

SAFEROAD®**Quality Management System
Manual****January 2021****Shaun Cummings****Managing Director**

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QUALITY POLICY STATEMENT

Saferoad's Board of Directors are totally committed to ensuring that the highest standards of quality performance and compliance are adhered to within the business.

The Managing Director shall ensure that systems and procedures are in place within the business to achieve the aims of the quality policy.

Saferoad whilst carrying out its normal business activities of manufacturing and installing parapet systems, and the supply of safety fencing, temporary safety fencing, environmental barriers, pedestrian guard rails and general fencing will:

- Maintain a management system in accordance with the requirements of ISO 9001:2015
- Monitor, measure, report and review the performance of the quality management system to promote continual improvement.
- Ensure that services and materials from suppliers are of consistent and sufficient quality.
- Provide products and a service that meets or exceeds the needs and expectations of relevant interested parties.
- Provide appropriate information, training and supervision to ensure that we continually meet our objectives.
- Ensure that the requirements of the business and this policy are understood and implemented by all.
- Allocate sufficient resources to enable this policy to function effectively.
- Comply with the requirements of the relevant national highway sector scheme documents.
- Comply with all relevant legislation and any other requirements to which we subscribe.
- Identify, verify, protect and safeguard customers or external providers property and inform them should any damage or loss occur.

A copy of this policy is made available to relevant interested parties upon request to Saferoads HSEQ Manager.

Shaun Cummings
Managing Director

A handwritten signature in blue ink, appearing to be "S. Cummings", written over a faint, larger version of the signature.

January 2021

Saferoad VRS Ltd, company number 05697126 is a private limited company and was incorporated in February 2006. The registered office address is Concord House, Bessemer Way, Sawcliffe Industrial Park, Scunthorpe, DN15 8XE. The company's Warehouse is located at Cleatham Road Business Park, Kirton-in-Lindsey, DN21 4JR.

Saferoad is the leading supplier and installer of vehicle restraint systems and have a complete suite of innovative products which enable the company to offer its clients a fully compliant end-to-end solution.

The company operates nationally and exists to provide a complete fencing solution service to relevant quality standards consistent with the needs, expectations and specifications of interested parties, and in-line with relevant statutory, regulatory requirements and standards.

This Quality Management System (QMS) has been designed to help deliver the business strategy, manage all elements of Saferoad operations and to meet the relevant requirements of ISO9001:2015, National Highway Sector Schemes (NHSS) 2A, 2C, 5A, 10B and any other relevant statutory, regulatory requirements and standards.

As an aid to defining the context of the organisation the company has determined external and internal issues and the needs and expectation of interested parties that are relevant to its purpose and its strategic direction through the use, as a minimum of such methodologies as SWOT and PESTLEPCVK analysis. This information has been used to determine the boundaries and scope of the QMS and risks and opportunities that need to be addressed.

The scope of the Quality Management System covers all the company's business processes that impact upon supply and installation in the following specialist areas:

- Vehicle Restraint Systems
- Temporary Vehicle Safety Fencing
- Environmental Noise Barrier
- Steel and Aluminium Parapet systems
- General Fencing to BS1722
- Pedestrian Guard Rails
- Highways Sector Scheme 2A, 2C, 5A and 10B

at Head Office, at the Warehouse, to customers or on client's sites.

To control operational risks documented procedures have been established for;

- Document control
- Control of records
- Nonconforming product, corrective/preventive action
- Auditing procedure
- Control of measuring and test equipment
- Critical Supplier Assessment
- Pre-contract award procedure
- Safety Fencing Inspection Test Plan (ITP)
- Technical drawing control
- Purchasing / procurement procedure
- Recycle beam
- Estimating
- Parapet Installation
- Goods Inward
- Material Issue
- General Fencing Inspection Test Plan (ITP)
- Environmental Barrier Inspection Test Plan (ITP)
- Crash Cushions & Terminals Inspection Test Plan (ITP)

Additional disciplines exist throughout SAFEROAD to compliment and/or enhance these documented procedures.

A copy of this document is made available to relevant interested parties upon request to the HSEQ Manager.

