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31/08/17	R0	All	New Document	AM. Bolger
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15/01/20	R3	13	Organizational Chart Updated	AM. Bolger
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Terms and Definitions:

QEHS Management System

An integrated (Quality Environment Health & Safety) management system, incorporating the requirements of ISO9001, ISO14001 and ISO 45001:2018.

Hazard:

Any source, situation, or act with a potential for harm in terms of human injury or ill health, or a combination of these.

Risk:

The combination of the likelihood of an occurrence of a hazardous event or exposure(s) and the severity of injury or ill health that can be caused by the event or exposure(s).

Risk Assessment:

Applies to OH&S risks/hazards as well as environmental aspects/and impacts

Environmental Incident:

Any release to the atmosphere of environmental significance

Any emission which does not comply with the requirement of a licence

Any malfunction or breakdown of control or monitoring equipment set out in the licence which is likely to lead to loss of control of the abatement equipment

Any incident with the potential for environmental contamination, contamination of surface water or ground water or posing an environmental threat to air or land or requiring an emergency response by a Local Authority

Company Background

Please follow the link below for the company website.

[Citius Ltd...](#)

Normative References

ISO 9000:2015 Quality Management Systems – Fundamentals & Vocabulary.

ISO 14001:2015 Environmental Management Systems – Requirements

ISO 45001:2018: Occupational Health and Safety Management Systems – Requirements

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Context of the organisation

Understanding the organisation and its context

Clauses of the standards covered under this section of the QEHS System.

ISO 9001	ISO 14001	ISO 45001:2018
4.1	4.3.1	4.1

The organisation has identified the factors which need to be taken into account in implementing this QEHS under the following headings:

External factors

Citius provides civil engineering services to private and public bodies in both private and public areas in Ireland. Our services can have a significant impact on the safety, health and welfare of our staff as well as clients, members of the public and others. Our ability to win contracts and to defend our good reputation can be severely affected by how our staff, customers, environmental groups, enforcement authorities and other interested parties view Citius.

Internal factors

In creating this QEHS Management System, we have considered internal issues such as:

- ✓ Our OH&S, environmental, quality and business risks
- ✓ The role that each member of staff plays in achieving our goals
- ✓ Objectives and targets for improving the QEHS
- ✓ Our resources which we refer to as the 6 Ms:
 - ✓ Manpower (Human Resources, competence)
 - ✓ Machinery (plant and equipment used)
 - ✓ Materials (raw materials, chemicals, fuels etc)
 - ✓ Methodology (Processes and associated procedures)
 - ✓ Mother Nature (the environment in which we operate), and
 - ✓ Means (Capital, systems, technologies)
- ✓ Relationships with, and perceptions and values of, internal stakeholders
- ✓ The culture we seek to inculcate within the organisation
- ✓ Standards and norms, we aim to achieve throughout our operations
- ✓ Contracts we win from customers and award to our service providers

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We have considered the potential conflicts which may arise and put in place measure which will deal with them as they arise. The main channel through which these conflicts will be dealt with is by prioritising the safety of individuals followed jointly by protection of the environment and protection of quality and business operations. Details of decisions are worked out by management through formal and informal meetings. Understanding the needs and expectations of interested parties

Clauses of the standards covered under this section of the QEHS System

ISO 9001		ISO 14001	ISO 45001:2018
5.2	4.3.2	4.2	

We constantly strive to achieve the highest standards in terms of our SHEQ performance. There are however, other stakeholders who are interested in the performance of our IMS. These include (but are not limited to):

Interested Party	Expectations
Staff	Respect Support in their functions Acknowledgement of their role Protection of their safety, health and welfare Protection of the environment
Families of staff	Respect Protection of the safety, health and welfare of their family members who work for Citius Protection of the environment
Customers	Protection of the safety, health and welfare of their staff and others affected by our operations Quality of product and service Protection of their property Protection of the environment
Local populations	Respect Management of work processes and associated inputs (HR, machinery, materials etc) so as not to disturb their enjoyment at home and in the community

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Interested Party	Expectations
Local and enforcement authorities, and Safety and environmental groups	Compliance with health and safety laws Compliance with environmental laws Compliance with environmental laws Protection of people and the environment above and beyond the requirements of the law
Suppliers	Clear instruction on requirements Payment within terms
Insurers	Compliance with insurance terms Compliance with legal requirements Protection of people and the environment above and beyond the requirements of the law
Certification bodies	Conformance with the requirements of ISO 9001, ISO 14001 and ISO 45001:2018 Compliance with legal requirements applicable to our operations

ISO 9001

Customer requirements are identified through a combination of tenders, specifications, drawings and written instructions.

ISO 14001 & ISO 45001:2018

We use a register of legislation ([IMS-R14](#)) to identify legislation, standards and other requirements to which we subscribe (as appropriate). Outside consultants are employed to ensure the accuracy of the register of legislation.

New and revised elements are updated on the register as they arise and as a minimum the register is reviewed annually. The register contains details of applicability of these requirements with regard to our environmental aspects and occupational health and safety.

The register is considered when setting objectives and targets and where appropriate, QEHS documentation will be updated to reflect changing requirements. Relevant legal and other requirements are communicated to employees, contractors and interested parties as required and this is achieved through induction and ongoing training, internal communication, emails, meetings etc.

We liaise with third parties i.e. clients, holders of legal duties etc. on a site by site and project by project basis in relation to any non-regulatory requirements which may affect our daily operations.

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The Management Representative relies on soft-copy versions of Acts, regulations etc. which are available online. Hard-copy versions may be kept but these are not controlled and are for information purposes only. Websites consulted for relevant legislation include (but are not limited to):

www.hsa.ie

www.epa.ie

www.hse.gov.uk

www.environment-agency.gov.uk

www.irishstatutebook.ie

www.legislation.gov.uk

If the relevant legislation cannot be located at these websites, the Management Representative will contact the relevant statutory/regulatory body for assistance.

Ref: Register of Legislation (IMS-R14)

Determining the scope of the QEHS Management System

Clauses of the standards covered under this section of the QEHS Manual

ISO 9001	ISO 14001	ISO 45001:2018
4.2.2a)	4.1	4.3

The scope of this QEHS is:

“The delivery of high-quality integrated utility solutions in civil engineering, telecommunications, power & environmental sectors”

The scope of this QEHS has been determined having regard to the outlined under sections 4.1 and 4.2 and 4.3 above.

