invenio

Integrated Business Management System Manual

ISO 9001:2015

ISO 14001:2015

ISO 45001:2018

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ISO 9001:2015& ISO 14001: 2015& ISO45001:2018 Control Document

1. INTRODUCTION

This document is the Integrated Business Management Manual (the Manual) of Invenio Systems Limited.

The Manual is the property of Invenio Systems Limited and is a controlled document.

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

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

This Manual is designed to meet the requirements of ISO9001:2015 and ISO 14001:2015 and ISO45001:2018.

1.1 THE ISSUE STATUS

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

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

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

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

Issue	Issue Date	Additions/Alterations	Initials
1.0	08/08/2022	Business Management Manual First Authorised Issue	KM

1.2 PLAN-DO-CHECK-ACT Model

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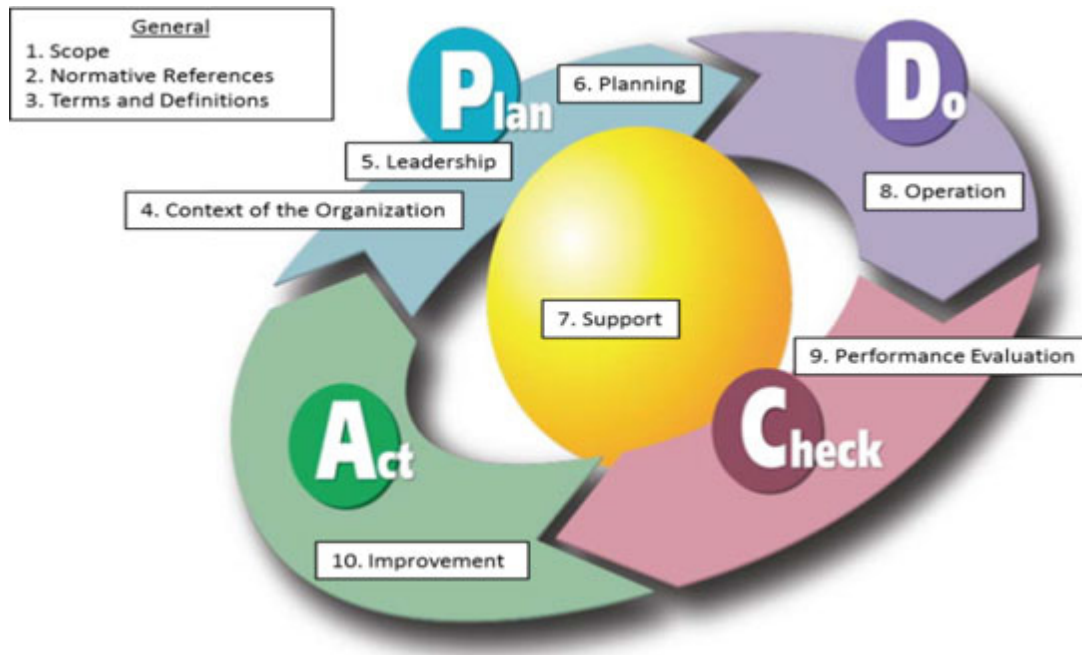
1.3   QUALITY, ENVIRONMENTAL and OH &S POLICY

It is the policy of Invenio Systems Limited to maintain a quality system designed to meet the requirements of ISO 9001:2015 & ISO 14001:2015& ISO 45001:2018 in pursuit of our primary objectives, the purpose and the context of the organisation.

It is the policy of Invenio Systems Limited to:

➢ strive to satisfy the requirements of all our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations;

➢ comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services;

➢ protect the environment, including prevention of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems and any other specific commitments which are relevant to the context of the organisation;

➢ ensure commitment to provide safe and healthy working conditions for the prevention of work-related injury and ill health which satisfies the requirements of all of our customers, stakeholders and interested parties whenever possible and is specific to our OH&S risks and OH&S opportunities;

➢ reduce hazards, OH&S risks, prevention of injury and ill health;

➢ provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;

➢ ensure that all employees are made aware of their individual obligations in respect of this policy, and ensure that consultation and participation of workers, to be actively involved in the management of the system and the activities supplied;

➢ provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;

➢ maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

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

Customer satisfaction forms an essential part of our objectives and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality, H&S and environmental issues and their impact on customer service and of the products or service in which we provide.

To ensure the company maintains its awareness for continuous improvement, the management system is regularly reviewed by "Company Director" to ensure it remains appropriate and suitable to our business and is subject to both internal and external annual audits.

Company Director (Keith Hilson 08/08/2022)

2. OVERVIEW OF THE ORGANISATION

Invenio Systems Limited**,** established in 2015, provides innovative solutions to the water industry and its customers.