SAFEROAD Head Office
Concord House
Bessemer Way
Scunthorpe
North Lincolnshire
DN15 8XE
Tel: 01724 289 119
Fax 01724 281 478

SAFEROAD Warehouse
Cleatham Road Business Park
Kirton in Lindsey
North Lincolnshire
DN21 4JR
Tel: 01724 701860

BSI Registered to BS EN ISO9001:2015
Certificate No. FS 587434

Scope:

The supply, installation and repair of Vehicle Restraint Systems in accordance with National Highway Sector Schemes 10B

Non-Proprietary Systems

- Rectangular hollow section (RHS)
- Tension corrugated beam (TCB)
- Un-tensioned corrugated beam (UCB)
- Open box beam (OBB)
- Double rail open box beam (DROBB)
- Wire Rope

The supply, installation and repair of temporary or permanent vehicle restraint systems as detailed in the Highways Agency schedule "approved road restraint systems or succession documents"

Proprietary Systems

- Temporary metallic VRS systems
- Permanent metallic VRS systems

The supply, installation or repair of general fencing in accordance with customer agreed specifications and National Highways Sector Schemes 2A

Types can include

- BS 1722 fences
- Pedestrian Guard Rail
- Concrete post and panel

The supply, installation and repair of environmental / acoustic fencing in accordance with customer agreed specifications and National Highways Sector Schemes 2C

The manufacture, supply, installation and repair of aluminium or metal bridge parapet, pedestrian guardrails and anchorages in accordance with customer agreed specification and National Highways Sector Scheme 5A and 10B, for the following types: -