Section 7.3 “Design and Development” of ISO 9001 is excluded from our QEHS on the basis that we do not design any elements of the projects we are involved in.

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QEHS Management System

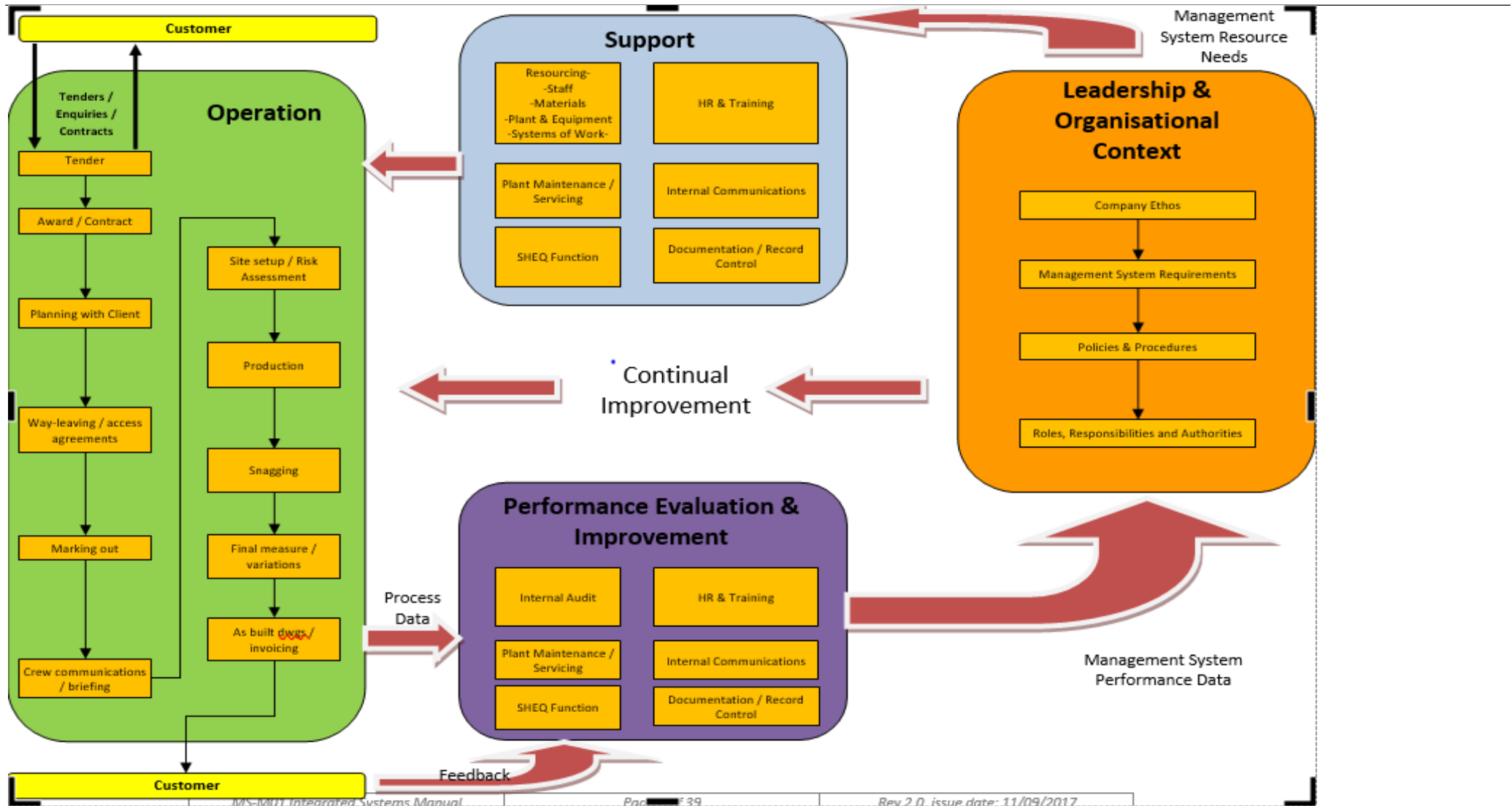
Clauses of the standards covered under this section of the QEHS Manual

ISO 9001	ISO 14001	ISO 45001:2018
4.1	4.1	4.4

This manual sets out our approach to integrating the requirements of ISO 9001, ISO 14001 and ISO 45001:2018.

In establishing, operating and maintaining this QEHS Manual, we have identified the processes involved in delivering our products and services in line with the above-mentioned standards. An outline of these is provided on the following page.

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Leadership

Leadership and commitment

Clauses of the standards covered under this section of the QEHS Manual

ISO 9001	ISO 14001	ISO 45001:2018
5.1	4.4.1	5.1

Citius Ltd. Senior management are committed to the development, implementation, implementation and continual improvement of this QEHS. To do this, we have:

Established policies, objectives and targets which are compatible with the ISO standards and our company ethos

- ✓ Designed the way we work around the requirements of the standards and best practice
- ✓ Established the resources necessary for the operation of our business and QEHS
- ✓ Established routes of communication across our operations
- ✓ In addition, we are committed to ensuring the successful operation of the QEHS and that it functions in a manner consistent with our objectives and intended outcomes. This will be achieved in part through the effective management and support of staff and management at all levels and the promotion of continual improvement in the QEHS.
- ✓ We require that our management team takes the lead in actively demonstrating their commitment to the QEHS in their respective areas.

Policy

Clauses of the standards covered under this section of the QEHS Manual

ISO 9001	ISO 14001	ISO 45001:2018
5.3	4.2	5.2

Our policy sets the tone for our core values about how we operate. It is the foundation on which our entire QEHS Management System is built and is central to our ethos.

The policy is set out on the following page and a signed hard copy is displayed in our office and on our website.

Whilst the policy is available to interested parties on our website, we actively communicate its content to our employees upon their commencement of employment. Sub-contracted civils contractors are treated as employees for this section of the QEHS manual.

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Citius Integrated QEHS Policy

Citius Ltd. is an Irish owned utility company delivering high quality integrated utility solutions in civil engineering, telecommunications, power & environmental sectors, and delivering the highest quality solutions in the safest manner.

Owing to the nature and scale of our operations, risks and environmental aspects, we have implemented an integrated quality, environmental and health and safety management system to meet the requirements of ISO9001, ISO14001 and OS&H 45001:2018.

