



Integrated Management Systems

Policy

ISO9001:2015, ISO14001:2015, ISO45001:2018

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1. Document Control and Record of Amendments

Issue	Description of amendment	Sections amended	Review Date
1	N/A	Initial document	16/08/16
2	Amendment to policy post NQA audit	Policy statement	22/03/17
3	Annual review	Issue number, date and some layout changes.	18/07/18
4	Review to meet the requirements of ISO 45001:2018	Various	15/01/19
5	Annual review	Issue number, date and some layout changes.	14/01/20

2. Distribution Control

Hard copies of this document are not produced for circulation. The master version shall be stored and maintained in the central IMS record. Any hard copies of this document should be treated as uncontrolled and verified against the master version.

3. Introduction

The purpose of this document is to describe the context and scope of the Integrated Management System which has been adopted by Tennants, in line with the requirements of ISO9001, ISO14001, ISO45001, EN12591:2009 and EN13808:2013/14733:2005. This document is supported by other appropriate documents, including but not restricted to process maps, procedures, register of environmental aspects, risk assessments, register of legislation and objectives and targets.

4. Context

The Tennants organisation includes Charles Tennant & Co (NI) Ltd., Tennants Building Products Ltd. And Charles Tennant & Co (Cork) Ltd. Tennants is involved in the following key business areas:

- Bitumen production and supply from the Airport Road West premises;
- Supply of building products from the Ravenhill Road and Dublin premises;
- Bagging and distribution of fertiliser from the Herdman Channel Road & Cork premises;
- Supply of chemical products, administered from the Airport Road West premises.

The main drivers behind the implementation of standards are as follows:

- The provision of a safe and healthy work environment;
- Improved risk management;
- The achievement of robust and repeatable processes;
- The management of environmental impacts;
- Compliance with tender selection criteria and customer expectations.

The scope of the Integrated Management System covers the activities carried out by Tennants at the following locations:

- Building Division Belfast (RhR)
- Fertiliser Division Belfast (HCR)
- Chemical Division Belfast (C)
- Building Division Dublin (TBP)
- Bitumen Division Belfast (TBit)
- Fertiliser Division Cork (CTC)

The company is not involved in any design or development activity and therefore clause 8.3, Design and Development, is deemed not to apply to the company's operations. Controls around design and development have therefore not been included within the Integrated Management System. The company is confident that this will not have a detrimental effect on the quality of service/output.

5. Identification of Risks and Opportunities

When planning for the integrated management system, the company has considered context, interested parties and scope to determine the risks and opportunities that need to be addressed to give assurance that the integrated management system can achieve its intended outcome(s), prevent, or reduce undesired effect and achieve continual improvement. See section 8 for the Strategic Objectives of the company.

The company has developed a comprehensive business risk register and have incorporated risks and opportunities within its environmental aspects registers. They have applied the hierarchy of control specified in clause 8.1.2 in its health and safety risk assessment process.

Risk and opportunities form part of the agenda of the management Review meetings and will be documented as part of the minutes. Risk and opportunities will take into account legal and other requirements, planned changes to the organisation, its policies and its processes.

