant to the context of the organisation.
- Provide all the resources, equipment, trained and skilled staff and any other requirements to enable these objectives to be met.
- Ensure that all employees are made aware of their individual obligations in respect of this quality, environmental and information security policy. This will be achieved by communication of the policy via the works notice boards and company intranet.
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.
- Business Continuity plans will be produced, maintained and tested
- Ensure commitment to provide safe and healthy working conditions for the prevention of work related injury and ill health which satisfies the requirements of all of our customers, stakeholders and interested parties whenever possible and is specific to our risks and opportunities.
- Comply with all legal requirements, codes of practice and all other requirements applicable to our activities.
- The reduction of hazards, risks, prevention of injury, ill health and pollution.
- Provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met.
- Ensure that all employees are made aware of their individual obligations in respect of this policy, and ensure that consultation and participation of workers, to be actively involved in the management of the system and the activities supplied.
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.

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- Relevant training will be available to all employees and recorded on individual training plans

This quality, H&S and environmental policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality, environmental and security process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality, environmental and information security and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the business management system is regularly reviewed by “Top Management” to ensure it remains appropriate and suitable to our business. The Business Management System is subject to both internal and external annual audits.

2. OVERVIEW OF THE ORGANISATION

Komfort Partitioning Limited, established in December 2015 (formally Komfort Workspace) has operated for over 40 years in the interiors construction sector, services including manufacturing, supply and installation of commercial and industrial partitioning systems to a range of customers including Architects, Major Contractors, Installers and Distributors.

Komfort Organisation Chart

2.1 SCOPE OF REGISTRATION

The design, manufacture and installation of commercial fire rated partitioning systems, incorporating fire screens, handrailing and balustrades for a European customer base.

3. OBJECTIVES

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.

Quality

We have identified the following Quality Objectives in accordance with SMART (Specific, Measurable, Achievable, Realistic and Timed)

- We will endeavour to deliver our services to specification, on time and to the price quoted
Customer Feedback 2021
Customer Feedback Survey 2021
CIR Report
Customer satisfaction folder
- We will conduct our business in an ethical and professional manner
BMSF310 – Equality and fair treatment policy
BMSF323 Modern Slavery Policy
- We will endeavour to satisfy our clients’ requirements and get things right first time. Should we make a mistake, we will admit it and rectify the situation as quickly as possible.
CIR Report
BMSF016 - Corrective and Preventative Action Log

Environmental

We have identified the following Environmental Objectives in accordance with SMART (SMART – Specific, Measurable, Achievable, Realistic and Timed)

- We will comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services. This is measured in a variety of ways:
BMSF022 Aspects & Impacts Register.
BMSF013 Legal Compliance Register.
- We will ensure that the reduction of hazards, prevention of injury, ill health, protection of the environment, including prevention of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems are measured and acted upon accordingly. Waste streams are monitored and annual targets set to reduce the companies environmental impact
BMSF017 - HS&E Objectives & Targets
BMSF359 – Objectives
BMSF356 – CROO Objectives

OH&S OBJECTIVES

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, our Management Team will analyse, internal performance data which includes risks & opportunities, applicable requirements, consultation with workers, financial performance data and business performance data to ensure that our OH&S Objectives are being met.

We have identified the following OH&S Objectives (Clause 6.2) in accordance with SMART (Specific, Measurable, Achievable, Realistic and Timed)

- We will reduce and mitigate the risk of accidents and incidents as far as reasonably practicable
KPL Accident Reporting Stats.
BMSF017 - HS&E Objectives & Targets
- We are committed to fostering a culture of strong behavioural OH&S through regular audits, training, toolbox talks, mentoring and to lead by example
Health & Safety Meetings
Toolbox Talks
Site Audits
- We are committed to reporting and investigating all accidents, incidents and safety observations.
KPL Accident Reporting Stats
- We will ensure that continual improvement and development of the OH&S management system is in line with the PDCA (Plan, Do, Check, Act) process.
KPL Accident Reporting Stats.
Management Review Meeting Minutes Feb 2021
Minutes of meetings folder
- We will ensure that all legal and legislation requirements are adhered to in line with our activities
BMSF013 - Legal Compliance Register.
- We are committed to communicate all performance and activities of OH&S
Minutes of meetings folder
Directors Monthly Reports\Monthly HS&E Report

4. CONTEXT OF THE ORGANISATION

4.1 Understanding the organisation and its context

The context of the organisation is demonstrated within this Business Management System and all associated processes connected with the services / products offered.

The legal legislation / regulatory compliance to the service / products offered are listed below.

A list of applicable regulations and requirements can be found in the following documents:

List all Legal and Regulatory Legislation connected with the business	<i>Legal Compliance Register.</i>
Glendenning Insurance Brokers	<i>Komfort insurance Certificate 2020</i>
Accountants/Auditors	<i>UHY Calvert Smith LLP</i>
FSC/PEFC Timber Chain of Custody Certification	<i>FSC Chain of custody (June date to be confirmed)</i>
FORS Bronze accreditation -The Fleet Operator Recognition Scheme (FORS) is a voluntary accreditation scheme for fleet operators	<i>FORS Bronze Komfort – Wednesbury. FORS Bronze Komfort - Crawley</i>
ISO Accreditations	<i>ISO 9001 Certificate ISO 14001 Certificate ISO 45001 Certificate</i>
RSA Public/Contractors/Motor Liability	<i>Komfort Motor Insurance</i>
Discharge Permit Seven Trent Water	<i>Severn Trent Water Folder</i>
IFC Door fire rated FD30/60 certification	<i>https://www.ifc.co.uk IFC Field of Application Certificate</i>
Environmental Agency Flood risk site	<i>https://environmental-agency</i>
Environmental permitting regulations 2016	<i>BMSF022 Aspects & Impacts Register.</i>

4.2 Understanding the needs and expectation of interested parties

Interested Parties	Information Requirements
Owners	Ensure that the business continues to function in a profitable manner.
Directors	Ensure that the business continues to function in a profitable manner without hindrance and bureaucracy.
Employees	Product knowledge and training to meet the customer and business requirements. With ongoing internal and external training with an aim of continuous improvement for all
Customers	Data protection, confidentiality company documentation
Governing Bodies	Health & Safety Executive. Environmental Agency - To meet current legal obligations
Regulatory Bodies	Severn Trent - To meet current legal obligations
Sub-contractors	PQQ. Up to date follow up information
Insurance Brokers	JD Glendenning
Auditors	UHY Calvert Smith LLP
Neighbouring businesses	Making sure roads are not blocked and potential explosive materials cannot impact on neighbouring companies
GCI	Main frame CLOUD based Servers
Planet IT	IT support for daily KPL IT activities
Others (e.g. Householders)	Environmental – water coarse River Tame runs along the edge perimeter of Axxess 10 Business park estate. Flood plan in place in the event of local flooding.