As part of our commitment to our QEHS Management System, we are committed to:

Identifying and complying with all relevant legislation

Compliance and adherence with all other requirements including those issued by customer, local and statutory authorities

Continual improvement in OH&S, quality and environmental performance

The prevention of injury, ill-health and pollution

Compliance with the requirements of ISO9001, ISO14001 and OS&H 45001:2018

As part of our Management Review process we have set QEHS objectives and established a programme to ensure the achievement of these objectives.

This policy is made available to all interested parties including employees, contractors and members of the public and is reviewed annually by senior management. Our policies and procedures are also reviewed and checked through Internal and External Auditing Practices.

Signed: *Steven Quinlan*

Date: 20/05/2020

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Organizational roles, responsibilities and authorities

Clauses of the standards covered under this section of the QEHS Manual

ISO 9001	ISO 14001	ISO 45001:2018
5.5	4.4.1	5.3

The QEHS Co-ordinator is the Management Representative with specific responsibility for ensuring the development, implementation and maintenance of the QEHS Management System. The Management Representative also has responsibility for

ensuring that the QEHS conforms to the requirements of ISO 9001, ISO 14001 and ISO 45001:2018

reporting on the performance of the QEHS to top management, including any recommendations for its improvement, and

ensuring that all employees and contractors are fully aware of their responsibilities and this is achieved through formal induction, on-going training, and informal communications, both verbal and written

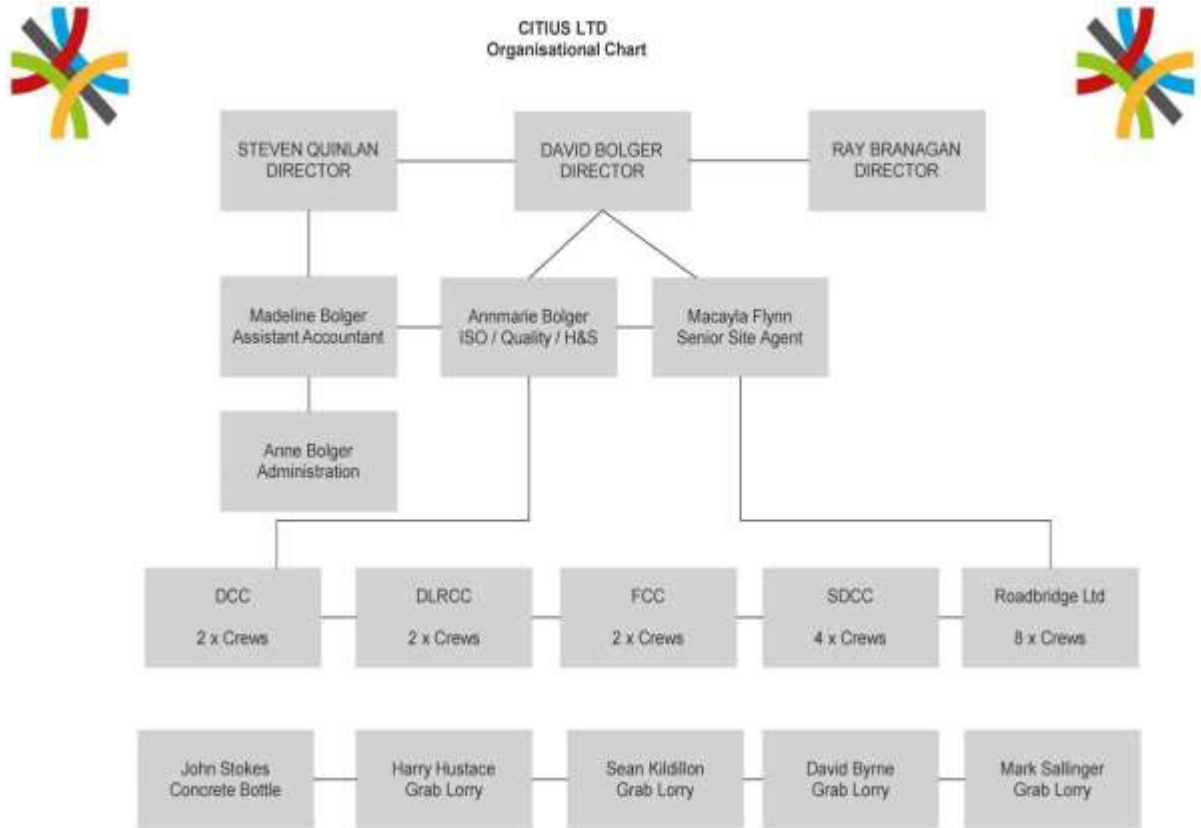
The Management Representative is also responsible for promoting awareness of customer requirements throughout the organisation.

Suggested improvements to the system can be logged via formal or informal channels depending on the perceived need or urgency of the improvement in mind. Triggers for improvement include, but are not limited to, customer feedback, corrective and prevent actions, the results of internal audits, process performance etc.

Where required, we also use the services of an external safety consultant to support the Management Representative role.

Responsibilities and authorities are defined in job descriptions which are in the personnel folder in the office. These are communicated to staff and signed off upon commencement of employment.

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 Organisation Chart


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Consultation & Participation of Workers

Clauses of the standard covered in this section of the QEHS Manual

ISO 9001	ISO 14001	ISO 45001:2018
		5.4

1. Citius Ltd. strives to provide open encouragement to all workers to participate and be consulted on our QEHS Management System . Citius Management team do this formally through our documented suggestions and questionnaire form for improved procedures and also informally in consultation with crew leaders and general operatives on-site.
2. Each Citius Ltd worker receives a comprehensive Induction whereby our QEHS Management System is explained to them. A soft copy of our Manual and the relevant documentation to that workers task in also provided to the worker in a crew folder. On acceptance of the crew folder workers are asked to review the contents and let they're supervisor know if they feel anything is required to be added.
3. Any employee that needs assistance with literacy and technology is given added attention and training from they're supervisor in instruction of how to get around literacy or technology barriers. Citius Management team facilitate the worker in a number of different ways to ensure that he/she can have maximum worker participation.

Planning

Clauses of the standards covered under this section of the QEHS Manual.

ISO 9001	ISO 14001	ISO 45001:2018
5.4, 7	4.3	4.3

Actions to address risks and opportunities

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
4.1, 5.4.2, 7.1, 6.4	4.3.1	4.3.1

Planning is core to the success of this QEHS System.