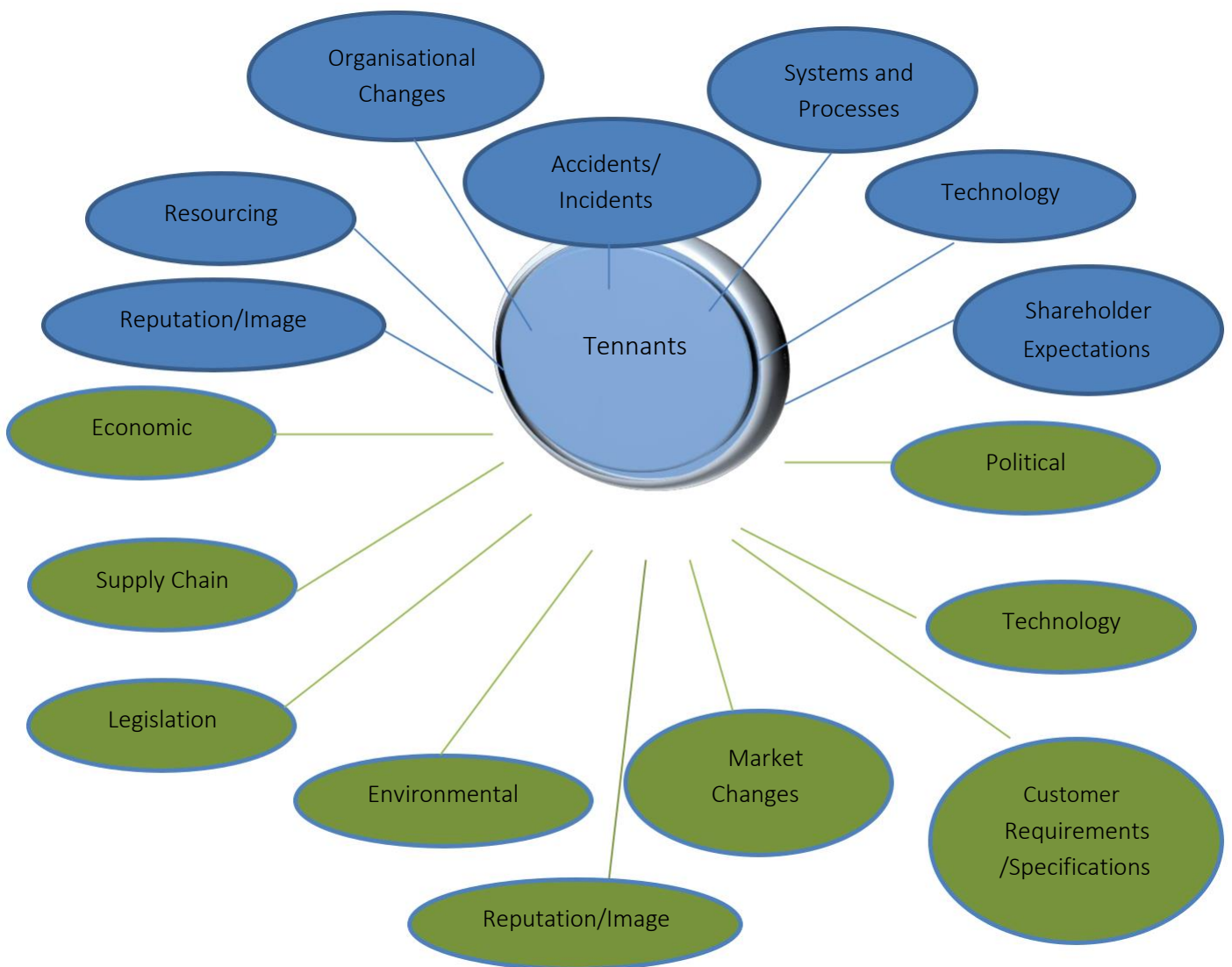
6. Influencing Factors

The company has identified the external and internal issues that are relevant to its purpose and strategic direction, and that affect its ability to achieve the intended results of the Integrated Management system. This is a representative list and the management team will regularly monitor these factors and assess their impact on the company, taking into consideration their needs and expectations and especially those which could become a legal or other requirement. These are summarised in figure 1 below.

Figure 1.

