



Health & Safety, Environmental, Quality Management

Policy Manual



42080216/Q85



Introduction

Murray Lift Group, established in 2005, have built a workforce with a wealth of experience within the industry. Our company has become one of the leading independent providers within the UK.

We are specialists in all aspects of work associated with the lift industry:

- Planned Preventative Maintenance
- 24 Hour emergency call out service 365 days a year
- New lift installation including traction and hydraulic
- Traction and Hydraulic MRL lift options
- Platform Lifts and Disabled Lifts
- Bespoke Maintenance Agreements
- Major and minor repairs
- Refurbishment and Modernisation
- Lift Refurbishment
- LG1 Examinations
- Project Management
- Independent Site Health and Safety Surveys
- DDA Consultations

Our services include maintenance of all types of lifts, including Otis, Kone, Thyssen and Schindler, plus new installations, repairs, modernisation and refurbishment.

From our head office in Kent we also provide a 24 hour, 365 days a year emergency breakdown service covering London, Greater London, Kent, Surrey, Sussex, Essex, Berkshire, Gloucestershire, Hertfordshire and Oxfordshire.

At Murray Lift Group we pride ourselves in being at the forefront when providing both quality workmanship and competitive pricing schedules.

Our aim is to provide a company that achieves the very highest standards and fulfils both expectations and promises.

We believe that both honesty and trust are stable foundations to which lengthy working relationships are built. We have based this on a dedication to relationship building, for which our customers rely on when providing solutions for all your requirements.

Scope of the Management System

Organisation: Murray Lift Group Ltd (09793658)
Murray Lift Services Ltd (05425192)
Murray Lift Maintenance Ltd (09766482)
Murray Mobility Ltd (09721787)

Location: Churchill House, Maltings Mews, Sidcup, DA15 7DG

Scope: **The design, supply, installation, testing, refurbishment, repair and servicing of lifts.**

Standards: BS EN ISO 9001 - Quality Management
BS EN ISO 14001 - Environmental Management
BS OHSAS 18001 - Health & Safety Management (Migrating to ISO 45001)
BS EN ISO 45001 - Health & Safety Management

Exclusions: No parts of the above standards are excluded from the HSEQ management system.

Context of the Organisation including Risk

The organisation is privately owned by the founders and current company directors.

Based from a single office in Sidcup, lift services are delivered predominantly in London and the South East, but also nationally, to both commercial and domestic clients.

Ongoing evolution of Murray Lift Group's products and services are influenced by the continual drive towards improvement, as well as external factors such as changes in HSEQ legislation, lift industry regulation, standards and customer requirements.

We are a modern, progressive company which recognises the value of providing a high-quality service. We strive for excellence in quality of our service and in our level of customer care. We are dedicated to achieving customer satisfaction with a clear objective of long-term business relationships and are committed to a non-adversarial, problem-solving partnering approach.

Fundamental to the continued success of the business is employee development. Without a highly skilled and motivated team Murray Lift Group will not be able to maintain its position in the market and continually improve the service offered. As such Murray Lift Group is committed to a programme of investment in training, and employee development.

The overall strategic direction of the Murray Lift Group is to maintain the success enjoyed presently and to manage the issues that may present an issue to this success. These issues include:

- Improved service delivery and end user satisfaction;
- Employee involvement in shaping future service delivery;
- Right first time;
- Delivering on client's strategic objectives, sustainability and local benefit including local employment;
- Use of IT to promote efficiencies;
- Remaining in compliance with the evolving legislative landscape;
- Navigating the financial complexities of operating in a strong and competitive marketplace;
- Ensuring the viability of the ever-fluctuating costs of doing business (in terms of finance and industry standards);
- Meeting and exceeding the requirements of all other interested parties so as to maintain the safe and professional reputation and market leading status Murray Lift Group has worked to establish through the competent work of its stable workforce.

Needs and Expectations of Interested Parties

Shareholders/Directors, who seek business stability, improvement and ongoing commercial development.