Invenio is the Latin word for 'to find' or 'to discover'; an appropriate name for a company looking for new ways of working based on new information.

Our focus will be on developing new techniques to collect data, which will provide better information on which to make investment decisions, and to guide routine operations.

2.1 SCOPE OF REGISTRATION

This Quality Manual demonstrates the Organisation's:

- Ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and
- Aims to enhance customer satisfaction through the effective application of the Quality Management System, including processes for improvement of the System and the assurance of conformity to customer and applicable statutory and regulatory requirements.

Whenever any requirement(s) of the aforementioned ISO standards cannot be applied they are deemed to be not applicable. The rationale for all such exclusions is clearly set out in this Quality Manual.

Such inexplicabilities do not affect the Organisation's ability, or responsibility, to provide products and services that meet customer and applicable statutory and regulatory requirements.

3.   MANAGEMENT SYSTEM OBJECTIVES

In order to meet the commitments, set out in our policies, our Senior Management Team will analyse relevant data to ensure that the following objectives are being met.

- We will endeavour to deliver our services to specification, on time and to the price quoted. This is measured by Monthly Project KPI statistics, client feedback and value of work done versus accrued income per Project.

- We will endeavour to satisfy our clients' requirements and get things right first time. This is measured by recording non-conformances, complaints, corrective action reports and customer feedback recording.

- We will comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services. This is measured by regular Compliance reviews, target & objectives setting for all staff members & monthly key performance indicator reporting.

- We will ensure that the reduction of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems are measured and acted upon accordingly. This is measured by monitoring and measuring the impact to the environment which includes key performance indicators relevant to our organisation, highlighting any health and safety issues experienced by our site teams.

* We will reduce and mitigate the risk of accidents and incidents as far as reasonably practicable. This is measured by monthly accidents and near miss reporting, and best observation forms completed by the site team leads regarding relevant PPE and equipment being used daily.

- We are committed to fostering a culture of strong behavioural OH&S through regular audits, training, toolbox talks, mentoring and to lead by example. This is measured by internal audit meeting minutes, team briefs, toolbox talks, accidents and near miss performance reporting.

- We are committed to reporting and investigating all accidents, near misses and safety observations. This is measured by monthly reporting of all accidents, near misses and best observations.

- We will ensure that continual improvement and development of the OH&S management system is in line with the PDCA (Plan, Do, Check, Act) process. This is measured by the completion of Internal Audits, Management Reviews, Accident / near miss investigations, consultation and participation of employees.

- We will ensure that all legal and legislation requirements are adhered to in line with our activities. This is measured by annual reviews of our legal and legislative register together with having the competence of the evaluation. This is documented in line with our context of the organisation.

- We are committed to communicate all performance and activities of OH&S This is measured in our toolbox talks, monthly team briefs and forms part of our induction process for new starters.

Whilst the above company objectives are "high-level", we have further analysed and categorised these into our Risk & Opportunities Matrix. In some cases, this may allow for specific objectives being set across different functions. This shows how we measure and set targets in meeting the "high level" objectives.

4. CONTEXT OF THE ORGANISATION

4.1 Understanding the organisation and its context

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

The legal legislation / regulatory compliance to the service / products offered are included in this manual below.

List all Legal and Regulatory Legislation connected with the business	Relevance to operations
Health and Safety at Work etc. Act 1974	Primary Health and Safety legislation - The Act sets out the general duties which employers have towards employees and members of the public, and employees must have themselves and to each other
Management of Health and Safety at Work Regulations 1999 ACOP L21	Expands on HASAWA - Specifically Risk assessments and training.
Work Place (Health, Safety and Welfare) Regulations 1992 ACOP L24	Basic Health and Safety welfare issues, including welfare facilities, lighting, ventilation, heating, workstations etc.
Control of Noise at Work Regulations 2005 Guidance L108, INDG362	Details action and limit levels on noise exposure.
Control of Substances Hazardous to Health (COSHH) Regulations 2002 + 2004 ACOP L5	Risk assessments of hazardous substances and defined appropriate controls
Employers' Liability (compulsory Insurance) Act 1969 Guidance HSE40	Liability insurance must be in place to insure against accidents and ill health to employees, the certificate must be displayed
Health and Safety (Consultation with Employees) Regulations 1996 Guidance L95	Details functions of Representatives of Employee Safety (RoES) and consulting requirements (safety meetings) with employees
Health and Safety (Display Screen Equipment) Regulations 1992 (as amended) Guidance L26	Ensure employees using display screen equipment are assessed to reduce risks
Health and Safety (First Aid) Regulations 1981 ACOP L74	Ensure appropriate equipment, facilities and trained personnel are available to ensure first aid can be given to employees if they are