Key

Internal Factors	
External Factors	



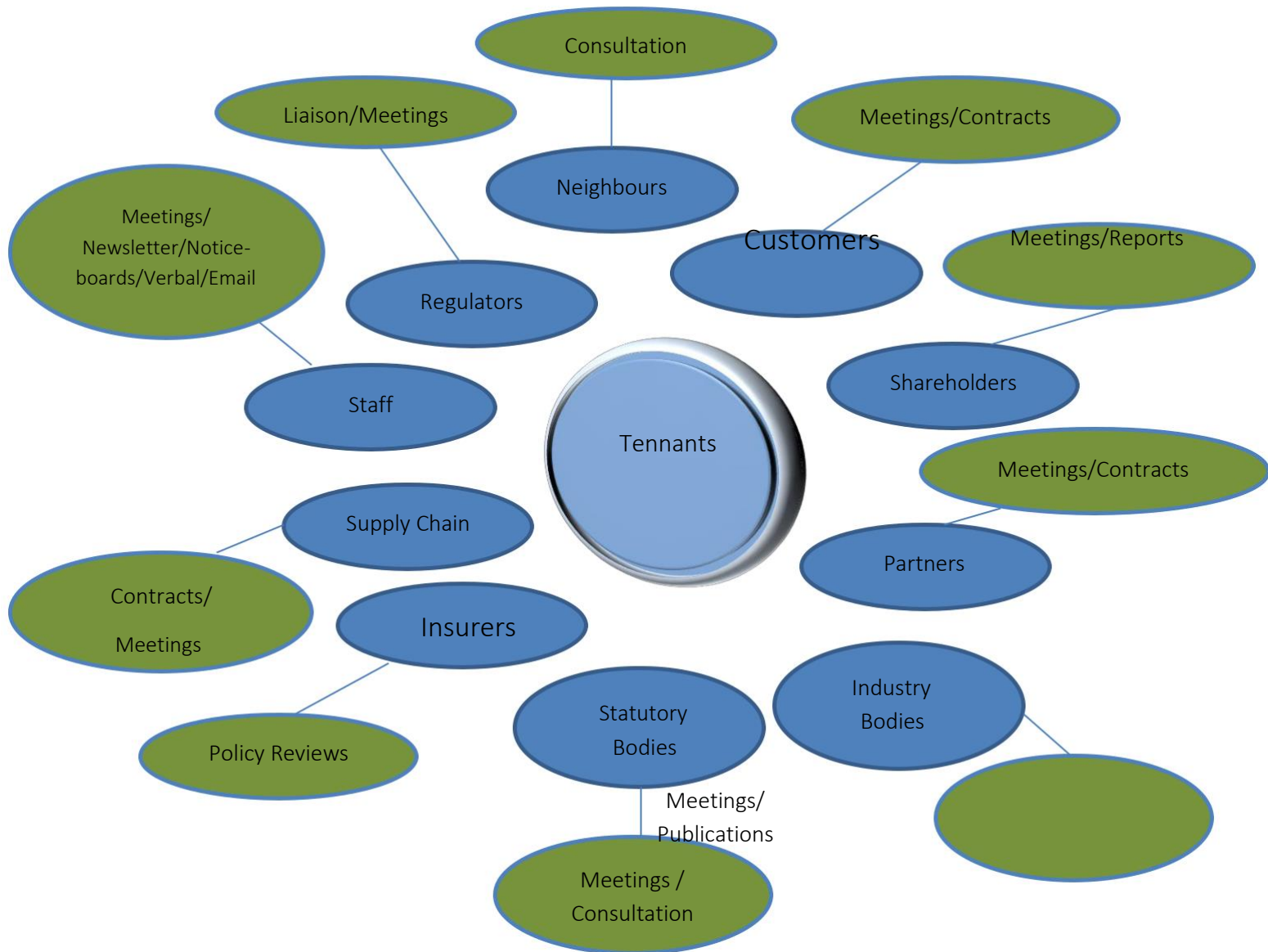
7. Interested Parties

The company has identified the interested parties and stakeholders who may have an impact on, or be affected by, the IMS. This is a representative list and the management team will regularly monitor these factors and assess their impact on the company. These have been summarised along with the methods of communication in figure 2 below.

Figure 2.