Non-Proprietary Systems

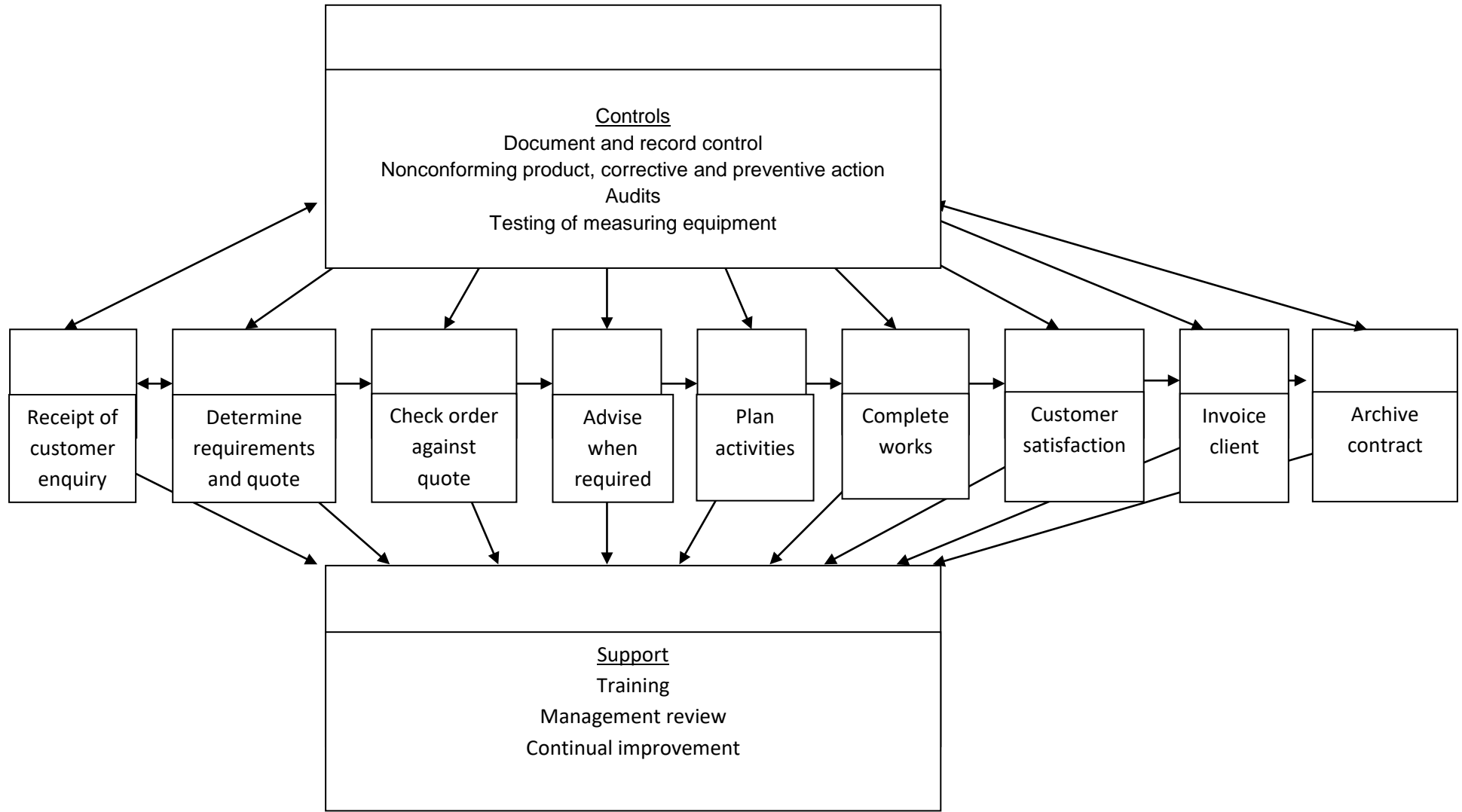
- P6 High containment parapet

Proprietary Systems

- Aluminium bridge parapets
- Steel bridge parapets
- Pedestrian guardrails

Levels of Authority

Due to the variation and complexity of roles throughout the various departments of the company, individual levels of authority are not specifically defined. It is the responsibility of the Line Managers to set individual levels of authority for personnel under their jurisdiction, commensurate with the duties and the role of the individual employee.



The interactions between the processes can be verbal, written or both.

GQP1 Document control procedure

Management System documentation approval, change, re-approval and issue is the responsibility of the HSEQ Department, and/or the relevant Departmental Managers.

Issue of Management System documentation, both internal and external, to relevant personnel and updating of holder's copies, is the responsibility of the HSEQ Department and/or the relevant Departmental Managers.

Unique ID, Issue number and issue date will identify controlled documentation and issue status. Master lists of internal documents will be maintained to identify revision status.

Obsolete documents retained for reference purposes throughout the company will be marked up as such.

Only documents, which are issued for reference purposes, where the company cannot ensure control can be, classed as "uncontrolled" e.g. Quality Management System Manual issued to a client for information.

GQP2 Control of records procedure

Contract records will be archived and retained for a minimum of 10 years.

Quality Management System documents will be archived and retained for a minimum of 10 years.

Training records will be archived and retained for a minimum of 10 years.

Computer records are stored on Saferoads Cloud data storage facility. Other computer information is retrievable on paper records.

Records will be stored in such a manner as to make them readily retrievable by concerned parties.

Archived records will be stored at SAFEROAD's head office or at individual company locations in a manner sufficient to prevent degradation of document content.

Communication of such records outside the business shall not be made without prior written authority of the Directors,

On completion of the retention period, the Board of Directors are responsible for the disposal of records.

Records identified for disposal will be suitably disposed of.

GQP3 Non-conformance, Corrective and Preventive action procedure

The procedure includes internal audit, material used, specifications, problems with the contract on-site and supplier rejects and customer complaints.

The person finding the non-conformances will report it to their Supervisor/Manager immediately. Dependant on where the non-conformance has been found, the HSEQ Manager and/or relevant departmental Manager or their deputies, will be responsible for determining the root cause, the final disposition of the non-conforming product and recording the relevant information on a Non-conformance form.

Non-conforming product will be segregated until final disposition of material is decided. Non-conforming material will be reworked to match specification, used with customer acceptance, used with internal or customer concession or disposed of in a controlled manner if found to be unsuitable for use.

As necessary, the HSEQ Manager and/or relevant Departmental Manager, or their deputies, will also be responsible for establishing, implementing and then recording the corrective action necessary to rectify the non-conformance.

The Corrective action, when practicable, will be such as to prevent recurrence of the original Non-conformance.

Preventive actions will also be recorded on the NCR when actions are taken to prevent potential non-conformities. Other Preventive Actions such as Training, Auditing, Management Reviews etc. Will have their own records and will not be recorded on the NCR form.

The HSEQ Manager and relevant department Manager will review the actions taken for suitability/effectiveness of the Corrective/Preventive action and record the results of the Corrective/Preventive Action on the Non-conformance form.

Copies of all completed Non-conformance forms are to be forwarded to the HSEQ Manager as soon as possible. He shall decide in conjunction with the relevant departmental Manager if changes to the Quality Management System are required; and implement them accordingly.

The HSEQ Manager reviews Non-conformance records to ensure that the Corrective/Preventive actions taken are acceptable and sufficient to prevent recurrence and to identify any group wide trends.

The HSEQ Manager is responsible for submitting an overview of the Non-conformances raised, the results of Corrective actions and their effectiveness for consideration at the Management Review.

GQP4 Auditing procedure

The HSEQ Department are responsible for planning and implementing a programme of internal audits ensuring that all elements of the Management System are audited at least bi-annually.

This plan will be reviewed for adequacy at Management Review. Auditors will not audit their own work.

The criterion of the audits is to ensure adherence and improvements to the Quality Management System.