4.3 Determining the scope of the business management system which includes: ISO 9001:2015, ISO 14001:2013 & ISO 45001:2018

Determining the scope of the business management system

Determine the boundaries and applicability of the quality and environmental management system to establish its scope taking into account internal / external issues and the interested parties. This would also include the products and services of the organisation.

- Internal / external issues and the interested parties
- Compliance obligations
- Organisational units, functions and physical boundaries
- Activities, products and services
- Authority and ability to exercise control and influence.

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Quality

Komfort Partitioning Limited is responsible for the planning and delivery of its services. We work closely with our partner suppliers and customers to satisfy mutual requirements. We have a flow chart to illustrate the interaction of our core business processes, as shown below:

(See 4.4)

Environmental

Komfort Partitioning Limited recognizes that it has a moral and legal obligation to protect the environment and anyone that could be affected by its undertakings.

Good environmental practice is not separate from our business, it is central to everything we do, and we absolutely do not compromise on it and we will operate in a sustainable manner.

Therefore, as an integral and fundamental part of our business strategy and operating methods that we are committed to reducing our environmental impact and continually improving our environmental performance. To demonstrate our commitment to achieving this we are registered to ISO 14001, and hold accreditations with other professional bodies. We will set yearly targets and objectives, and arrange for external, third party auditors to regularly audit our business to ensure our ongoing compliance with these standards.

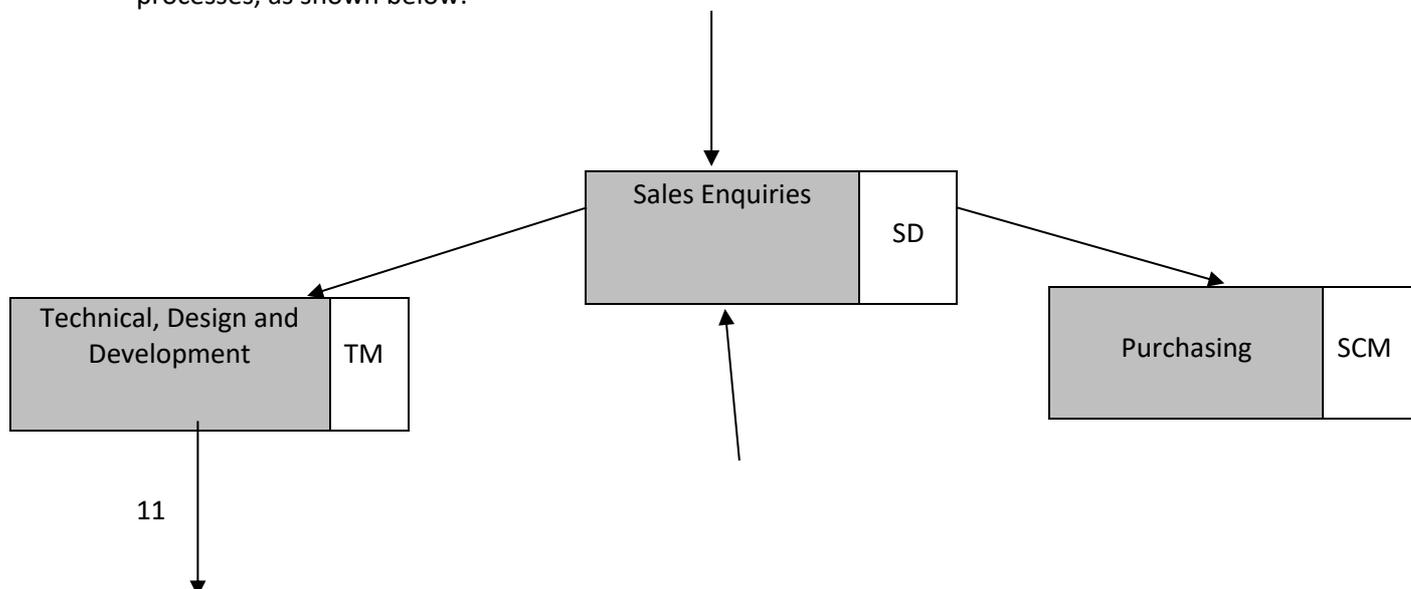
Health & Safety

Komfort Partitioning Limited is fully aware and committed to its legal and moral obligation regarding the Health & Safety of its employees, contractors and sub-contractors and members of the public and road users.