Key

Interested Party	
Method of Communication	



8. Objectives

Tennants applies structured business planning processes in order to ensure that its business objectives are developed in a consistent and realistic way. The organisation has established the following strategic objectives which are further detailed in business plans:

Tennants is an independent distributor working across the island of Ireland in a variety of markets including specialised building products, bituminous binders, chemicals and food ingredients. We also operate two bagging, blending and distribution operations on behalf of Yara UK Ltd, the world's largest supplier of mineral fertiliser.

Our diverse range of activities is underpinned by our common ambition – *to strive for excellence*.

We demand excellence from every manufacturer we represent and aim to exceed our customers' expectations by delivering a friendly, reliable and high-quality service.

We are committed to:

- Always dealing with all our stakeholders, including employees, customers and suppliers, in a fair and ethical way.
- Ensuring the success of our customers' businesses by providing high quality products at competitive prices.
- Acknowledging that our staff are the key to our success and providing them with a healthy, safe and enjoyable workplace.
- Fostering long term relationships within our various industries and seeking to expand into new regions and markets which enhance our existing business.
- Maximising our productivity and efficiency to ensure our impact on the environment is minimal.

The above strategic objectives are underpinned by the following objectives (table 1), which are specific to the Integrated Management System. The table also shows the key risk factors which, if not managed, could have a detrimental impact on the achievement of these objectives and also the opportunities associated with them. The extent to which these objectives have been achieved will also be used to judge the effectiveness of the Integrated Management System.

Objective	Key Risk Factors	Opportunities
Provision of a safe and healthy work environment with minimal accident rates	Failure to apply health and safety controls - major accident - change in or a breach of legislation	Compliance with obligations and minimal accident rates
Effective control over the environmental impact of the company's operations	Failure to apply environmental controls - major environmental incident - change in or breach of legislation.	Compliance with obligations and reduced likelihood of legislative breach
Minimise the cost associated with poor quality and defects	Poor quality and inadequate inspection and testing procedures.	Cost savings and enhanced reputation and customer satisfaction.
Maximise customer satisfaction and therefore customer retention	Poor customer experience resulting in loss of contract/business.	Customer retention and follow-on work.

Table 1.

Each division will also set its own specific objectives in order to assist with the achievement of these overall objectives.

9. Leadership Commitment and Worker Participation

9.1 Management Responsibilities

The management team shall ensure that they provide the resources required to operate and improve upon the EHS Management System. The management team is committed to the continual improvement of the company's environmental and health and safety performance.

All employees have responsibilities in terms of health, safety, the environment and quality. Specific job roles and tasks are detailed in job descriptions. Top level management are fully committed to the full and effective implementation of the Integrated Management System. They will ensure that the Integrated Management System is properly resourced and that its effectiveness is closely monitored.

Top management are fully committed to the development and improvement of the Integrated Management System.

This commitment is illustrated by:

- Communication of legal and regulatory requirements throughout the

- Establishing suitable policies and objectives,
- Conducting reviews of the Integrated Management System
- Ensuring the availability of all necessary resources.
- Ensuring the consultation and participation of workers.
- Supporting the establishment and functioning of the health and safety committee.

The company have appointed an IMS Co-ordinator to have responsibility for the maintenance of the integrated management system. Their identity has been made known to all divisions.

9.2 Consultation and Participation of Workers

With regard to identified risks and the overall operation of the Integrated Management System, the Company has establish and maintain procedures for:

- Internal communication between the various levels and functions.
- Receiving, documenting and responding to relevant communication from external interested parties.

The Company has also established, implemented and maintains a process for consultation and participation of workers at all applicable levels and functions.

The Company shall:

- provide mechanisms, time, training and resources necessary for consultation and participation;
- determine and remove obstacles or barriers to participation and minimize those that cannot be removed.

Wherever possible, employees shall be:

- Involved in the development and review of policies and procedures and objectives to manage risks, incident investigation and consultation and representation. (Contractors will also be consulted where necessary in relation to health, safety and environmental matters).
- Consulted where there are any changes that affect the workplace.
- Represented on EHS matters.