Risk assessments and environmental aspects assessments are required for all processes, projects and

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activities. The necessity to review a Risk Assessment or Environmental Aspect may be prompted by one or more of the following: Dynamic Risk Assessments & Dynamic Environmental Aspect Assessments also take place on-site:

Specific customer requirements, including changes to agreed requirements

Implementation of new processes or technologies (including those undertaken internally or by contractors) or where substantial changes are made to existing processes or technologies

Observed or reported human behaviors

Accidents and incidents

The competencies of persons involved change

Legal or other requirements affecting the validity of existing risk assessments

A regulatory or compliance authority (e.g. HSA, EPA, Local Authority) requests it

A review planned or unplanned, of safety audits, safety statistics or other relevant data which may arise

The process for conducting and recording Risk Assessments and Environmental Aspects Assessments is detailed in [“IMS-PRO-14RO Risk Assessment Methodology”](#) The results of assessments are analysed with hazards/impacts ranked in terms of severity to facilitate the prioritisation of actions. Results may be used in the development and improvement of our QEHS and where required, QEHS documentation will be updated and communicated accordingly.

In terms of service delivery, we ensure that customer requirements are clearly understood at the outset of each project and relevant regulatory requirements are considered. Where necessary, we will seek clarifications or expert advice in this matter.

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Customer requirements are reviewed internally prior to commitment to deliver and all risks/issues associated with the delivery of the service are identified and addressed. Only when we are sure that we can deliver the product/service to the customer requirements will we proceed.

See also the safety statement “[IMS-SS01](#)” for detailed methods and completed risk assessments.

The work environment is affected by cold weather. Temperature must be 3° and rising before concrete and tar can be laid. The Contracts Manager will assess whether rain forecast or actual will permit for the laying of concrete or tar.

Management of Change

Significant changes within our company are managed on a planned basis and may involve the setting up of a project team and/or involvement of a Management Representative to ensure that all elements of the change are identified and addressed. As part of this process, the Management Representative is consulted to ensure that not only are all operational matters addressed but that the integrity of the QEHS is not affected. Where changes to the QEHS are required to reflect changing processes or circumstances, the changes are proposed, reviewed and agreed via documented management meetings, and ultimately are communicated to relevant personnel within the company.

QEHS objectives and planning to achieve them

Clauses of the standards covered under this section of the QEHS System.

ISO 9001	ISO 14001	ISO 45001:2018
5.4.1, 5.4.2, 7.2, 7.3 , 7.4, 7.5	4.3.1	4.3.1

The Management Representative is responsible for ensuring that objectives are established which are measurable and consistent with the IMS. In addition, objectives are meaningful and are intended to enhance the effectiveness and efficiency of the system. They are based on SMART principles (Specific, Measurable, Achievable, Realistic, Time-based).

Objectives are taken account of OHS, environmental and quality requirements, including the delivery of projects to specification, on time, within budget, with due care for the environment and with health and safety of employees, contractors, members of the public and others as a top priority. The objectives are measured using various tracking methods such as daily costing, purchases review, tracking crew progress in daily meetings between Operations Manager and Company Director, Tracking Vehicles and reviewing productivity on daily worksheets. All of which are used to monitor and measure the effectiveness, continual improvement and conformity / compliance of the IMS.

Prior to the annual Management Review meeting, an Improvement Programme “[IMS-M02 Objectives & Targets 2019](#)” is drafted based on company trends but may also be shaped by

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corrective actions, preventive actions, accident and incident records, management meetings and staff inputs.

This is reviewed in detail at the [Management Review](#) where final amendments are finalised and approved. The final programme will include focussed means to achieve the objectives, responsibilities and deadlines. Performance and progress against the programme is reviewed at management meetings, internal audits and ultimately at the Management Review meeting. Objectives are documented and communicated to relevant parties.

Determination of requirements related to the product

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
7.2.1		

Customer and product requirements are initially specified in tender documents, contracts, design drawings and other materials supplied by the customer to us.

The Contracts Manager checks that the product requirements are determined under the following headings:

Customer requirements

Statutory, legal and other (e.g. licensing) requirements

Requirements not stated by the customer but nonetheless necessary

Other requirements deemed necessary by Citius

Where there is any omission or confusion regarding customer requirements, a member of senior management will contact the client for clarification of matters.

Review of Requirements related to the Product

Clauses of the standards covered under this section of the QEHS System.

ISO 9001	ISO 14001	ISO 45001:2018
7.2.2		

All project requirements are reviewed by the Contracts Manager to confirm that there is enough information/detail and to ensure that we can meet these requirements before committing to supply. Legal and regulatory requirements are also taken into consideration at this stage. Any potential

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problems are discussed and resolved prior to committing to a contract. Where required, detailed site/location surveys are completed to ensure that specific requirements can be fulfilled.

Where changes to agreed specifications or requirements arise, they are confirmed in writing to the client and the relevant changes to the Method Statement are also made.

Design & Development

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
7.3		

Section 7.3 of ISO 9001 is not applicable to Citius.

Purchasing

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
7.4.1	7	7

Purchasing process

Purchasing is conducted through the SAGE software package.

The following information applies only to product / service-critical materials, plant or equipment e.g. concrete, tarmac, aggregate, and ducting.

The following persons are authorised to purchase on behalf of Citius:

- ✓ Directors
- ✓ Purchasing Administrator
- ✓ Purchase orders are used in the procurement of these items.
- ✓ Purchases of these types of products or services are done via approved suppliers, a full list of which is contained in record QEHS R13 Approved Suppliers List.
- ✓ New and existing suppliers have been approved under one or more of the following headings:
 - ✓ Historical performance
 - ✓ Industry reputation
 - ✓ Sole provider of the material/product/service
 - ✓ Client appointed

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- ✓ 3rd party certification (e.g. ISO 9001 etc.)
- ✓ Evidence of required training/competence
- ✓ Price/location analysis
- ✓ Approval following small initial order

Credit terms

Suppliers are monitored on an ongoing informal basis by management. Where management feel there is a need for action to be taken against suppliers, details are forwarded to the Management Representative for discussion. These issues may be dealt with by way of a specially convened meeting or at other project / quality review meetings.

Where it is decided by management that a supplier is no longer suitable for use, they are marked on the Approved Suppliers List by strikethrough formatting. Such suppliers may not be used without the written consent of a director of the company or unless they successfully pass the approvals process again.