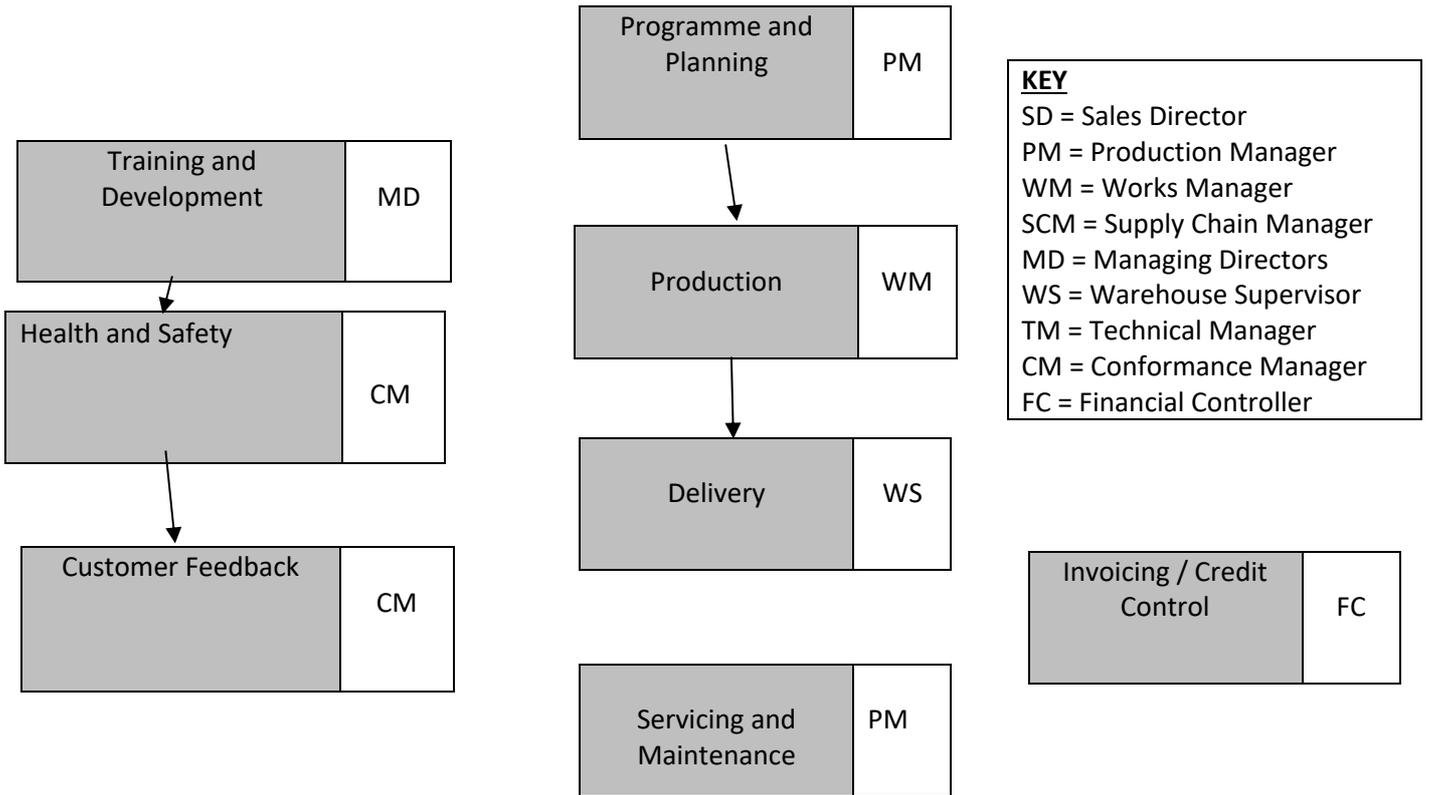
We will monitor and report all accidents and near misses in accordance with all relevant current legislation. Komfort will conduct risk assessments and produce Safe Systems of Work which will be reviewed at least annually, or when there has been an incident.

4.4 Business Management system and its processes

Komfort Partitioning Limited is responsible for the planning and delivery of its products and services and ensuring that all information is held securely. We work closely with our partner suppliers and customers to satisfy mutual requirements. We have a flow chart of illustrate the interaction of our core business processes, as shown below:



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4.5 Environmental Management system and its processes

Komfort Partitioning Limited is responsible for the planning and delivery of its services. We work closely with our partner suppliers and customers to satisfy mutual requirements. Flow chart below illustrates the interaction of our core business processes:



5.1 Leadership & Commitment

5 Leadership

Komfort Partitioning Limited top Management Team are committed to the development and implementation of a Quality, Environmental, OH&S & ISMS Policy and the Business Management System are both compatible with the strategic direction and the context of the organisation, the whole system is frequently reviewed to ensure conformance to ISO 9001:2015, ISO 14001:2015, ISO 45001 standards. Responsibility has been assigned to ensure that the business Management System conforms to the requirements of the respective standard and the provision to report on performance to the top management team has been defined.

The designated Senior Management Representative(s) will ensure that all Komfort Partitions employees are aware of the importance of meeting customer as well as statutory and regulatory requirements, and overall, to contribute to achieving Komfort Partitions Quality, Environmental, Health and Safety Policy and Objectives which are aligned with the organisations strategic direction.

The Senior Management Team is responsible for implementing the BMS and ensuring the system is understood and complied with at all levels of the organisation.

5.1.1 Leadership and commitment for the Business Management System

- The company has a designated Senior Management Representative who is responsible for the maintenance and review of the Business Management Systems.
- The ongoing activities of Komfort Partitions are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Taking overall responsibility and accountability for the prevention of work-related injury and ill health as well as the provision of safe and healthy workplaces and activities.
- Ensuring that the OH&S policy and related OH&S objectives are established and are compatible with the strategic direction of the organisation and fully integrated into the BMS
- Measurement of our performance against our declared Quality Objectives is undertaken.
- Resources needed for the BMS are available and employees have the necessary training, skills and equipment to effectively carry out their work.
- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.
- Objectives are reviewed and, if necessary amended, at regular Management Review meetings and the performance communicated to all staff.
- The information security policy and objectives are established in line with the strategic direction of the organisation and that intended outcome(s) are achieved.
- The BMS is integrated into the organisations business processes to ensure that the BMS achieves its intended outcomes.
- Communication covering the importance of the effective BMS and conformance to the BMS requirements is in place.
- Continual improvement is promoted.
- The contribution of persons involved in the effectiveness of the BMS is achieved by engaging, directing and supporting persons and other management roles within their area of responsibility.

5.1.2 Customer Focus (Quality)

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- Customer requirements and applicable statutory and regulatory requirements are determined and met
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed
- The focus on consistently providing products and services that meet customer and applicable statutory and regulatory requirements is maintained
- The focus on enhancing customer satisfaction is maintained

5.2 Quality, Environmental & OH&S Policy

The Quality, Environmental, Health & Safety & ISMS Policy of Komfort Partitions is located within section 1.3 of this Manual – Quality, Environmental & ISMS Policy.

5.3 Organisational roles, responsibilities and authorities

Komfort Partitions has an organisation chart in place, employee contracts together with job descriptions to ensure that the appropriate personnel are in place to cover the whole context of the organisation and strategy of the business.