Customers and intermediaries, who expect their requirements to be clearly understood and delivered correctly/on-time, with work on site to a high quality with minimal disruption.

Employees and freelance associates who require the information, instruction, training, supervision and resources to effectively conduct their work, whose Safety and Health is of utmost importance.*

Material, service and facilities suppliers who are seeking a consistent and stable relationships.

Members of the public and any third parties who may be affected by the activities conducted by Murray Lift Group, either intentionally or unintentionally, either through unsafe act or an omission. *

Certification and industry bodies (such as; Lift Cert, LEIA, Safecontractor, CHAS, PICC, etc) and Legal regulators (HSE, EA, Local Authorities, etc), who may require information and access.*

Neighbours to offices and worksites who expect negligible disruption from Murray Lift Group's work activity.

The needs and expectations of these interested parties include compliance to several industry specific standards that exceed minimum legislative and regulatory compliance requirements. These are listed below and are treated by Murray Lift Group with the same importance as the legislative and regulatory compliance requirements:

- BS EN: 81-20 – Safety Rules of New Passenger and Goods Lifts*
- BS EN: 81-21 – New Passenger and goods Lifts in existing buildings*
- BS EN: 81-50 – Design rules, calculations, examination and test of lift components*
- BS EN: 81-70 – Accessibility to lifts for persons including persons with disability*
- BS EN: 81-72 – Firefighters Lift*
- BS EN: 81-28 – Remote alarm on passenger and goods lifts*
- BS EN: 81-58 – Landing doors fire resistance*

Murray Lift Group are also certified to the following standards:

- CHAS (Services)*
- Safecontractor (Services and Maintenance)*
- SMAS Worksafe (Services)*

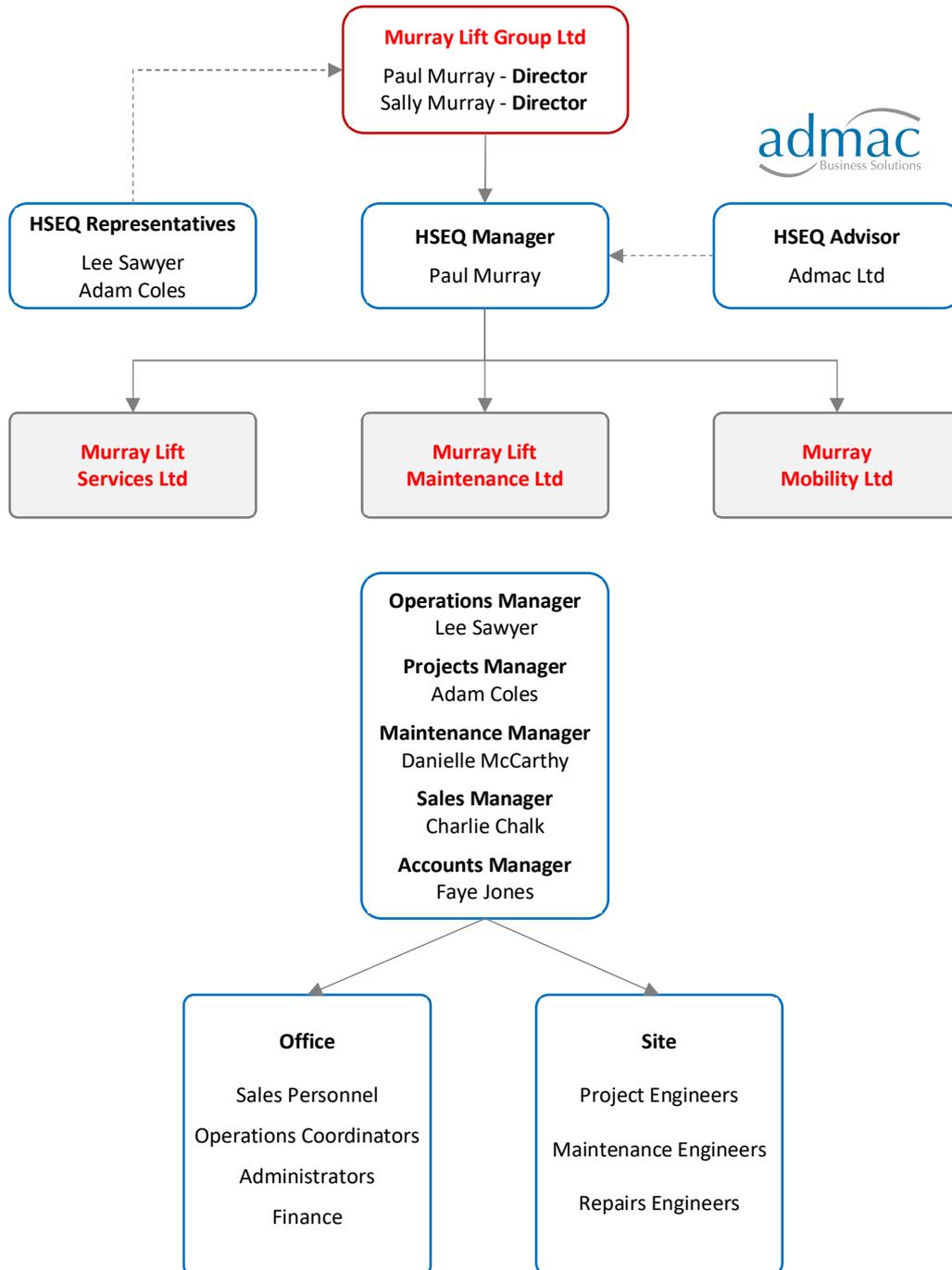
*** = a need / expectation which either is, or has the likelihood of being either a Legal or other requirement.**