	injured or become ill at work
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 Guidance L73	Requirement to notify certain occupational injuries, diseases and dangerous occurrences to the HSE
Health and Safety Information for Employees Regulations 1989 + Amendment 2009	Must provide information to employees relating to their health, safety and welfare at work
Manual Handling Operations Regulations 1992 (as amended) Guidance INDG383, HSG113 & L23	Ensure task involving manual handling are risk assessed and avoid hazardous handling where practicable and controls are in place to reduce risks.
Personal Protective Equipment at Work Regulations 1992 (as amended) (PPE) Guidance L25, HSG53	Ensure that appropriate protective equipment is provided to employees
Regulatory Reform (Fire Safety) Order 2005	Ensures fire safety compliance
The Health Act 2006 (The Smoke Free Regulations 2007)	Restricts smoking to defined outside areas
Working at Height Regulations 2005 Guidance INDG401	Ensures all work at height is carried out safely
Corporate Manslaughter and Corporate Homicide Act 2007	Imposes punishment where there is a failing in the duty of care or management which results in death of a person
Environmental Damage Prevention and Remediation Regulations 2009	Ensures that we prevent damage and remedy any damage we cause to the environment
Fire Safety (Employees Capabilities) (England) Regulations 2010	Ensures employee assess the capabilities of employees before assigning fire responsibilities
The Confined Space Regulations 1997 ACOP L101	Ensure that work in confined spaces is assessed and controlled and avoided if possible.
Environmental Protection Act 1990	Defines legal responsibilities for the duty of care for waste, contaminated land and statutory nuisance.
Waste Electrical & Electronic Equipment Regulations 2013	Ensure waste electrical goods are sent to an authorised site for disposal
Waste (England & Wales) Regulations 2011 (as amended 2014)	Ensures that a hierarchy must be followed for waste management and that waste is only moved by authorised persons who know their legal obligations.
Environment Act 1995	It set up the enforcement authorities to protect the environment and regulate businesses- needs to comply with legislation
New Roads and Streetworks Act 1991	Outlines the safe use of signing, guarding and lighting when working on the highway. Excluding Motorways and dual carriageways above 50mph
Electricity at Work Regulations 1989	Places a responsibility on the person(s) commissioning electrical maintenance work and those performing the maintenance work to ensure safe systems of work are introduced and adhered to.
Health & Safety (Safety Signs & Signals) Regulations 1996	Signs must be displayed where necessary: Mandatory, Prohibited, Warning, Pictograms

ACOP L64	etc.
Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) ACOP L113	All equipment and attachments utilized in a lifting capacity must be fit for purpose and inspected regularly
Provisions & Use of Work Equipment Regulations 1998 (PUWER) ACOP L22	This regulation sets out important Health and Safety requirements for the provision and safe use of work equipment and includes mobile work equipment such as Fork Lift Trucks (FLT) covers all equipment that may be routinely used by employees – items such as power tools etc. are covered
Smoke Free (Signs) Regulations 2012	Requirement to display appropriate signage in non-smoking areas and company vehicles where necessary
Environment Protection Act 1990 (Comment No 20 Scotland) Order 2015	The Acts covers a wide range of subjects, many of these subjects are covered by supplementary legislation, main areas being: • Maintenance of premises • Control over disposal of wastes • Smoke, fumes or gasses emitted • Dust, steam, smell or other effluvia • Accumulation or deposit • Noise for premises Noise caused by a vehicle, machinery, or equipment in a street
Wildlife & Country Act 1981 (Scotland) Order 2013	Ensures protection of specific animals and their habitat
General Data Protection Regulation (GDPR) 2018	The General Data Protection Regulation (GDPR) is a legal framework that sets guidelines for the collection and processing of personal information of individuals within the European Union (EU).

Invenio Systems Limited evaluates legal compliance by carrying out regular site and systems process audits. Our Operational leader of performance uses risk assessments, COSSH and site surveys to deem the field team are compliant in the above legislation.

4.2   Understanding the needs and expectation of interested parties

Interested Parties	Information Requirements
Directors	To provide leadership to ensure the aims and objectives of the organisation are met; To oversee the overall running of the business; To communicate QMS requirements to Senior Leadership Team; To ensure that client requirements are understood and delivered.
Senior Leadership Team	To ensure Quality processes/policies are followed; To ensure that staff are competent, and that requisite training has been carried out; To ensure the required documentation is in place. To be responsible for managing customer service.
Employees	To meet client requirements; To ensure QMS processes are followed; To ensure policies are followed.
Clients	To provide detailed information relating to their requirements; To provide suitable communication channels; To meet payment terms

	and conditions.
Contractors	To ensure Invenio Systems Limited QMS processes are followed and adhere to all Company HSE legislation.
Suppliers	To ensure Invenio Systems Limited QMS processes are followed and adhere to all Company HSE legislation.
Governing / Regulatory Bodies	To provide guidance on industry legislation/standards; To ensure that the organisation delivers its services in line with industry legislation/standards.
Neighbouring businesses (EMS specific)	To ensure Invenio Systems conduct their daily operations in a safe, quiet and environmentally friendly manner.
Others (e.g., Householders) (EMS specific)	To ensure Invenio Systems conduct their daily operations in a considerate, respectful, and transparent manner with our customers.