Komfort Organisation Chart

5.4 Consultation and participation of workers

A process is implemented for the consultation and participation of workers, contractors and other people e.g. volunteers. The Organisation encourages the two-way flow of information between the workforce and management. Consultation is about seeking workers views and considering them, before making a decision. Participation is about joint decision making e.g. jointly understanding a risk assessment and agreeing actions or being involved in deciding other factors of the OH&S management system.

This is primarily covered through OH&S meetings and involving employees of all functions of the organisation in developing risk and hazard assessments together with the operation of the OH&S system. For contractors, a pre-start meeting is completed to ensure all areas of the activity to be undertaken is discussed and any potential issues are resolved, minutes of discussion points are kept for evaluation.

Minutes of meetings folder.

6 Planning for the Business Management System

6.1 Actions to address operational risk and opportunities

We have identified the business process as a means of identifying and determining the risks and opportunities that are relevant to our Business Management System, from an operational perspective. The Risk & Opportunities document is separate to this manual.

Within each of the areas the risks (if any) are identified together with a rating as to the importance of the risk. The associated consequence, severity & mitigation of the risk is also noted together with the probable likelihood of the risk occurring.

We use an Excel spreadsheet to collect and analyse the risks and opportunities for Quality, Environmental and Health and Safety.

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BMSF016 - Corrective and Preventative Action Log.

BMSF359 - CROO Register.

The risk and opportunities document is reviewed frequently by the Senior Management Team to ensure the effectiveness of the actions have been fulfilled.

6.1 Actions to address risk and opportunities (OH&S)

We have identified the risks and opportunities that are relevant to our Business Management system from an operational perspective. This also links to section 4.1 and 4.2 of this manual and also provides information on low-level objectives. This Corrective and Preventative Action Report document is separate to this manual. Within each of the areas the risks are identified together with a rating as to the importance of the risk. The associated consequence & mitigation of the risk is also noted together with any new opportunities that we have identified.

BMSF016 - Corrective and Preventative Action Log.

BMSF359 - CROO Register.xlsx

6.1.2 Environmental Aspects (Environmental)

Komfort Partitions Limited has conducted a review based on change (which includes planning of new developments), new or modified activities, products or services to identify and evaluate aspects, impacts and risk connected to its business operation. These include people, activities, buildings, services and the scope of the Business Management System.

The review of the environmental aspects is undertaken by Top Management at regular intervals to ensure they are valid.

BMSF022 Aspects & Impacts Register.xls

6.1.2 Hazard Identification and assessment of risks and opportunities (H&S)

6.1.2.1 Hazard Identification

Komfort (in consultation with workers), will identify, where reasonably practicable, all potential situations that may cause harm. In general, hazards are likely to be found in the following:-

- Physical work environment
- Equipment, materials or substances used
- Work tasks and how they are performed
- Work design and management

In order to identify hazards, the following are considered:-

- 1) Past incidents / accidents (internal or external to the organisation including emergencies and their causes) are examined to see what happened and whether the incident / accident could occur again
- 2) Employees be consulted to find out what they consider are safety issues, i.e. asking workers about hazards near misses they have encountered as part of their work.

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- 3) How work is organised, social factors (including workload, work hours, victimisation, harassment and bullying), leadership and the culture in the organisation
- 4) Work areas or work sites be inspected or examined to find out what is happening now. Identified hazards are documented to allow further action. The work environment, tool and equipment as well as tasks and procedures should be examined for risks to Work Health & Safety.
- 5) Information about equipment (e.g. plant, operating instructions) and Material Safety Data Sheets be reviewed to determine relevant safety precautions.
- 6) Welcome creative thinking about what could go wrong takes place, i.e. what hazardous event could take place here.

The following “Risk rating” is applied from inception and then further analysed once controls have been put in place:-

 Likelihood / Threat	 Consequence / Vulnerability	Death / Disabling Injury / Catastrophic Loss	Major Injury / Illness	"3 Day" Injury / Illness	1st Aid Injury / Illness	Minor Injury / Illness
		5	4	3	2	1
Almost Certain	5	25	20	15	10	5
Very Likely	4	20	16	12	8	4
Likely	3	15	12	9	6	3
Unlikely	2	10	8	6	4	2
Very Unlikely	1	5	4	3	2	1

6.1.2.2 Assessment of OH&S risks and other risks to the OH&S management system

Effective risk assessment is based on a series of steps, involving identifying risks, assessing the extent of the risks, determining whether action needs to be taken to reduce the risk, and then taking action and evaluating the results of the action.

The risk assessment record will be reviewed every 12 months as a minimum to ensure that the hazards are still current and the control measures remain effective. They will also be reviewed upon any significant changes to the working environment or working practice and following any serious accident or incident. The Risk Assessment Record will be held on the workgroup boards and electronic copies on the BMS system for information purposes. All significant risk issues will be communicated to the appropriate Director / Senior Manager for monitoring purposes and inclusion on the Corrective Action Report (CAR) for “high level” further analyses. All staff that may be “at risk” will be informed of the significant hazards and any control measures they may need to implement as part of their work activity e.g. wearing of PPE etc.

BMSF3.2 - Risk Assessment Policy.

BMSF320 - Risk Assessment Register.

- To ensure that a consistent approach to the application of risk assessment techniques is applied across all services within the organisation

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- To create and maintain a culture of risk awareness within the organisation, which is reflected in both business planning and operational management
- To promote a risk aware organisation through risk assessment and proactive risk management across all services
- To set out training and support available for staff who undertake risk assessment.

BMSF3.2 - Risk Assessment Policy

6.1.2.3 Assessment of OH&S opportunities and other opportunities to the OH&S management system

Opportunities to the OH&S management system are covered in a variety of other clauses which are:-

- CIR Report
- Hazard Identification
- Risk Assessment
- Performance Evaluation

6.1.3 Determination of legal requirements and other requirements

Legal and other requirements are evaluated by a competent person to whom the job description relates for the experience required to carry out this task.

Evaluation is undertaken regularly to ensure the organisation complies with legal and other requirements which include but not limited to, any codes of practice.

The source for evaluation includes but is not limited to

BMSF013 - Legal Compliance Register.

6.1.3 Compliance obligations (Environmental)

Komfort Partitions Limited has determined compliance obligations which are connected to the operation of our business and is contained within the Aspects and Impacts register on a separate tab. The related document is reviewed by Top Management at regular reviews.