Legal and Other Requirements

Some Legal and other requirements are identified above, however a separate legislation register is maintained, which is periodically updated and audited against. Any **Environmental Aspects** which may become legal requirements are identified within the legislation register, and are not specifically referenced on the aspects register.

Organisation

The schematic below outlines the organisation and interaction between key HSEQ posts within the company.



Structure of the Management System



Level 1. Policy Manual (this document)

This Manual is the 'Top Level' within the management system. This document is deliberately concise, laying out just the Scope, Exclusions, Policy, Organisation, Process Interaction and basic structure of the organisation, as required by the BS/ISO standards.



Level 2. Procedures (Operational Arrangements)

The 'Second Level' of the Management System comprises more detailed instructions, either in 'Written Procedure' or 'Flow Chart' form. The purpose of these procedures is to reflect the way in which things are done, to ensure that the key processes of the organisation are operated in an appropriate and consistent manner, by all persons involved.

This level includes procedures, detailed as mandatory by the BS/ISO standards, and additionally, as required to suitably control the organisations processes.

The procedures shall be made available to individuals, as appropriate to the activity being undertaken and must be adhered to, in order to ensure compliance of the organisation's processes. If a procedural improvement, or change, is identified, this is to be discussed with the ISO Management Systems Representative, who will make amendments, as necessary.

Reference to the latest Policy Manual and Procedures is maintained on a Master List.