4.3 Determining the scope of the business management system

The scope of the system covers all the core and supporting activities of the company. The activities and arrangements of all personnel including any sub-contractors also fall within the scope of the system.

4.4 Part 1 – Our Management system and its processes

Invenio Systems Limited is responsible for the planning and management of our Management systems. We work closely with our staff, clients and suppliers to satisfy mutual requirements. Our core business processes are shown below:

ALL

- Organisation risk assessment
- Internal audit
- Non-conformance / corrective action
- Purchasing / Supplier management
- Management review
- Training and awareness
- Communication
- Management of Change

Quality

- Operational processes (e,g. Proposal, project planning, project delivery, project completion etc)
- Customer satisfaction process

Environmental

Aspects and Impact evaluation
Waste Management process
Emergency preparedness and response

<u>OH&S</u>

- Risk assessments
- Safe working procedures/method statements
- Emergency preparedness and response

5   LEADERSHIP

5.1   Leadership & Commitment

Invenio Systems Limited Senior Leadership Team are committed to the development and implementation of a Quality, Environmental and OH&S Policy and a Management System which are both compatible with the strategic direction and the context of the organisation. This system is frequently reviewed to ensure conformance to the relevant standards. Responsibility has been assigned to ensure that the Quality, Environmental and OH&S Management systems conform to the requirements of the respective standards and the provision to report on performance to the top management team has been defined.

The designated senior Management Representative(s) will ensure that Invenio Systems Limited staff are aware of the importance of meeting Client as well as statutory and regulatory requirements, and overall, to contribute to achieving our Management Policies and Objectives.

The Senior Leadership Team are responsible for implementing the Business Management System (BMS) and ensuring the system is understood and complied with at all levels of the organisation.

In summary, the Senior Management Team will ensure that:

5.1.1   Leadership and commitment for the Business Management System

- The company has a designated Senior Management Representative who is responsible for the maintenance and review of the Business Management Systems.
- The ongoing activities of Invenio Systems Limited are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Measurement of our performance against our declared Objectives is undertaken.
- Resources needed for the BMS are available and employees have the necessary training, skills, and equipment to effectively carry out their work.
- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.
- Objectives are reviewed and, if necessary amended, at regular Review meetings and the performance communicated to all staff.
- The BMS is integrated into the organisations business processes.
- Communication covering the importance of the effective BMS and conformance to the BMS requirements is in place.
- Continual improvement is promoted.
- The contribution of persons involved in the effectiveness of the BMS is achieved by engaging, directing, and supporting persons and other management roles within their area of responsibility.

5.1.2   Client Focus (Quality)

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

5.2   Quality / Environment / OH&S Policy

The Policy of Invenio Systems Limited is located within section 1.3 of this Manual.

5.3 Organisational roles, responsibilities and authorities

Invenio Systems Limited has an organisation chart in place. Employee contracts together with job descriptions are defined to ensure that the appropriate personnel are in place to cover the whole context of the organisation and strategy of the business.

Invenio Systems Limited Organisation Chart is attached as Appendix 1.

5.4 Consultation and participation of staff (OH&S)

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

This is primarily covered through OH&S meetings and involving employees of all functions of the organisation in developing risk and hazard assessments together with the operation of the OH&S system.

For suppliers, a pre-start meeting is completed to ensure all areas of the activity to be undertaken is discussed and any potential issues are resolved.

6 Planning for the Business Management System

6.1 Actions to address risk and opportunities

We have identified the risks and opportunities that are relevant to our Business Management system from an operational perspective. This also links to section 4.1 and 4.2 of this manual and provides information on low-level objectives. This 'Context, Risk, Opportunities and Objectives' (CROO) document is separate to this manual. Within each of the areas the risks are identified together with a rating as to the importance of the risk. The associated consequence & mitigation of the risk is also noted together with any new opportunities that we have identified. Where applicable, we have identified measurable objectives, and these can be found within a separate tab in the 'CROO' document.