BMSF013 - Legal Compliance Register.

BMSF022 – Aspects and Impacts Register

6.1.4 Planning Action (Environmental)

Komfort Partitions Limited takes actions to address its significant environmental aspects, compliance obligations and risks and opportunities in the following documents:-

BMSF022 Aspects & Impacts Register.

BMSF016 - Corrective and Preventative Action Log.

6.1.4 Planning Action

The Senior Management Team of Komfort plan for actions which consider best practices, technological options, financial, operational and business requirements. This is closely interlinked with Clause 8.1.3 “Management of Change”.

A “research background” will be undertaken to determine the feasibility of the changes with regards to:-

- Purpose of the change (i.e. Design Change)
- Any potential consequences
- Integration of the OH&S system

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- The availability of resources
- The allocation or reallocation of responsibilities and authorities
- Technical Skills
- Timescales
- Risks & Opportunities (including the Hierarchy of Control)
- Impact (including responding to Emergency Situations)
- Legal and Other requirements

Once completed this then forms part of the Management Review together with including within the internal audit schedule.

BMSF363 - Planning Actions Folder

BMSF358 - Planning of Changes Folder

BMSF359 - CROO Register.

6.2 Quality Objectives and planning to achieve them

The Quality Objectives and methods of achieving the objectives is located within section 3 of this Manual – Quality Objectives.

6.2 OH&S Objectives and planning to achieve them

The OH&S Objectives (high level) and methods of achieving the objectives is located within section 3 of this Manual – OH&S Objectives.

6.2.1 Environmental Objectives and planning to achieve them (Environmental)

The Top Management will determine environmental objectives & targets based on the identified significant aspects. This will be carried out initially and then repeated each year as part of our Management Review. Objectives & targets will be measurable where possible and will be consistent with our commitment to prevent pollution, our commitment to comply with compliance obligations as necessary and to ensure we achieve continuous improvement. When determining objectives & targets, considerations will include, technological options, financial, operational & business requirements together with the views of interested parties. On completion of determining the objectives & targets they will be recorded within our matrix and will then be used to develop the programme for implementing actions designed to ensure the individual targets are met and the overall objectives achieved. Environmental Objectives and methods of achieving the objectives is located within section 3 of this Manual – Environmental Objectives.

BMSF017 - HS&E Objectives & Targets.

BMSF359 – CROO Objectives

6.2.2 Planning actions to achieve environmental objectives (Environmental)

Top management regularly review environmental objectives, which are contained within our objectives policy together with our aspects & impacts register. Please see section 3 and section 6.1.2 of this Business Management system.

Minutes of Meetings Folder

6.3 Planning of Changes (QMS Only)

The Senior Management Team of Komfort Partitions Limited identify any potential changes, this is then delegated to a responsible person as a “project manager”.

He or she will conduct a “research background” to determine the feasibility of the changes with regards to:-

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- Purpose of the change
- Any potential consequences
- Integration of the quality management system
- The availability of resources
- The allocation or reallocation of responsibilities and authorities
- Technical Skills
- Timescales
- Risks
- Impact

All changes are recorded and entered onto BMS0.0 Index master register. Once completed this then forms part of the management review.

Planning of Changes Folder.

BMSF359 - CROO Register.

7 Support

7.1 Resources

7.1.1 General

Komfort Partitions Limited determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the business management system.

We ensure that the below elements are taken into account when completing an evaluation:

- The capabilities of, and constraints on, existing internal resources;
- What needs to be obtained from external providers

7.1.2 People

Operation and context of the organisation is taken into account when we determine the relevant persons necessary for the effective operation of the business management system.

7.1.3 Infrastructure

All of our administration is conducted at our Head Office at Axxess 10. This includes:-

- Management of financial matters
- Handling of client orders
- Personnel records

In terms of equipment used to deliver our product / service, asset registers and maintenance records are kept for the following:

- Office Space
- Utilities
- Hardware / software
- Technology
- Machinery
- Vehicles
- Plant equipment

7.1.4 Environment for the operation of processes

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Komfort Partitioning Limited consists of office, warehouse and manufacturing sites located in the north, south and midlands. All sites have temperature controls in place and heating ventilation and air conditioning (HVAC) systems. All equipment is maintained with certificated evidence of maintenance for the HVAC system. All employees who are classed as DSE users have undergone DSE evaluation and appropriate equipment is in place to alleviate any restraints on the employee. There are no psychological factors to take into consideration. Cleanliness is very good with sub-contract cleaners visiting the site on a daily basis.

The ergonomic layout of sites is very good minimising any impacts to the environment

We will minimize our waste, specifically by reducing, reusing or recycling as much as possible including charity donations of surplus and suitable waste materials to local and national organizations.

Minimizing energy and water usage in our buildings and processes in order to conserve supplies, and minimize our consumption of natural resources.

minimizing the environmental impacts of our transport operations and, through the use of sustainable transport solutions, seeks ways to reduce transport impacts wherever practicable, company vehicles will be diesel with low CO2 emissions and, wherever possible, we will supply vehicles that comply with the latest emissions standards.

7.1.5 Monitoring and measuring resources

We ensure that all relevant equipment and personnel are monitored and measured to ensure that equipment and personnel are effective for the services / products we offer:-

Equipment: We ensure that all equipment is serviced, maintained and where applicable calibrated to statutory and regulatory requirements (see documented evidence within our maintenance, service and calibration records).

Personnel: We ensure that all personnel are monitored on a regular basis (please see personnel records for training etc.). We maintain a monitoring / training matrix as evidence.

BMSF052 Calibration Register

7.1.6 Organisation Knowledge

We ensure that "Job Specifications" are produced which include knowledge requirements for each individual role. Specific tests are implemented to ensure that persons are knowledgeable with the specific elements of the role. This could include telephone interview, tests, internal training or vocational certificates.