Information is initially provided to employees through induction and updated using training, memos, Tennants Talk, Safety Alerts etc. as appropriate. For worker participation and consultation, an H&S Committee has been set up incorporating personnel from each division. H&S sub-committee meetings are also held at each division and include various personnel.

9.3 Employee Responsibility

Roles, responsibility and authorities shall be defined, documented and communicated in order to facilitate effective management of the EHS Management System.

An overall organisation chart is maintained within the department. Details of responsibilities are contained within the EHS Policy Manual and the various documented procedures within the EHS Management System.

10. Process Approach

A process approach to quality management has been adopted. Figure 3 below summarises at a high level the process approach which has been adopted within Tennants.

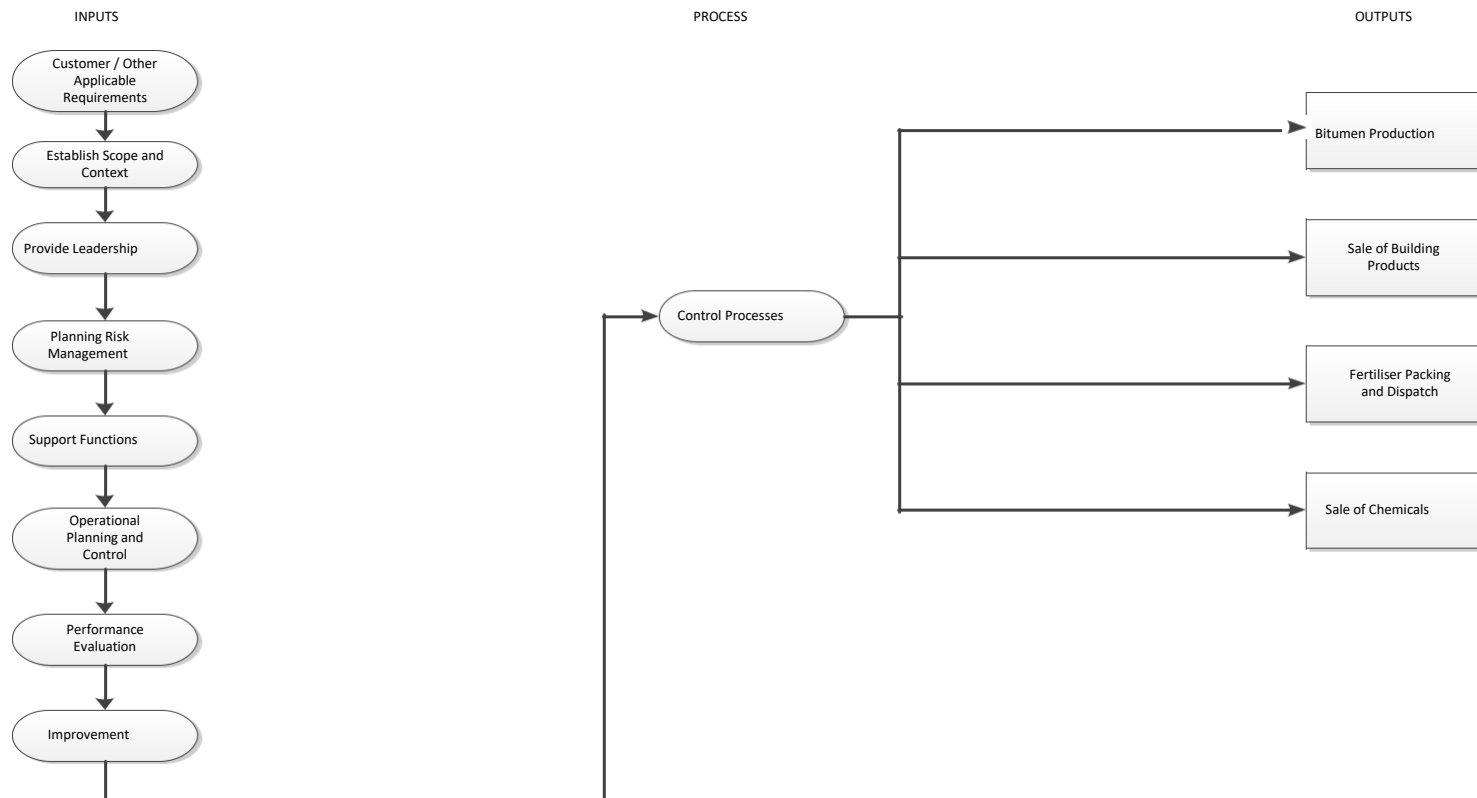


Figure 3: Process Policy

11. Integrated (Quality, Safety and Environmental) Policy Statement

Tennants provide high quality building, chemical, bitumen and fertiliser products and related services to our customers. The company recognises and is committed to the highest possible quality of service whilst reducing the health and safety risks and environmental impacts associated with the provision of our services and products.

It is the policy of the company to operate an Integrated Management System in accordance with the requirements of ISO9001, ISO45001, ISO14001, EN12591:2009 and EN13808:2013/14733:2005.

The overall objective of this system is the provision of a safe, environmentally friendly and quality orientated environment for employees, customers and neighbours. The company is committed to the concept of continual improvement and will use the Integrated Management System as an improvement tool.

The objectives of the company are as follows:

- To ensure that risks are identified and controlled so that employees and others can be protected from danger;
- A commitment to eliminate hazards and reduce OH&S risks
- To ensure that environmental impacts are minimised and controlled;
- To ensure compliance with all applicable health and safety and environmental legislation and other requirements to which the company subscribes as a minimum standard;