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

Invenio Systems Limited (in consultation with workers), identify all potential situations that may cause harm. In general, hazards are likely to be found in the following:-

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

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

1) Past incidents / accidents (internal or external to the organisation including emergencies and their causes) are examined to see what happened and whether the incident / accident could occur again.
2) Employees be consulted to find out what they consider are safety issues, i.e. asking workers about hazards, near misses they have encountered as part of their work.
3) How work is organised, social factors (including workload, work hours, victimisation, harassment and bullying), leadership and the culture in the organisation
4) Work areas or work sites be inspected or examined to find out what is happening now. Identified hazards are documented to allow further action. The work environment, tool and equipment as well as tasks and procedures should be examined for risks to Work Health & Safety.
5) Information about equipment (e.g. operating instructions) and Material Safety Data Sheets be reviewed to determine relevant safety precautions.
6) Welcome creative thinking about what could go wrong takes place, i.e. what hazardous event could take place here.

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

Catastrophic	Death or permanent disability
Critical	Serious Injury, hospital treatment required
High	Injury requiring medical treatment and some lost time
Moderate	Minor injury, first aid only required
Low	Injuries requiring no treatment or first aid

6.1.2.2 Assessment of OH&S risks and other risks to the OH&S management system
Effective risk assessment is based on a series of steps, involving identifying risks, assessing the extent of the risks, determining whether action needs to be taken to reduce the risk, and then acting and evaluating the results.

The risk assessment register must be reviewed every 12 months as a minimum to ensure that the hazards are still current, and the control measures remain effective. They should also be reviewed upon any significant changes to the working environment or working practice and following any serious accident or incident. The Risk Assessment Register should be held locally in SharePoint for information purposes. All significant risk issues must be communicated to the appropriate Director / Senior Manager for monitoring purposes and inclusion on the risk register and the "CROO" document for "high level" further analyses. All staff that may be "at risk" must be informed of the significant hazards and any control measures they may need to implement as part of their work activity e.g., wearing of PPE etc.

The purpose of the "Risk Assessment Procedure" for identifying risks are: -

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

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

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

- CROO Document
- Hazard Identification
- Risk Assessment
- Performance Evaluation

6.1.2 Environmental Aspects (Environment)

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

The review of the environmental aspects is undertaken by the Senior Leadership team at regular intervals to ensure they are valid.

6.1.3 Compliance obligations (Environment)

Invenio Systems Limited has determined compliance obligations which are connected to the operation of our business and is contained within the Aspects and Impacts register on a separate tab. The related document is reviewed by the Senior Leadership team at regular reviews.

6.1.3 Determination of legal requirements and other requirements (OH&S)

Legal and other requirements are evaluated by a competent person to whom the job description relates for the experience required to carry out this task. Evaluation is undertaken regularly to ensure the organisation complies with legal and other requirements which include but not limited to, any codes of practice. The source for evaluation includes but is not limited to:
http://www.hse.gov.uk/legislation/trace.htm
This is interlinked with clause 4.1.

6.1.4 Planning Action(Environment)

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

Aspects & Impacts Register
Compliance Obligations
CROO Document (Context, Risk, Opportunities & Objectives)

6.1.4 Planning Action (OH&S)

The Senior Leadership Team of Invenio Systems Limited plan for actions which consider best practices, technlogical options, financial, operational and business requirements. This is closely interlinked with Clause 8.1.3 "Management of Change". A "research background" will be undertaken to determine the feasibility of the changes with regards to:-

- Purpose of the change (i.e. Design Change)
- Any potential consequences

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

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

6.2.1 Objectives and planning to achieve them

Our Objectives (high level) and methods of achieving the objectives are located within section 3 of this Manual – Objectives.

6.2.2 Planning actions to achieve environmental objectives (Environment)

The senior leadership team regulary review environmental objectives, which are contained within our objectives policy together with our aspects & impacts register. Please see section 3 and section 6.1.2 of this Business Management system.

6.3 Planning of Changes (Quality)

The Senior Leadership Team of Invenio Systems Limited identifies any potential changes, this is then delegated to a responsible person as a "project manager".He or she will conduct a "research background" to determine the feasibility of the changes with regards to:-

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

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

7 Support
7.1 Resources

7.1.1 General
Invenio Systems Limited determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the business management system.

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

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

7.1.2 People (Quality)
Operation and context of the organisation is considered when we determine the relevant persons necessary for the effective operation of the quality management system.

7.1.3 Infrastructure (Quality)
All of our administration is conducted at our Head Office. This includes: -

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

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

- Measuring equipment
- Utilities
- Hardware / software
- Technology
- Machinery
- Vehicles
- Small handheld tools

Invenio Systems Limited operates as a "multi-site" client i.e. we have various locations covered under certification. We carry out regular audits across our site locations to ensure uniformity of processes. We also deliver monthly team briefs to share project updates and to achieve compliance to internal procedures.