The method of auditing will be to follow documented procedures or processes. Audits will record the procedure/process covered and findings. Any Non-conformities or potential Non-conformities identified during the audit will be actioned as per Non-conforming Product Corrective/Preventive Action Procedure GQP3.

GQP5 Control of measuring and test equipment procedure

Equipment shall be calibrated as identified on equipment registers, or checked in-use as appropriate. The HSEQ department and relevant Managers will ensure that equipment needing calibration is calibrated annually as a minimum.

Operatives will check all equipment in-use for condition and obtain replacements as necessary.

GQP6 Critical supplier and subcontractor assessment and review process

It is the responsibility of the Purchasing Department to inform the HSEQ Department of the need for, and the contact details of, proposed new Suppliers/Sub-contractors.

Critical Suppliers/Sub-contractors will be assessed for acceptability to SAFEROAD's requirements prior to use, by the QA Department. Suppliers/Sub-contractors failing assessment will not be used for the supply of critical goods or services.

Suppliers/Sub-contractors will be monitored and reviewed on a continual basis for performance.

Non-approved Suppliers may be used for the supply of critical goods in emergency situations, only if no suitable approved suppliers exist or existing approved suppliers are unable to meet supply demands. Inspection of goods supplied from non-approved suppliers will be carried out to ensure compliance of the goods, prior to use. Any goods failing inspection will be rejected to the Supplier and an alternative source sought immediately to meet requirements.

Labour only sub-contractors will not complete this procedure and will be controlled as full Saferoad employees and will be subject to all company policies, procedures and rules.

GQP7 Pre-contract award procedure

It is the responsibility of the contract review body to assess the needs of the client and ensure that;

- The contract specification is complete.
- There is adequate information available to allow the contract to proceed
- There are sufficient resources available (or can be acquired) to complete the project in the required timescale
- That any queries/changes relating to the contract are addressed during the contract review procedure and resolved prior to tender.

GQP10 Safety Fencing Inspection Test Plan (ITP)

The control of specific site processes from delivery of materials to final inspection of finished installations. Identifying key stages in the process of VRS installations and controlling them to ensure product conformity and meet the requirements of the relevant Sector Schemes and/or client.

GQP11 Technical drawing control procedure

To ensure the control and unique identification and revision status of newly issued technical drawings and/or amended technical drawings. To control the distribution of technical drawings and identify all recipients to ensure revised drawings are re-issued to all concerned parties in a timely manner.

GQP12 Purchasing and or procurement procedure

To ensure that component parts and services are obtained from Approved Suppliers, and that adequate stock levels are maintained to enable contracts to be fulfilled. To ensure that wherever possible less hazardous component materials are used.

GQP13 Recycling VRS beam process

To eliminate the scrapping of metal if it can be reused in another application.

GQP14 Estimating Process

The Estimating Department will collate information and apply costs to build up a quotation that meets customer's requirements and current legislation. The quotation is then reviewed to ensure that it is complete and correct. If accepted by the client the estimators distribute it to the relevant departments.

GQP16 Parapet installation process

The control of specific site processes from delivery of materials to final inspection of finished installations. Identifying key stages in the process of parapet installations and controlling them to ensure product conformity and meet the requirements of the relevant Sector Schemes and/or client.

GQP19 Goods inward process

To monitor and record quality and quantity of goods received from external suppliers. Any faults or discrepancies found should be reported immediately and NCR's raised. Materials received that are component parts or are used in the manufacture of component parts are issued with a GRN number for traceability.

GQP20 Materials issuing process

To ensure that the correct materials are issued to clients or sites and to control the delivery of goods to Approved Subcontractors for fabrication purposes.

GQP29 General Fencing Inspection Test Plan (ITP)

The control of specific site processes from delivery of materials to final inspection of finished installations. Identifying key stages in the process of General fencing installations and controlling them to ensure product conformity and meet the requirements of the relevant Sector Schemes and/or client.

GQP30 Environmental Barrier Inspection Test Plan (ITP)

The control of specific site processes from delivery of materials to final inspection of finished installations. Identifying key stages in the process of Environmental barrier installations and controlling them to ensure product conformity and meet the requirements of the relevant Sector Schemes and/or client.

GQP31 Crash Cushion & end terminal Inspection Test Plan (ITP)

The control of specific site processes from delivery of materials to final inspection of finished installations. Identifying key stages in the process of crash cushion and end terminal installations and controlling them to ensure product conformity and meet the requirements of the relevant Sector Schemes and/or client.