- To ensure that the services provided meet and, where possible, exceed the expectations of our customers;
- To ensure the prevention of pollution as a result of our operations and activities;
- A commitment to continual improvement in quality, health, safety and environmental management
- A commitment to consultation and participation of workers
- To prevent work related injury and ill health

To achieve these objectives, the company shall:

- Implement procedures for monitoring and recording quality checks at determined stages in all manufacturing processes in order that quality can be assured.
- Maintain and improve product quality by eliminating the causes of non-conformance.
- Ensure that customers receive service and products of the quality required and on time.
- Improve profitability due to quality enhancement.

- Achieve motivation of total company workforce due to effective communication of this policy and adequate training procedures
- Comply with relevant compliance obligations, e.g. customer requirements, product related standards, environmental and safety legislation/regulations and industry codes of practice.
- Demonstrate a commitment to prevention of pollution of the environment.
- Provide for the setting and achievement of environmental, safety and quality objectives and targets and for the publication of these objectives and targets by making the document available to all concerned.
- Maintain efforts to achieve continual improvement in quality, safety and environmental performance.
- Do all that is reasonably practicable to protect the environment and prevent pollution through the application of environmental control processes and procedures.

Management fully endorses the stated policy and controls and are dedicated to ensuring that the quality, safety and environmental systems will be continuously monitored and updated where necessary, for example, in response to risk assessment findings.

All employees are required to understand, implement and maintain the ethos of the company's policy statement. This policy will be reviewed on an ongoing basis to ensure that it is continuing to reflect the requirements of the company.

Robert A Peden
Managing Director

Date

12. Compliance Matrix

The table which follows demonstrates how each of the clauses the ISO9001:2015, ISO14001:2015 and ISO45001:2018 have been addressed and cross references appropriate documented information and sources and evidence.