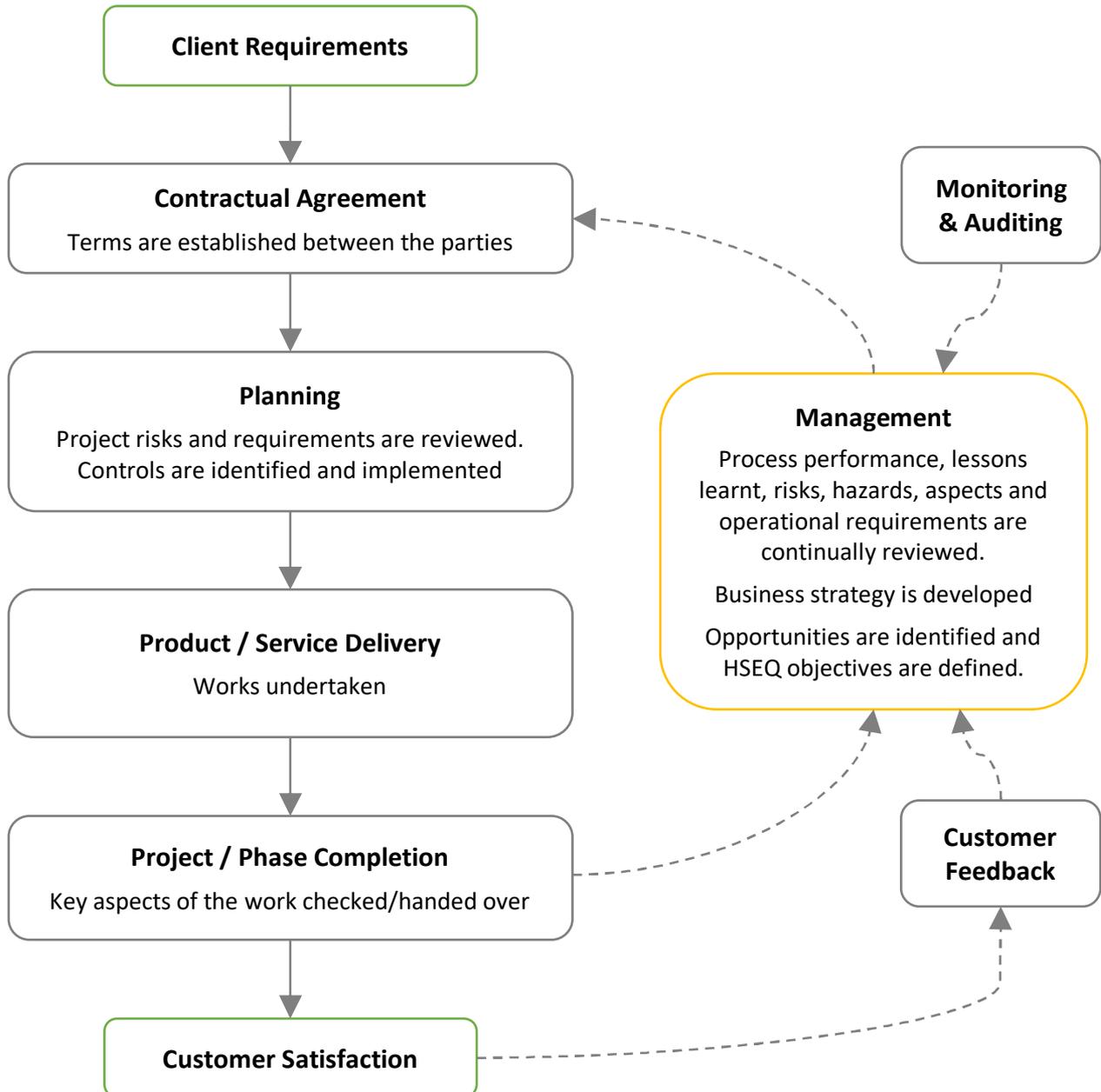
Level 3. Process Operational Controls

Each of the processes is administered through defined Operational Controls. This 'Third Level' comprises, for example, Computer Databases, Spreadsheets, Standard Forms, Document Templates or other planning and recording systems. The purpose of these controls is to ensure that necessary information is effectively specified, communicated and recorded.

Traceability throughout the process must be maintained through the proper implementation of these control measures.

Overview of Process Sequence and Interaction

The schematic below outlines the basic sequence and interaction of the organisation’s processes and illustrates how the ‘Plan-Do-Check-Act’ cycle of the organisation’s HSEQ Management System aims to achieve compliance and continual improvement:



Health & Safety Management – Statement of Intent

As Managing Director of Murray Lift Group, I have overall responsibility and accountability to ensure that the company requirements concerning occupational health and safety (OH&S) are properly understood by everybody and are adhered to constantly.