7.1.4 Environment for the operation of processes (Quality)
Invenio Systems head office based in Derby city centre consists of a 559 square foot area with temperature controls in place and HVAC systems. All equipment is maintained and certificate evidence of maintenance for the HVAC system is kept by our landlord. The office space consists of 8 people whom all have undergone DSE evaluation and appropriate equipment is in place to alleviate any restraints on the employee. There are no psychological factors to take into consideration / we monitor our employees through appraisals and general meetings for their wellbeing which includes stress & workload. Cleanliness is very good with communal areas being cleaned each week by the building landlord. The staff maintain a clean environment in our self-contained office space each week. The ergonomic layout is very good minimising any impacts to the environment.

7.1.5 Monitoring and measuring resources (Quality)

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

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

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

7.1.6 Organisation Knowledge (Quality)

We ensure that "Job Specifications" are produced which include knowledge requirements for each individual role. Specific tests are implemented to ensure that persons are knowledgeable with the specific elements of the role. This could include telephone/ in person interviews, internal training or vocational certificates. Personal objectives are set for all our staff which are reviewed regularly throughout the year.

7.2 Competence

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

Please see provided documentation as demonstration of compliance:

- Job descriptions which set out the competences required
- Contracts of employment which set out contractual and legal requirements
- Induction checklists to ensure / check understanding
- Appraisal reviews to monitor performance
- Development plans to set objectives
- On the job reviews to ensure / check levels of competence
- Tests of understanding
- A training / skills matrix

7.3 Awareness

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

- Notice Boards
- Employee Handbook
- Awareness Training
- Induction
- Newsletter
- Monthly team brief

7.4   Communication

For internal staff the company website and SharePoint are sources of information and is updated regularly to ensure that all information is correct. This is accessible by all staff.

Any communication which is sent external to the intranet (e.g., on LinkedIn) is designated through the appropriate Project Manager.

For external persons, the company website is a source of information and is updated regularly to ensure that information is up to date.

7.5   Documented Information

7.5.1   General

Invenio Systems Limited demonstrates documented compliance to ISO 9001:2015 and ISO 14001:2015 (or any other standard in line with Annex SL Structure) through this Business Management System Manual (which includes processes & procedures) on an electronic system which is available on the company SharePoint / OneDrive to all employees. All information is read only and only accessible via the document owner for amendment.

7.5.2   Creating and updating

The creation of documentation to support the Business Management System is primarily the responsibility of the designated "Senior Leadership team Representative".

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

7.5.3 Control of documented information

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

Invenio Systems Limited has the software SharePoint in place to avoid the loss of confidentiality, improper use, or loss of integrity. Remote office computers / laptops are backed-up monthly to One drive by our central IT team.

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

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

Documents can be retrieved by authorised personnel from the storage locations in SharePoint.

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

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

8   Operation
8.1   Operational planning and control (ALL)

Invenio Systems Limited has determined the requirements and controls implemented for all processes detailed in section 4.4. Any planned changes and actions are controlled through sections 6.3 (Planning for Changes), 6.1.4 (Planning Action) and 8.1.3 (Management of Change)

8.1.2   Eliminating hazards and reducing OH&S risks (OH&S)

Invenio Systems Limited has a process in place to eliminate hazards and reductions of OH&S risks considering the "Hierarchy of Control". This is closely interlinked with Clause 6 (Risk). The hierarchy of controls table below is used to identify the level of control to be applied to each risk:
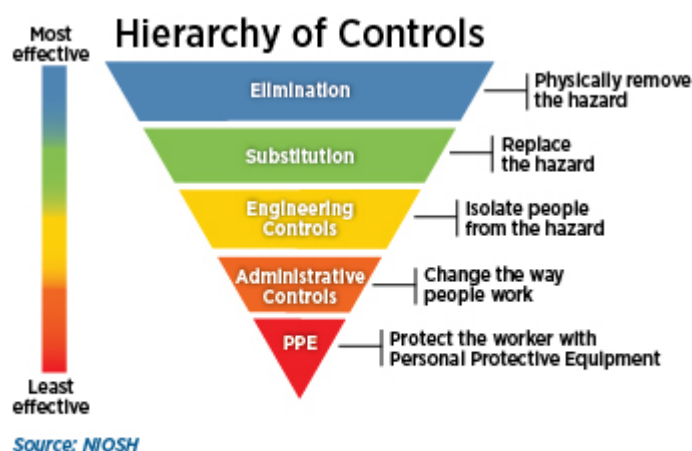
8.1.3   Management of Change (OH&S)

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

8.1.4.1 Procurement (OH&S)

Invenio Systems Limited have controls in place to ensure that external provisions are approved before using the service or product. This is done via the Supplier Screening list & Supplier Approval Report by our Finance team.