ISO 9001:2015		ISO 14001:2015		OHSAS 45001:2018	Method of Compliance	
4	Context of The Organisation	4	Context of The Organisation	4	OH&S Management System Requirements	
4.1	Understanding the organisation and its context	4.1	Understanding the organisation and its context	4.1	General requirements	Pages 4-6 IMS Policy
4.2	Understanding the needs and expectations of interested parties	4.2	Understanding the needs and expectations of interested parties	4.2	Understanding the needs and expectations of workers and interested parties	
4.3	Determining the scope of the quality management system	4.3	Determining the scope of the environmental management system	4.3	Determining the scope of the health and safety management system	
4.4	Quality management system and its processes	4.4	Environmental management system	4.4	Health and Safety management system	Page 9 IMS Policy
5	Leadership	5	Leadership	5	Leadership and Worker Participation	
5.1	Leadership and commitment	5.1	Leadership and commitment	5.1	Leadership and commitment	Pages 4,8 and 10 IMS Policy
5.1.1	General					
5.1.2	Customer focus					
5.2	Policy	5.2	Environmental policy	5.2	OH&S policy	Page 10 IMS Policy
5.2.1	Establishing the quality policy					
5.2.2	Communicating the quality policy					
5.3	Organisational roles, responsibilities and authorities	5.3	Organisational roles, responsibilities and authorities	5.3	Organisational roles, responsibilities and authorities	Page 8 IMS Policy
				5.4	Consultation and participation of workers	

ISO 9001:2015		ISO 14001:2015		OHSAS 45001:2018		Method of Compliance
6	Planning	6	Planning	6	Planning	
6.1	Actions to address risks and opportunities	6.1	Actions to address risks and opportunities	6.1	Actions to address risks and opportunities	Page 8 IMS Policy and Each Process Map
		6.1.1	General	6.1.1	General	
		6.1.2	Environmental aspects	6.1.2	Hazard identification and assessment	TIP05 Environmental Aspects & Risk Assessments and Register of Aspects
				6.1.2.2	Assessment of OH&S risks and other risks to the OH&S management system	H&S risk register, H&S risk assessments, Company risk register
				6.1.2.3	Assessment of OH&S opportunities and other opportunities for the OH&S management system	Company risk register, H&S committee and sub-committee meetings
		6.1.3	Compliance obligations	6.1.3	Determination of legal requirements	TIP02 Compliance Obligations and Register of Legislation/Other Requirements
		6.1.4	Planning action			Page 8 IMS Policy and Each Process Map
6.2	Quality objectives and planning to achieve them	6.2	Environmental objectives and planning to achieve them	6.2	OH&S objectives and planning to achieve them	Pages 7,8 and 10 IMS Policy and Divisional Objectives. TIP05 Environmental Aspects & Risk Assessments and TIP06 IMS Review
		6.2.1	Environmental objectives			
		6.2.2	Planning actions to achieve environmental objectives	6.2.2	Planning to achieve OH&S objectives	

ISO 9001:2015		ISO 14001:2015		OHSAS 45001:2018		Method of Compliance
7	Support	7	Support	7	Support	
7.1	Resources	7.1	Resources	7.1	Resources	Page 8 IMS Policy and Job Descriptions
7.1.1	General					TIP10 Training
7.1.2	People					No specific document
7.1.3	Infrastructure					No specific document
7.1.4	Environment for the operation of processes					No specific document
7.1.5	Monitoring and measuring resources					TIP06 IMS Review
7.1.5.1	General					No specific document
7.1.5.2	Measurement traceability					TIP11 Vehicle and Plant Maintenance/Inspection
7.1.6	Organisational knowledge					
7.2	Competence	7.2	Competence	7.2	Competence	TIP10 Training
7.3	Awareness	7.3	Awareness	7.3	Awareness	
7.4	Communication	7.4	Communication	7.4	Communication	Health & Safety Committee and Communications Logs
		7.4.1	General	7.4.1	General	
		7.4.2	Internal communication	7.4.2	Internal communication	
		7.4.3	External communication	7.4.3	External communication	

ISO 9001:2015		ISO 14001:2015		OHSAS 45001:2018		Method of Compliance
7 cont.	Support	7 Cont.	Support	7 Cont	Support	
7.5	Documented information	7.5	Documented information	7.5	Documented information	TIP04 Document Data Control and Records
7.5.1	General	7.5.1	General	7.5.1	General	
7.5.2	Creating and updating	7.5.2	Creating and updating	7.5.2	Creating and updating	
7.5.3	Control of documented information	7.5.3	Control of documented information	7.5.3	Control of documented information	