This statement recognises the obligations of Murray Lift Group under the Health and Safety at Work etc. Act 1974 and also the OH&S standard BS ISO 45001:2018 on which our management system is based.

The Company, in the conduct of its activities, will ensure that it is committed to:

- a) Provide safe and healthy working conditions for the prevention of work-related injury and ill health
- b) Setting OH&S objectives during our monthly committee and annual management review meetings
- c) Fulfil legal requirements and other requirements
- d) Eliminate hazards and reduce OH&S risks
- e) Continual improvement of the OH&S management system
- f) Consultation and participation of workers, and, where they exist, workers' representatives

The Company will, so far as is reasonably practicable, ensure the:

- Provision and maintenance of plant and systems of work that are safe and without risks to health
- Absence of risks to health in connection with the use, handling, storage and transport of articles and substances
- Provision of information, instruction, training and supervision as is necessary
- Maintenance of any place of work under the Company's control, and the means of access to and egress from it, in a condition that is safe and without risks to health
- Provision and maintenance of a working environment that is safe, without risks to health, and adequate as regards facilities and arrangements for welfare

The implementation of this policy will be undertaken by all personnel working on behalf of Murray Lift Group. I believe that people are our greatest resource and are the key to the safe management of our activities. We all should be motivated to understand that working safely, and professionally, is the only way forward.

The principles outlined within this policy will be communicated, understood and applied throughout Murray Lift Group. This statement will be provided to external interested parties upon requested and shall be subject to annual review to ensure its ongoing adequacy for the business.



Paul Murray
Managing Director

January 2020

(Review By: 31/01/2021)

Environmental Management – Statement of Intent

This Policy Statement outlines my endorsement and approach to environmental management at Murray Lift Group and intends to communicate to all personnel, the overall aim of our ISO 14001 Environmental Management System. At Murray Lift Group we regard environmental issues to be especially important and we shall aim to limit the environmental impact which our business has, wherever feasibly possible.

For legal as well as corporate social responsibility reasons, we shall commit to the prevention of pollution and shall comply with all regulatory requirements that apply to our activities.

We shall endeavour to operate in a sustainable manner, achieving our business objectives, without compromising the ability of future generations to meet their own needs. A key aspect of sustainability is for all organisations, including ourselves, not to consume natural resources and produce waste/pollutants at a level that will have a significant future effect on the environment.

Awareness of the aspects of our own operations that can have an impact on the environment shall be maintained (e.g.; use of materials and energy, lift specification choices, waste production, etc). We shall also endeavour to influence others outside of our organisation, especially if there is opportunity within the products we provide for substitution to less environmentally damaging options.

Taking into account our significant environmental aspects and the principles laid out by this environmental policy statement, through our management processes we define and monitor environmental objectives and targets, against which continual improvement can be demonstrated.

I have prepared this statement as my commitment to environmental management. This message shall be communicated and understood throughout the company and I expect that all persons carrying out work upon our behalf, share these values.

This policy statement shall be made available to the public, upon request and subject to annual review to ensure its continued suitability.



Paul Murray
Managing Director

January 2020

(Review By: 31/01/2021)

Quality Management – Statement of Intent

To the directors and staff of Murray Lift Group, 'Quality' is synonymous with customer satisfaction. Our clients use lifts in different ways for their business, whether for access by staff and the public or for work activities. In such situations, lifts are viewed as a vital part of the business. To this end, our quality policies are to ensure that clients' lifts are operational 24/7 where this is within our control. We undertake to provide a service which will ensure this policy is fulfilled: to this end, we are committed to demonstrating this quality of service by adopting the following commitments:

- To ensure that the needs of our clients are fully understood
- To practise continual improvement in our quality system
- To comply with the principles and requirements of ISO 9001 and relevant regulations
- To regularly review this policy and use it to set objectives which will objectively demonstrate our quality business
- To train our personnel to be able to fulfil customer requirements
- To provide suitable, adequate and relevant resources to enable the company to operate this policy



Paul Murray
Managing Director

January 2020

(Review By: 31/01/2021)