Purchasing information

Information contained on purchase orders includes specifications of items to be purchased and may include, where appropriate:

Acceptance terms (including checks conducted upon delivery to site)

Qualifications requirements (where deemed necessary by the above-named personnel in respect of specialised services), and/or

Other requirements as may be deemed necessary.

The purchase order is copied to site and is held in the site folder for checking against items delivered.

Verification of purchased product

Product is checked upon its arrival to our premises or site. The person receiving the product must check that the items delivered match those stated on the delivery docket order before signing.

Production and service provision

Control of production and service provision

To ensure our service and associated products meet requirements, we use the following:

- Client specifications (incl. drawings)
- Pre-project meetings
- Ongoing project meetings
- Method statements

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- Documented QEHS
- Equipment which is suitable for our operations
- Support by experts in support operations (safety, environment, quality, I.T, testing laboratories etc.)
- Test equipment
- Maintenance programmes for critical equipment

Validation of processes for production and service provision

Our production and service processes are validated through historical performance and day-to-day management including regular site visits and follow up with clients.

- Identification and traceability
- Identification of product is achieved by way of manufacturers' markings on products (e.g. utility piping, ironmongery etc.), bay markings in the yard or packaging labelling.
- Traceability is achieved through daily work sheets.

Customer Property

The only customer property we interact with is the site on which we work and any pre-existing plant or equipment at the site. We inform our staff of the importance of respecting customer property and we require staff to report to us any damage to any property or plant on the site.

Instances of damage to customer property are notified to the client and on completion of an [Incident Report Form](#), the details are recorded in the [Corrective Action Log \(IMS-R05\)](#).

Customer or Client property may also be held in the Citius Ltd yard. This property or materials will be held in a secure area and will be allocated only to the specific job it is for. The property or materials is collected after confirmation from the client via e-mail and delivered to the Citius Ltd yard. It is the responsibility of the operations manager to ensure that all property or materials are stored safely and correctly.

Preservation of Product

It is our policy to ensure that all products and materials are protected from damage or loss through adherence to good practice in handling, storage, packaging, delivery and installation. Products and materials delivered to our premises or to site are handled, stored and used in accordance with industry standards, client requirements and best practice.

The standard of housekeeping and the physical maintenance of our premises and sites is such that damage through adverse environmental conditions, accidental damage, loss or misplacement is minimised. Access to our stores and sites is strictly controlled.

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Where damage occurs to material the issue is reported to the Project Manager who will ensure that replacement material is made available. Where appropriate, such issues are also addressed via the [Non-conformance and Corrective Action procedures](#).

Support

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
5.4.1, 5.4.2, 7.2, 7.3, 7.4, 7.5	4.3.1	4.3.1

Resources

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
6.1, 6.2, 6.3	4.4.1	4.4.1

Management have identified the principal resources required for meeting requirements as:

- Finance
- Human resources
- Transport
- Plant and equipment
- Offices and yard
- I.T and communications equipment

When sourcing these resources, due consideration is given to the effects each will have on our ability to meet requirements across the 3 standards and beyond.

Details of vehicle costs, DOE, Tax etc. are stored on the Vehicles Log ([IMS-R07 Vehicles Log](#)).

Competence

Clauses of the standards covered under this section of the QEHS System

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ISO 9001	ISO 14001	ISO 45001:2018
6.2	4.4.2	4.4.2

Staff competence is identified through form "[IMS-R02 Competence Matrix](#)". Details stored for each employee include:

- Name
- Position
- Start date
- Induction dates
- Details of expiry dates for tickets and certs

Management ensure staff recruitment is conducted with the primary focus being on the selection of appropriately qualified and experienced staff who are competent in their area or who are suitable candidates for training in a particular area.

Staff are closely supervised during the early months of their employment to establish whether they suitable for the position or whether they require additional help in meeting expectations.

Records retained for staff upon commencement of work include (as appropriate):

- CVs
- Professional certificates
- Operational and safety certificates and tickets
- Induction records

Awareness

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
6.2	4.4.2	4.4.2

To ensure staff are aware of the consequences of their activities, behaviours and the OH&S benefits of improved personal performance, staff undergo a company induction which covers these aspects, the QEHS policy, the company safety statement and other relevant elements of the QEHS.

Staff are made aware of the implications of not conforming to QEHS requirements through various means including company induction, staff reviews, staff meetings, toolbox and other informal meetings.

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Communication

Clauses of the standards covered under this section of the QEHS System.

ISO 9001	ISO 14001	ISO 45001:2018
5.5.1, 5.5.3, 7.2.3	4.4.3	4.4.3

Topics which the company has determined necessary to communicate include:

Topic	Communicated to	Timing
Roles and responsibilities	All staff	Upon commencement of employment
Procedures and policies (as applicable)	Staff to whom procedures and policies directly apply	Before commencement of activities covered by those procedures or policies
Safety Developments and changes which affect the IMS.	Relevant staff	Scheduled as appropriate.
Company rules	All staff	Upon commencement of employment
Objectives and targets (where relevant)	Staff with specific responsibility All staff (notice board)	At time of approval / sign-off
Project deliverables / specifics (including changes to same)	Staff directly affected or involved	Before commencement of project and immediately after any changes occur
Customer communications or feedback (including complaints, requirements etc)	Staff directly affected or involved	On receipt of feedback (within a reasonable timeframe) As appropriate (communications initiated by Citius)
External communications (e.g. legal updates, industry news etc.)	Staff directly affected	On receipt of communication (within a reasonable timeframe)
Audit / inspections results	Crew Leader Management Clients	At time of audit Upon completion of typed report If requested

Topic	Communicated to	Timing
Risk assessments – Civils & Environmental	Staff directly affected	Before commencement of works (via JSSP) – Inclusion of Dynamic Assessment Tool on JSSP
Toolbox talk	Staff directly affected <i>or</i> a sample of staff for general toolbox talks	Every month

Where communications require a response or other action, it will be handled by the Management Representative and requirements for any response or action will be dependent on the circumstances of the communication. Where deemed necessary by the Management Representative, records of these communications will be recorded in the customer feedback folder.

The details of significant environmental aspects and other QEHS information are not communicated externally unless requested.

Consultation takes place formally and informally regarding issues affecting health & safety and environmental management. These also form an important part of regular meetings that take place. If staff have any queries or issues in relation to safety, health and welfare they can contact the QEHS consultant, their line manager or the Contracts Manager.

Staff have been informed of their right to select a safety representative from amongst their number.

Documented Information

Clauses of the standards covered under this section of the QEHS System.