ISO 9001:2015		ISO 14001:2015		OHSAS 45001:2018		Method of Compliance
8	Operation	8	Operation	8	Operation	
8.1	Operational planning and control	8.1	Operational planning and control	8.1	Operational Control	TBP01-06, TCP01-02, TFP01, HO01-07, THSP01-14, TBitP01 and PIM and Emergency Plans
				8.1.2	Eliminating hazards and reducing OH&S risks	
				8.1.3	Management of change	
				8.1.4	Procurement	
				8.1.4.1	General	
				8.1.4.2	Contractors	
				8.1.4.3	Outsourcing	
8.2	Requirements for products and services	8.2	Emergency preparedness and response	8.2	Emergency preparedness and response	
8.2.1	Customer communication					TBP01-06, TCP01-02, TFP01, HO01-07, TBitP01 and PIM
8.2.2	Determining the requirements for products and services					
8.2.3	Review of the requirements for products and services					
8.2.4	Changes to requirements for products and services					Emergency preparedness and response
8.3	Design and development of products and services					TIP08 Purchasing and
8.3.1	General					
8.3.2	Design and development planning					
8.3.3	Design and development inputs					
8.3.4	Design and development controls					
8.3.5	Design and development outputs					
8.3.6	Design and development changes					
8.4	Control of externally provided processes,					

ISO 9001:2015		ISO 14001:2015		OHSAS 45001:2018		Method of Compliance
	Products and services					TIP09 Supplier Management
8.4.1	General					
8.4.2	Type and extent of control					
8.4.3	Information for external providers					
8 cont.	Operation	8 cont.	Operation			
8.5	Production and service provision					TBPO1-06, TCP01-02, TFP01, FTR001, HO01-07, TBitP01 and PIM
8.5.1	Control of production and service provision					
8.5.2	Identification and traceability					
8.5.3	Property belonging to customers or external providers					
8.5.4	Preservation					
8.5.5	Post-delivery activities					
8.5.6	Control of changes					
8.6	Release of products and services					TIP03 Corrective Action
8.7	Control of non-conforming outputs					

ISO 9001:2015		ISO 14001:2015		OHSAS 45001:2018		Method of Compliance
9	Performance evaluation	9	Performance evaluation	9	Performance Evaluation	
9.1	Monitoring, measurement, analysis and evaluation	9.1	Monitoring, measurement, analysis and evaluation	9.1	Monitoring, measurement, analysis and evaluation	TIP06 IMS Review, TIP07 Internal Audits and Process Metrics
9.1.1	General	9.1.1	General			TIP02 Compliance Obligations, Register of Legal /Other Requirements, Customer Satisfaction Questionnaires
9.1.2	Customer Satisfaction	9.1.2	Evaluation of compliance	9.1.2	Evaluation of compliance	
9.1.3	Analysis and evaluation					TIP06 IMS Review
9.2	Internal Audit	9.2	Internal Audit	9.2	Internal audit	TIP07 Internal Audits and TIP03 Corrective Actions
		9.2.1	General	9.2.1	General	
		9.2.2	Internal audit programme	9.2.2	Internal audit programme	
						TIP04 Document Control and Records
9.3	IMS Management Review	9.3	IMS Management Review	9.3	IMS Management review	
9.3.1	General					TIP06 IMS Review
9.3.2	IMS Management Review inputs					
9.3.3	IMS Management Review outputs					

	ISO 9001:2015		ISO 14001:2015		OHSAS 45001:2018	Method of Compliance
10	Improvement	10	Improvement	10	Improvement	TIP06 IMS Review, TIP03 Corrective Action and Divisional Objectives
10.1	General	10.1	General	10.1	General	
10.2	Non-conformity and corrective action	10.2	Nonconformity and corrective action	10.2	Incident, nonconformity and corrective action	
10.3	Continual improvement	10.3	Continual improvement	10.3	Continual improvement	