BMSF226 – Recruitment Policy

BMSF115 – Handbook

BMSF307 – Recruitment Form

7.2 Competence

All employees have the training and skills needed to meet their job requirements. All employees are monitored on an ongoing basis to identify any training and development needs. Competences and training needs are identified / satisfied by using:

Job descriptions which set out the competences required

Contracts of employment which set out contractual and legal requirements

Skills / Training Matrix

BMSF095 Development and Training Plan.docx

BMSF054 Employee communication one to one meetings

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BMSF057 Employee communication KPIs

7.3 Awareness

We ensure that all employees are aware of all policies and their contribution to the effectiveness of the Business Management System through:

Notice Boards

BMSF115 Employee Handbook

Awareness Training

Induction

BMSF054 Employee communication one to one meetings

BMSF057 Employee communication KPIs

7.4 Communication

Internally

- The company intranet is a source of information and is updated regularly to ensure that all information is correct. This is accessible by all staff.
- Staff meetings
- Team briefs
- Local H&S meetings

Minutes of Meetings Folder

Externally

- The company internet is a source of information and is updated regularly to ensure that information is up-to-date.
- Client mail shots are sent out regularly to provide additional services.
- Customer and supplier continuous improvement surveys.
- Company website

www.komfort.com

7.5 Documented Information

7.5.1 General

Komfort Partitioning Limited demonstrates documented compliance to ISO 9001:2015 (or any other standard in line with Annex SL Structure) through this Business Management System Manual (which includes processes & procedures) on an electronic system which is available on the company intranet to all employees. All information is read only and only accessible via the document owner for amendment. The BMS system is managed and maintained by the conformance team who report to the Operations Director

7.5.2 Creating and updating

The creation of documentation to support the Business Management System is primarily the responsibility of the board of directors. This has been delegated to the conformance team.

Identification will be sought by a document number, date and author. To aid the approval and suitability of documents, the Managing Director of Komfort Partitioning Limited authorises the release and delegates any training required to the Conformance Team.

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BMS 0.0 Index document register.

7.5.3 Control of documented information

All documentation is controlled by version and date and is listed on a “Master Document List”.

Komfort Partitioning Limited has Sophos X in place to avoid the loss of confidentiality, improper use or loss of integrity. Key office computers are backed up daily to tape on a local server. Remote office computers / laptops are backed-up monthly to suitable magnetic or digital media.

Control of documents can be seen on the Master Document List and encompasses the following elements:-

- Distribution, Access, Retrieval and use
- Storage and preservation, including preservation of legibility
- Control of changes (e.g. version control)
- Retention and disposition

Documents can be retrieved by authorised personnel from the storage locations specified *and / or from folders on the network*. Customer records are identified by *customer name*.

On or after the retention period stated, the relevant records will be reviewed by Top Management and will either remain in-situ, be archived or destroyed.

If records are to be destroyed, they will be disposed of in a controlled manner; *sensitive hard copies will be shredded and soft copies will be deleted from the system*. If records are to be archived, they will be identified and stored appropriately

BMS 0.0 Index document register

8 Operation

8.1 Operational planning and control

Komfort has determined the requirements and controls implemented for all processes detailed in section 4.4. Any planned changes and actions are controlled through sections 6.1.4 (Planning Action) and Management of Change (Clause 8.1.3).

Over all sites, the organisation shall coordinate and communicate the relevant parts of the OH&S management system with other requirements.

Environmental

We have processes in place to ensure that we mitigate any adverse effects within the products or services we provide.



8.1.2 Eliminating hazards and reducing OH&S risks

Komfort has a process in place to eliminate hazards and reductions of OH&S risks taking into account the "Hierarchy of Control", this is closely interlinked with clause 6 (risk).

BMSF3.2 - Risk Assessment Policy.

BMSF320 - Risk Assessment Register.

8.1.3 Management of Change

The control of planned temporary and permanent changes that impact the OH&S performance together with the consequences of unintended changes is interlinked with clause 6.1.2 & 6.1.4 above.

Planning Actions Folder

Planning of Changes Folder

8.1.4.1 Procurement

Komfort have controls in place to ensure that external provisions are approved before using the service or product. This is done via the Supplier OH&S Questionnaire together with the Supplier Visit Report.

Supplier OH&S Questionnaire

Supplier Visit Report

Supplier Approval List

8.1.4.2 Contractors

Komfort has controls in place to ensure that Contractors and Sub-Contractors are approved for knowledge, skills, Methods and means. Consideration of the reporting of hazards and the coordination of the activities carried out by the external resource is undertaken and documented as necessary.

Printed copies are not controlled and should be verified to the electronic master list before use

BMSF 8.3 contractors PQQ

Coordination methods include:-

- a) Reporting of hazards between Komfort and its contractors
- b) Controlling worker access to hazardous areas and activities
- c) Reporting contractor or interested party injuries and / or ill-health
- d) Processes to follow in emergencies

Contractors are verified for the competence and capability of performing the tasks before being allowed to proceed with their work. Verification includes, but is not limited to:-

- a) Satisfactory OH&S performance records
- b) Qualification, experience and competence criteria for workers are specified and have been met (e.g. through training)
- c) Resources, equipment and work preparations are adequate and ready for the work to proceed.

BMSF 8.3 contractors PQQ.

BMSF355 - Subcontractors list

HSF299 Permit To Work Blank.

NOTE: A process must be developed, implemented and maintained with appropriate records

8.1.4.3 Outsourcing

The Outsourcing, functions and processes should be controlled to make sure the external Provider understands what is needed and also to ensure it is being done in an acceptable way.

There is a need to document the extent of the control over outsourced functions or process, based on technical competence, potential effect of the outsourced process or function, is this within the OH&S Management System.

Examples: Billing, printing, internal auditing, welding, plating, paint spraying etc.

The degree of control should be defined in the OH&S management system

NOTE: A process must be developed, implemented and maintained with appropriate records

BMSF344 sub contractors process flow.

8.2 Determination of requirements for products and services

8.2.1 Customer Communication

Capability, facility and service information is supplied to customers via web site, brochures, email and through direct sales / personal contact.

Communications such as enquiries, quotes, orders and amendment details are appropriately stored and identified by customer and reference number.

Any technical documentation required for products / services offered by Komfort Partitioning Limited are forwarded to our clients on closure of the contract. The documentation is then filed within the client file.

Printed copies are not controlled and should be verified to the electronic master list before use

Customer feedback is proactively sought via direct contact and satisfaction monitoring. Complaints are documented and recorded.

New CIR Report.