ISO 9001	ISO 14001	ISO 45001:2018
4.2	4.4.4	4.4.4

General

Clauses of the standards covered under this section of the QEHS System.

ISO 9001	ISO 14001	ISO 45001:2018
4.2.1		

We are committed to at least meeting the requirements of ISO 9001, ISO 14001 and ISO 45001:2018

We have developed a comprehensive suite of documents which outline how we operate and manage our QEHS system in line with our stated scope (see [section 4.3](#)), including:

- QEHS Policy

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- QEHS objectives and programmes
- QEHS Manual
- Documented procedures required by the standards to which we subscribe (see above)
- Documented procedures deemed necessary by Management for the effective management of the IMS
- Forms and records required to demonstrate conformance to stated requirements

Creating and Updating

Clauses of the standards covered under this section of the QEHS System.

ISO 9001	ISO 14001	ISO 45001:2018
4.2.2	4.4.5	4.4.5

Documents (including this manual, QEHS procedures, the safety statement and relevant external documentation) are controlled via procedure [IMS-P01](#). Records are controlled via procedure [IMS-P02](#). These procedures contain details on document identification and description, issue date and rev number. They also describe how documents are approved and reviewed.

The QEHS master copy is held in soft copy in the cloud & on the company server. Printed versions are permissible but may not be approved.

Control of Documented Information

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
4.2.3, 4.2.4	4.5.3	4.5.3

The availability, suitability and protection of documentation is controlled via [IMS-P01](#) and [IMS-P02](#).

Regarding documentation, these procedures also address, as applicable, its:

- distribution, access, retrieval and use

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- storage and preservation, including preservation of legibility
- control of changes (e.g. version control)
- retention and disposition
- Document control extends to documents of external origin.

Operation

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
7		

Operational Planning and Control

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
7.1	4.4.6, 4.4.7	4.4.6, 4.4.7

Planning of product realisation

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
7.1		

The processes needed for the realisation and delivery of our product have been determined as per the next landscape orientated page.

These processes and planning around same are reviewed at site or project meetings to ensure their suitability. Such meetings are also used to ensure projects are appropriately resourced.

Quality objectives and requirements for the product are obtained usually from tenders or specifications, drawings and similar documents.

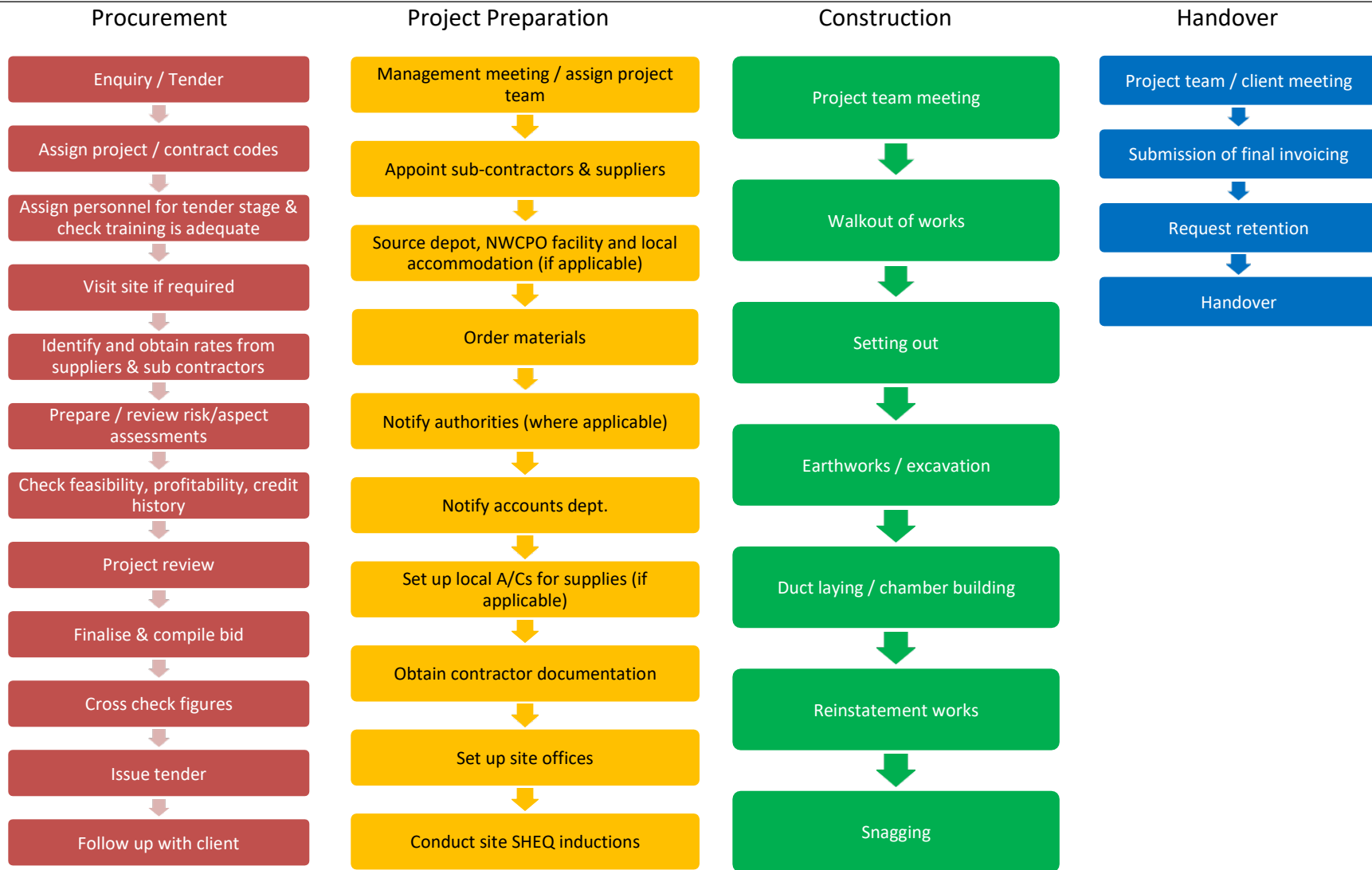
At tender stage, meetings are held to ensure the successful completion of the project. These meetings take account of the following aspects:

- Customer requirements
- Local environmental & safety requirements

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-
- Legal and other requirements
 - The development of relevant QEHS processes and associated documentation
 - Acceptance criteria
 - Allocation of resources
 - At project / site level, product acceptance is handled via measures which include the following:
 - Checking of delivery dockets
 - Checking of materials (cube tests and similar)
 - Onsite supervision
 - Stage sign-offs

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Operational Control

Clauses of the standards covered under this section of the QEHS System.