Please see provided document(s) as demonstration of compliance:
Supplier Screening List
Supplier Approval Report

8.1.4.2 Suppliers (OH&S)

Invenio Systems Limited has controls in place to ensure that Suppliers are approved for knowledge, skills, methods and means. Consideration of the reporting of hazards and the coordination of the activities carried out by the external party is undertaken and documented as necessary. Coordination methods include: -

   a) Reporting of hazards between Invenio Systems Limited and its suppliers
   b) Controlling worker access to hazardous areas and activities
   c) Reporting supplier or interested party injuries and / or ill-health
   d) Processes to follow in emergencies

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

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

8.1.4.3 Outsourcing (OH&S)

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

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

Examples: Billing, printing, internal auditing etc.

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

8.2 Determination of requirements for products and services (Quality)
8.2.1 Customer Communication

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

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

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

Customer feedback is proactively sought via direct contact and satisfaction monitoring.

Complaints are documented and recorded.

8.2.2 Determination of requirements related to products and services (Quality)
Invenio Systems Limited ensures that applicable statutory and regulatory requirements are met which can be evidenced within section 4.1 of this document.
Should we issue any legal documentation (i.e., calibration document – traced back to national standards) in connection with the products / services offered then this is forwarded to the clients at the closure of the contract. All documentation is filed within the client file for archive purposes.

8.2.3 Review of requirements related to products and services (Quality)
Invenio Systems Limited has processes in place to ensure that client details are collected at "Contract Review". This to ensure that all details are correct and any additional information is collected etc.

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

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

Any change required either through client requirements or product / service design will be fully documented through the "Planning of changes" within section 6.3 of this document.

8.2   Emergency preparedness and response ((Environment and OH&S)

Invenio Systems Limited have established, implemented and maintained processes to prepare for emergency situations and to respond if they occur. Listed below are aspects of performing the organisation's functions in an emergency: -

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

<u>Please see provided document as demonstration of compliance</u>
Emergency Preparedness and Response

8.3 Design and development of products and services (Quality)

The organisation does not design or develop any product. Design and Development of the services provided is incorporated in the planning cycle as described in section 6 of this document. We also apply the requirements given in section 8.5 to the development of processes for services provision. Section 6.3 describes the controls in place should any changes need to be made to the design of service delivery or associated processes.

8.4 Control of externally provided products and services (Quality)
8.4.1 General
Invenio Systems Limited ensures that externally provided processes, products and services conform to specified requirements and also reviewed as part of Invenio Systems Limited CROO Document.

8.4.2 Type and extent of control of external provision (Quality)
Invenio Systems Limited have controls in place to ensure that external provisions are approved before using the service or product. This is done via the formal sign off of the contract between Invenio Systems and the Supplier.

8.4.3 Information for external provision (Quality)
Communication of any applicable requirements which are deemed appropriate and are provided through the contract review with the provider. (i.e., T&C's, performance, competence etc)

8.5 Production and service provision (Quality)
8.5.1 Control of production and service provision

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

8.5.2 Identification and traceability (Quality)
Invenio Systems Limited receive error reports when our loggers have been repaired, tested and calibrated by our parent company. They are sent and retrieved in sealed boxes which have been properly packed and stored in the correct conditions.

8.5.3 Property belonging to customers or external providers (Quality)
Invenio Systems Limited does not store any customer or external providers property.

8.5.4 Preservation (Quality)
Invenio Systems Limited does not handle, package or store customer or external providers property.

8.5.5 Post-delivery activities (Quality)
All post-delivery activities are covered in our client contracts which can include actions under warranty provision, contractual obligations such as maintenance services and supplementary services such as recycling or final disposal.

8.6 Release of products and services (Quality)
Invenio Systems Limited ensures that the appropriate documentation is provided to the client on release of the service, and this is also retained for traceability.

8.7 Control of nonconforming process outputs, products and services (Quality)

The Invenio Systems Limited Management Action Log is used to identify non-conformances and any actual or potential shortfalls in quality standards or internal processes/ procedures, suggest improvements and track any actions to ensure improvements have taken place, or potential problems are avoided.

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

For products the following actions must are also followed: -

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

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

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

Related records
Non-Conforming Products or Services
Management Review meeting records

9   Performance Evaluation

9.1   Monitoring, measurement, analysis and evaluation

Monitoring is based on Risk and is linked to the CROO Document.

9.1.1   General

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

9.1.2   Client Satisfaction (Quality)

Invenio Systems Limited collates data on customer satisfaction through various means. This includes customer contact and emails recorded on a client satisfaction log. The client satisfaction log is sent to clients yearly, analysed and evaluated at the Management review meeting by the Senior Management team as it is a reportable requirement.

Please see provided document as demonstration of compliance:

Customer Satisfaction Log

9.1.2   Evaluation of compliance (Environment)

Invenio Systems Limited ensures that compliance is reviewed regularly to ensure the business is meeting compliance obligations. This can be seen in section 4.1 of this business management system.