Customer feedback folder

8.2.2 Determination of requirements related to products and services

Komfort Partitioning Limited ensures that applicable statutory and regulatory requirements are met which can be evidenced within section 4.1 of this document.

Should we issue any legal documentation (i.e. calibration document – traced back to national standards) in connection with the products / services offered then this is forwarded to the clients at the closure of the contract. All documentation is filed within the client file for archive purposes.

8.2.3 Review of requirements related to products and services

Komfort Partitioning Limited has processes in place to ensure that client details are collected at “Contract Review”. This to ensure that all details are correct and any additional information is collected etc.

Any statutory and regulatory requirements applicable to the service / products offered are also documented within the contract review.

The contract review will be reviewed mid-way through the process to validate the client’s requirements.

Any change required either through client requirements or product / service design will be fully documented through the “Planning of changes” within section 6.1 of this document.

8.2 Emergency preparedness and response (Environmental)

Komfort Partitioning Limited have established, implemented and maintained processes to prepare for emergency situation and to respond if they occur. The below are aspects of performing the organisations functions in an emergency:-

- Maintain plans for preventing the emergency
- Maintain plans for reducing, controlling or mitigating its effects and;
- Maintain plan for taking other action in connection with the emergency

BMSF4.9 Disaster Recovery Plan

Flood Plan

8.2 Emergency preparedness and response (Health & Safety)

Komfort have established, implemented and maintained processes to prepare for emergency situation and to respond if they occur. The below are aspects of performing the organisations functions in an emergency:-

- Establishing a planned response to emergency situation, including the provision of first aid

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- Provide training for the planned response
- Periodically test and exercise the planned response capability
- Evaluate the performance and, as necessary, revising the planned response, including after testing and in particular after the occurrence of emergency situations
- Communication with relevant information to all workers on their duties and responsibilities
- Communication of information to contractors, visitors, emergency response services, government authorities and, as appropriate the local community
- Considering the needs and capabilities of all relevant interested parties and ensuring their involvement, as appropriate in the development of the planned response

BMSF4.9 Disaster Recovery Plan

BMSF032 - fire risk assessment.

8.3 Design and development of products and services

Komfort Partitioning Limited has detailed processes for the design and development of products / services. The following elements are detailed within flowcharts explaining the processes:-

BMSF158 TEA Flow.

BMSF159 – TEA Form

8.4 Control of externally provided products and services

8.4.1 General

Komfort Partitioning Limited ensures that externally provided processes, products and services conform to specified requirements and also reviewed as part of Komfort Partitioning Limited's risk matrix.

8.4.2 Type and extent of control of external provision

Komfort Partitioning Limited have controls in place to ensure that external provisions are approved before using the service or product. This is done via the Supplier Questionnaire together with the Supplier visit report and Supplier Quality Questionnaire

BMSF110 – New supplier form

8.4.3 Information for external provision

Communication of any applicable requirements which are deemed appropriate and are provided through the contract review with the provider. (I.e. T&C's, performance, competence etc.)

Komfort Terms and Conditions

Field of Application

8.5 Production and service provision

8.5.1 Control of production and service provision

Komfort Partitioning Limited ensures that controls are in place for conditions for production and service provision, including delivery and post-delivery activities.

8.5.2 Identification and traceability

Printed copies are not controlled and should be verified to the electronic master list before use

Komfort Partitioning Limited ensures that all manufacturing are controlled by online inspection and test methods. These are filed for reference and used for traceability of customer's orders when non-conformances arise from these processes

8.5.3 Property belonging to customers or external providers

Third party sub-contract work on the paint line.

8.5.4 Preservation

All material is visually inspected at goods inwards and stored in specific locations by brand and product code. All locations have identification labels attached with the following information recorded:

- Produce code
- Quantity
- Date of receipt
- Stock movements

8.5.5 Post-delivery activities

Note what post-activities you have which can include actions under warranty provision, contractual obligations such as maintenance services and supplementary services such as recycling or final disposal

[*Komfort_Warranty_0117.pdf*](#)

8.6 Release of products and services

Komfort Partitioning Limited ensures that the appropriate documentation is provided to the client on release of the product / service and this is also retained for traceability.

[*See Efacs8*](#)

[*Modecom*](#)

8.7 Control of nonconforming process outputs, products and services

The Komfort Partitioning Limited identify non-conformances and any actual or potential shortfalls in standards or internal processes/ procedures, suggest improvements and track any actions to ensure improvements have taken place, or potential problems are avoided.

These areas are reviewed within the agenda for the Management Review meetings and typically cover the action taken to control and correct any non-conformances noting any consequences of the action taken and themes which may be evident. In terms of continual improvement, we also review the suitability, adequacy and effectiveness of our Business Management System.

Komfort Partitioning Limited has various processes and procedures in place to ensure that preventative action against nonconformities can be introduced, documented and seen through to completion in order to address the initial problem. The complex nature of the clients we work with demands that we have flexible, but effective, processes and procedures in place.

However, Komfort Partitioning Limited also uses internal and external audits and risk assessments to continuously improve its service delivery, financial, HR and operational functions.

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Steps

- The Management Representative maintains and monitors the non-conformance log.
- If any person discovers a shortfall, or potential shortfall in the written processes/procedures or a problem in the practical application of them, the details must be documented in the Action Log. The relevant person who is responsible for the action is informed. Action required as a result of Customer Feedback, Customer Complaint, Information Security incident or Management Review is also logged and tracked via the company Corrective and Preventive Action Log.

Each entry in the non – conformance register to include:

- a. Sequential numbering
- b. Category of issue
- c. Person/Date recorded
- d. Overview of the issue, problem or concern
- e. Person responsible
- f. Action taken
- g. Date completed
- h. Initialed when complete

For products the following actions must be also followed:-

- Segregation, containment, return or suspension of provision of products

The Senior Management Representative is responsible for checking the “non-conforming products or services form” and ensuring that people with allocated responsibilities are aware of them and actions are progressing.

For products the following actions must be also followed:-

- Segregation, containment, return or suspension of provision of products

The Senior Management Representative is responsible for checking the “non-conforming products or services form” and ensuring that people with allocated responsibilities are aware of them and actions are progressing.