ISO 9001	ISO 14001	ISO 45001:2018
	4.4.6	4.4.6

Operational controls are applied to all projects and include:

- The establishment of site boundaries
- Access restrictions
- Emergency response equipment (1st aid, spill kits, fire extinguishers)
- Method statements (as applicable)
- Site inductions
- Statutory forms
- Site inspections

Each project is overseen at site level by a Crew Leader who is responsible for ensuring requirements regarding quality, safety and environmental management.

All contractors and visitors to site must undergo site induction. Contractors are required to sign their own method statement after it is explained to them by their onsite foreman. Visitors are allowed on site without undergoing site induction so long as they are always accompanied by a person who has.

Supplier / contractor control is handled via the purchasing process. Refer to section 6.2.4.

Emergency preparedness and response

Clauses of the standards covered under this section of the QEHS System.

ISO 9001	ISO 14001	ISO 45001:2018
	4.4.7	4.4.7

Emergency situations are identified through corporate risk assessments and environmental aspects assessments. Where changes are envisaged or where existing assessments are thought to be inadequate, they are revised and updated accordingly. Changes are communicated to persons affected by them. Emergency procedures are sent to each project in the site folder and are covered

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in the induction process. Emergency procedures outline how Crew Leaders and others under their supervision are to react to emergency situations.

Each vehicle / crew has its own fire extinguisher (9Kg powder), 1st aid kit and spill kit.

Emergency drills are conducted every 6 months (at organisational level i.e. 1 crew involved at each drill).

An office emergency response plan ([IMS-R23 Emergency Situation Log](#)) is posted in the offices.

Performance Evaluation

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
8		

Monitoring, measurement, analysis and evaluation

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
8.2, 8.2.1, 8.3, 8.4	4.5.1	4.5.1, 4.5.2

Monitoring and Measurement

Clauses of the standards covered under this section of the QEHS System.

ISO 9001	ISO 14001	ISO 45001:2018
8.2, 8.4	4.5.1, 4.5.2	4.5.1, 4.5.2

We have identified appropriate data within the management system to ensure the continuing effectiveness of the IMS. This data includes:

- Client feedback
- Site audits
- Internal audits
- Corrective actions

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- Supplier performance
- Management Meetings

Data under the above headings is reviewed at the monthly management meeting.

Management are in frequent contact with staff and clients to ensure that performance targets (job programmes etc.) are met. Daily work sheets are completed and returned to Head Office each week to give an overview of works completed and as a reconciliation against materials delivered to site and used. Forms received at head office are given to the Contracts Manager for review. The Contracts Manager may enter details in the project file and note relevant issues for further consideration at management / contract meetings.

Where appropriate, relevant staff may be consulted.

Workplace inspections are conducted on the various workplace locations every week and cover aspects of safety, environment and quality management. The results of inspections are recorded on form [IMS-R04 Site Audit](#). Principle Contractors H&S Officers conduct weekly audits on all Citius crews that have ongoing projects. These are emailed to the Operations Manager D.B. on completion; any discrepancies are dealt with immediately on consultation with Crew Leader responsible. Citius H&S Officer will conduct weekly audits whereby Citius is working direct as PSCS for any given Organisation or Corporation. Where required, issues raised during these inspections may be addressed via the [Corrective Action system](#).

Key environmental measures including fuel, mileage, general site waste, electricity usage, waste transfer etc.) are measured on an ongoing basis and where consumption/usage exceeds expected levels, the Contracts Manager may raise the matter at contracts / management meetings.

Evaluation of Compliance

We have developed a [Register of Legislation](#) which details the legal and other requirements to which we subscribe.

We have determined that evaluation of compliance with these requirements will be achieved by a number of activities including:

- Internal QEHS audits
- Site Inspections
- Review of calibration/certification log
- On-site reviews of employees/contractors and operations
- Full review of employee/contractor training/certifications prior to commencing projects
- Annual review of the register

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Legislation changes are monitored through the QEHS register [IMS-R14](#) and are added to the list where compliance is understood to be required. The Register has a full annual review to be carried out each July. Where legislation is identified by other methods it can be added to the list at that time.

To ensure ongoing compliance with legal and requirements, Citius operate ongoing evaluations of compliance as opposed to sporadic or annual reviews. This avoids the situation where compliance may be confirmed at a point without any further confirmation between what could be extended periods. Compliance is confirmed through a mix of formal and informal, internal and external resources which are implemented at frequent intervals.

Site inspections are conducted weekly by the safety consultant or a member of management. Management also exercise a general observance of compliance when on site and where issues are identified, these may be handled through the [corrective action procedure](#). In addition, we use the services of external consultants to conduct our internal audits of which compliance (legal and otherwise) is a significant factor. Forms [IMS-R04 Site Audit](#) and [IMS-R11 Internal Audit](#) Report are used to record findings of inspections and audits.

The [register of legislation](#) contains 3 columns under the headings “trigger 1”, “trigger 2” and “trigger 3”. These are for information purposes only and provide information to the reader on when, or under what circumstances, the piece of legislation may become relevant or may trigger a compliance issue.

Customer Satisfaction

Clauses of the standards covered under this section of the QEHS System.

ISO 9001	ISO 14001	ISO 45001:2018
8.2.1		

Customers or their representatives are frequently on site which ensures continuous customer monitoring and direct, real time feedback on our performance. In addition, the Contracts Manager will seek the views of customers on completion of signification projects. This will be conducted via phone calls, emails or meetings. Details of these communications will be recorded in the project file. Where relevant, the Contracts Manager will determine the necessary actions required to improve customer satisfaction.

Nonconforming product

Clauses of the standards covered under this section of the QEHS System.

ISO 9001	ISO 14001	ISO 45001:2018
8.3		

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Our Non-conformance procedure ([ref: IMS-P04](#)) defines the actions and controls surrounding non-conforming product.

Internal Audit

Clauses of the standards covered under this section of the QEHS System.

ISO 9001	ISO 14001	ISO 45001:2018
8.2.2	4.5.5	4.5.5

Internal Audit is dealt with by procedure: [IMS-P03](#) "Auditing".