9.1.2   Evaluation of compliance (OH&S)

Competency of the evaluation of compliance is detailed within the job description and as such the appointed person has the appropriate competency to complete. Updates are provided through annual employee appraisals and is monitored regularly to ensure:-

Legislative & Regulatory compliance is considered in determinging the effectiveness of the OH&S Management System.

When determining the evaluation, the following are taken into account:-
- Activities
- Processes, including equipment
- Materials
- Workers
- Location, including specific facilities

Legal requirements and other requirement include those based on the hazards and OH&S risks related to Invenio systems Limited activities. These could include the following:-

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

9.1.3 Analysis and Evaluation(Quality)

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

9.2 Internal Audit

An internal audit schedule is prepared on an annual basis and covers the requirements of any ISO standards in which Invenio Systems Limited wish to be certified. Internal audits are carried out through "risk or claused based" auditing.

Appropriate personnel are allocated to complete the internal audits and must record appropriate evidence for completeness. All audits completed must be authorised by Top Management as complete once any non-conforming areas have been dealt with (without any undue delay). Internal audit documentation must be kept and filed appropriately.

Please see provided documentation as demonstration of compliance:
Internal Audit Report / Non-conformance Report
Internal Audit Schedule

9.3 Management Review

Management reviews take place on an annual basis. The attendees present are the Senior Leadership team and any other appropriate persons of the business.

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

Please see provided document as demonstration of compliance:
Management Review Agenda

10 Improvement
10.1 General

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

- Customer Satisfaction Analysis and Evaluation
- Internal Audits
- Planning changes to the Quality Management System, Products & Services
- 3rd party assessments for certification purposes
- Results of non-conforming products
- CROO Document

10.2 Nonconformity and corrective action

Should a nonconformity occur, including those arising from complaints, internal audits & external 3rd party assessment, Invenio Systems Limited designate the appropriate Senior Leadership team representative to ensure that corrective action including root cause analysis is completed and implemented to avoid any further occurrences. This is then analysed and should the risk to the business pose to be "high" then this is then entered onto the "CROO Document (see Clause 6.1)" to assist in mitigating the risk to the business.

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

The Management Action Log must be completed, as this then forms part of the Management Review meeting.

Please see provided document(s) as demonstration of compliance:
Internal Audit Report / Non-conformance Report
Management Action Log

Incidents (OH&S)

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

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

All incidents are recorded on the appropriate documentation which is obtained from HSE.
https://www.hse.gov.uk/forms/incident/

Please see provided document(s) as demonstration of compliance:
Internal Audit Report / Non-conformance Report
Management Action Log

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

- CROO Document – Evaluated at several stages (clause 5.1, 6.1)
- Quality Policy / Objectives
- Planning of Changes
- Competency Matrix
- Customer Satisfaction - Operation\Supplier Quality Questionnaire - clause 8.4.1.docx
- Production & Service Provision (Supplier Evaluation)
- Risk, Hazard & Incident Identification and Control
- Internal Audits
- 3rd Party External Audits
- Management Review

Appendix 1 – Invenio Organogram

Director — Steve Tooms

Director — Stuart Trow

Director — Keith Hilson

Performance & Assurance Manager — Keya Miller
- **Lead of Operational Performance** — Gareth Dayton
  - **Operational Analyst** — Matt Hogg
  - **Operational Analyst** — Thomas Bushell
  - **Technical Office Administrator** — Morwenna Charman
  - **Technical Office Administrator** — Andrew Brindley

Client Manager North — Chris Pounder
- **Project Manager** — Melanie Pearson
  - **Site Engineer** — Salam Ibdali
  - **Assistant Site Engineer** — Billy Hinton
  - **Lead Site Technician** — Ben Lloyd
    - **Leakage Technician** — Matthew Walker
    - **Leakage Technician** — Glenn Edwards
  - **Lead Site Technician** — Daniel Lightfoot
    - **Leakage Technician** — David Murray
    - **Leakage Technician** — Jairo Simao
    - **Leakage Technician** — Billy Hinton
    - **Leakage Technician** — Adam Leng

Project Manager South East — Nicki Boyd
- **Lead Technician** — Richard Wolfe
  - **Project Technician** — Michael John-Baptiste
  - **Project Technician** — Andrew Franklin

Project Manager DCWW — Josh Evans
- **Lead Site Technician** — Daniel Jervis
  - **Cleanout Engineer** — Rhys Taylor
  - **Site Engineer** — Justin Davies
  - **Site Engineer** — Alex Dowling
  - **Site Engineer** — Lewis Weed
  - **Site Engineer** — Gregor Williams
  - **Site Engineer** — John Harrison
  - **Site Engineer** — James Ellis-Lambert

Software Developer — John McConnachie

Senior Data Analyst — Alasdair Head

Data Scientist — Tom Alps

Data Scientist — Jack Terry

Data Scientist — Panayiotis Georgiou

Data Scientist — Ryan Williams