Once all actions on a log sheet have been completed the Management Representative archives it as a Quality Record

Related records

BMSF016 - Corrective and Preventative Action Log.xlsx

9 Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

Monitoring is based on Risk and is linked to the corrective and preventative action register together with the risk assessments which are carried out.

9.1.1 General

Komfort Partitioning Limited has deemed the following elements (9.1.2, 9.2 & 9.3) for monitoring, measuring, analysis & evaluation to ensure the quality performance and the effectiveness of the business management system.

9.1.2 Customer Satisfaction

Komfort Partitioning Limited collates data on customer satisfaction through various means. This includes customer contact, emails and customer satisfaction survey.

The customer satisfaction survey is sent to clients yearly, analysed and evaluated at the Management review meeting by “Top Management” as it is a reportable requirement.

Customer Satisfaction Folder

9.1.2 Evaluation of compliance

Management review

Competency of the evaluation of compliance is detailed within the job description and as such the appointed person has the appropriate competency to complete. Updates are provided through Risk Assessments, Safe Systems of Work (SSOW) and internal auditing, these are monitored regularly to ensure Legislative & Regulatory compliance is considered in determining the effectiveness of the OH&S Management System.

When determining the evaluation, the following are taken into account:-

- Activities
- Processes, including equipment
- Materials
- Workers
- Location, including specific facilities

Legal requirements and other requirement include those based on the hazards and OH&S risks related to all of Komfort’s activities. These could include the following:-

- Regulations and HSE approved codes of practice
- Orders issued by regulators, e.g. an improvement or prohibition notice by HSE or Local Authority Inspector
- Permits, licenses or other forms of authorisation
- Requirements of parent or partner organisations, customers and insurers
- Collective bargaining agreements
- Voluntary adherence to sector or trade body guidance
- Agreements with workers and other interested parties
- Conformity to voluntary standards, codes of practice, technical specifications, charters
- Public commitment of the organisation or its parent organisation

9.1.3 Analysis and Evaluation

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Results of feedback which includes customer satisfaction questionnaire, internal audits, conformity of products & service, planning, suppliers, risk & opportunities matrix is evaluated through the management review meeting and actioned as applicable should any non-conforming areas be present.

Continuous Improvement Reporting

9.2 Internal Audit

Komfort has a proactive audit schedule based on the complexity and maturity of its systems. The organisation is regularly externally audited by various bodies to assess “risk or clause based” auditing. All Komforts internal business activities are audited by relevant employees to the required accreditation. All audits are documented and appropriate action points signed off.

Audits Folder

BMSF042 - Audit Schedule

9.3 Management Review

Management reviews take place on an annual basis. The attendees present are “Top Management” and any other interested parties of the business.

All inputs / outputs are fully documented and minutes recorded in line with the requirements of the specific ISO standard in which Komfort Partitioning Limited wish to be certified. Any actions arising from the meeting must be completed without any undue delay and appropriate evidence filed with the Management review documentation.

BMSF039 Management Review Meeting Minutes

BMSF017 HS&E Objectives & Targets

10 Improvement

10.1 General

Komfort Partitioning Limited ensures that improvement processes are completed and actioned as necessary. Analysis methods include various elements which include:-

- CROO Document – Evaluated at several stages
- OH&S Policy / Objectives
- Change Management
- Risk, Hazard & Incident Identification and Control
- Competency Matrix
- Internal Audits
- 3rd Party External Audits
- Management Review

Customer Satisfaction Folder

BMSF042 - ISO Audit Schedule

BAB ISO Audit Summary Report July 2020

BMSF016 - Corrective and Preventative Action Log.

BMSF359 - CROO Register.xlsx

10.2 Nonconformity and corrective action

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Should a nonconformity occur, including those arising from complaints, internal audits & external 3rd part assessment Komfort Partitioning Limited designate the appropriate “Top Management” representative to ensure that corrective action including root cause analysis is completed and implemented to avoid any further occurrences. This is then analysed and reported through the continuous improvement portal.

Should any non-conformance occur then the internal audit report / non-conformance report must be completed to ensure that a full analysis of the problem is resolved. Should any changes to the Business Management System, Products or Services be required then the “Planning changes” document shall also be completed.

Incidents

Komfort has a process in place to investigate incidents. This process includes the determination not only for the immediate causes, but also the underlying or root causes and to develop corrective actions to prevent recurrence. The aim of an investigation should not be to apportion blame.

Incidents, including near misses, are investigated, so that recurrence or escalation into more serious incidents can be prevented.

The corrective action plan summary must be completed, as this then forms part of the Management Review meeting.

BMSF042 - ISO Audit Schedule

BMSF016 - Corrective and Preventative Action Log.

Corrective and Preventative reporting (CIR)

10.3 Continual Improvement

Continual Improvement will be ongoing through various elements of the Business Management System which is encompassed within this document. The list below is not exhaustive:-

- Management Review
- Risk & Opportunities Analysis – Evaluated at several stages (clause 5.1, 6.1)
- Quality Policy / Objectives
- Environmental Policy / Objectives
- Security Policy / Objectives
- Planning of Changes
- Competency Matrix
- Customer Satisfaction
- Production & Service Provision (Supplier Evaluation)
- Internal Audits
- 3rd Party External Audits

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REVISION HISTORY This procedure will be reviewed at regular intervals and updated accordingly. The details of the revisions will be identified and record.

Revision	Details of Revisions	By Whom	Date
01	First draft	Steve Hawkins	January 2016
02	Revised layout in line with BMS	Paul Allen	March 2106
03	Change of company logo	Paul Allen	March 2016
04	Company Restructure Managing Director	Paul Allen	November 2016
05	Understanding the needs and expectation of interested parties – Insurance Brokers - JD Glendenning	Paul Allen	January 2017
06	Amendment additional interested parties to table of interested parties – FSC Chain of custody	Paul Allen	November 2017
07	BMS manual integrated with IMS 27001:2103	John Cowdell	November 2017
08	Integrated ISO45001:2018. Change of MD Added Auditors UHY Calvert Smith LLP	Paul Allen	January 2019
09	Change of MD annual review of the BMS	Paul Allen	January 2020
10	Change of Managing Directors	Paul Allen	July 2020
11	Removed ISO 27001, Reviewed document evidence	John Cowdell	March 2021