Management Review

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
5.6	4.6	4.6

General

[Management Review meetings](#) are held annually and are attended by the management team and any other staff deemed necessary. The objective of the meeting is to review all data relating to the performance of the QEHS and to identify the need for changes, including the policy, objectives and targets. Meetings are chaired by the Management Representative.

Meeting Inputs / Agenda

The following inputs feature in the agenda is used for management review meetings:

- Follow-up actions from previous management reviews
- Results of internal audits and evaluations of compliance with applicable legal requirements and with other requirements to which the organization subscribes;
- Communication(s) from customers and external interested parties, including complaints,
- Process, environmental and OH&S performance and product conformity,
- The extent to which objectives and targets have been met,
- Status of incident investigations
- Status of preventive and corrective actions

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- Results of participation and consultation in OH&S
- Status of incident investigations, corrective actions and preventive actions;
- Changes that could affect the quality management system

- Changing circumstances, including developments in legal and other requirements related to its environmental aspects and OH&S
- Recommendations for improvement.

Meeting Outputs

Minutes of review meetings include any decisions and actions related to possible changes for the improvement of the:

- Effectiveness and performance of the QEHS and its processes
- Product related to customer requirements
- The QEHS policy
- Objectives
- Targets
- Other elements of the IMS
- Resources

Improvement

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
8.5		

Nonconformity and Corrective Action

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
8.5.2, 8.5.3	4.5.3	4.5.3

Nonconformity

Clauses of the standards covered under this section of the QEHS System

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ISO 9001	ISO 14001	ISO 45001:2018
	4.5.3	4.5.3

Nonconformity to OH&S or Environmental requirements is handled in procedure [IMS-P04 Non-conformance](#)

Corrective Action

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
8.5.2	4.5.3	4.5.3

Corrective action is handled via procedure [IMS-P05 Corrective/Preventative Action](#)

Preventive Action

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
8.5.3	4.5.3	4.5.3

Preventive action is handled via procedure [IMS-P05 Corrective/Preventative Action](#)

Incident investigation

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
		4.5.3

In the event of a fire, environmental incident, accident or near miss, management will consider the consequences on a case by case basis. Except where management believe there is insufficient information or where the nature of the incident could not have been of a serious nature, the management representative will appoint a person to undertake an investigation of the circumstances leading up to the event.

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Accident & Incident Reporting

All accidents and incidents must be reported to Annmarie Bolger & the Contracts Manager as soon as is practicable after the accident/incident.

In the event of a serious accident or incident, the Contracts Manager or in his absence, the Director should be notified immediately. He will then take charge of the situation.

The Director should be informed immediately of all accidents (requiring more than 1st aid treatment or involving a member of the public) regardless.

In the event of a serious injury/fatality or serious damage, the Health & Safety Authority, and depending on the nature of the event, an Garda Síochána, Environmental Protection Agency, Utility Providers, and relevant local authorities must be notified immediately. Ensure that the site of the accident is not disturbed until the agency in charge gives permission.

It is imperative that an [Incident Report Form](#) be completed as soon as possible documenting all the relevant facts.

Accident & Incident Investigation

The Contracts Manager or other appointed person will co-ordinate the investigation process.

Accident Investigation Follow Up

Following the accident investigation process the Safety and Environmental elements of the QEHS and associated policies/procedures may be updated. These will be handled via the [Corrective Action log \(IMS-R05\)](#) and where necessary relevant staff are informed of any changes.

The Contracts Manager will report all accidents / incidents to the insurance company.

Accident/Incident Procedures

The Contracts Manager must be notified of the incident as soon as is practicable. In all cases the Crew Leader must be notified immediately. Certain basic procedures should always be followed:

Injury

Unless there is a risk of further injury do not move the injured person.

Take account of the status of the injured person and call for medical assistance or the emergency services. Such calls should be routed through the relevant operations office to ensure that communication with and arrival of emergency services / relevant persons can be co-ordinated centrally.

State the full address clearly and the location of the accident and advise if a person will meet the emergency services.

State the nature of the injuries as far as they can be ascertained.

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Have someone meet the emergency services at the site/depot entrance or accident site as they arrive.

Apply whatever first-aid measures are necessary and safe to carry out.

Cease operations near the accident.

Establish whatever hospital the injured person is being taken to.

Do not allow a person involved in any accident to drive home or to a doctor/hospital. They must always be accompanied by another member of staff irrespective of the nature of the injury (whether apparent or not).

The Managing Director or an appointed person should notify the injured person's family and if required, arrange transport for them to the hospital.

Damage

Unless there is a risk of further damage or injury do not move the equipment involved in the incident.

Isolate all power sources if it is safe to do so.

Summon the emergency services as above if required.

HSA / EPA / other enforcement authorities

It is a requirement to inform the Health & Safety Authority (HSA) of certain categories of accidents and incidents. In the event of a fatality they must be notified immediately by telephone and the scene of the accident must not be disturbed until they authorise it.

The Contracts Manager is responsible for ensuring reportable accidents and/or incidents are reported to the appropriate regulatory authority in the correct manner and time frame.

Where Citius has occasion to have personal contact with enforcement authorities such as the HSA / EPA, local authorities or An Garda Síochána, the Director is the person who deals with the relevant authority.

Report Forms

[An in-house report form](#) is used for the reporting of incidents and accidents. The same form is used for an accident or an incident. These forms can be found on the Citius QEHS Forms and Records spreadsheet. The forms can be copied for use. These should be completed in the event of all incidents/accidents.

Record Keeping

All accident reports will be kept in a separate folder under the control of the Contracts Manager. This will be used for audit purposes, statutory recording and monitoring purposes. All investigation

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reports will be attached to the original accident report from. This will enable the easy review of investigation status for each accident and will be required in the event of an HSA inspection.

All reports will be kept on file for a minimum of 10 years.

Ref: [IMS-P05 Corrective Action](#)
[IMS-R18 Accident / Incident Report Form](#)

Continual Improvement

The purpose behind this QEHS is not only to ensure continuity of quality, environmental and OH&S standards but to ensure continual improvement in each of these areas.

Our approach is to achieve this through ongoing review and improvement of our QEHS with a view to ensuring its suitability, adequacy, effectiveness and efficiency. In practice, this applies to the QEHS, operational objectives and day-to-day running of the organisation.

Subsequent changes to our processes are integrated into the QEHS and documented as appropriate.

Responsibility and authority for improvement of the QEHS rests with the Citius Management Team.

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