



**Integrated Management System (IMS)  
Quality, Environmental & Occupational Health and Occupational Health & Safety  
Management System Manual  
ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018**

ISSUE STATUS: **CONTROLLED**/~~UNCONTROLLED~~

This IMS Manual is the property of:-

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## 1. CONTEXT OF THE ORGANISATION

### 1.1 About Genco Construction Services Ltd

Genco specialise in both reactive, planned and preventative maintenance work on a 24/7 basis. With a focus on retail (our key clients include Tesco, Waitrose, John Lewis & Nando's) Genco are able to carry out all levels of work to suit the client's needs. Our skill set includes flooring & ceiling work, drainage, plumbing, glazing, roofing, groundworks and most general building works.

Genco are well established within the construction industry with our specialists having over 25 years' experience. Our blue-chip clients include Mitie, ISG, G4S, Tesco, Waitrose, John Lewis and Nando's.

Genco are trusted by our clients and reflecting that we have many annual framework agreements in place, 90% of our work is repeat business from these key clients. Genco pride ourselves on our reliability, ability to always get the job done and maximising value. We do this by sourcing the most intelligent and best ways to deliver the required result. With many years' experience, we have developed a complete understanding of our customers' needs and are proud of our track record in our core markets. We have a strong team of specialist trade engineers who work alongside our general maintenance engineers.

### 1.2 External / Internal Issues and Requirements of Interested Parties

Genco Construction Services Limited have determined the external and internal issues and the requirements of interested Parties that are relevant to the Quality, Environmental & Occupational Health and Safety Management System. These are discussed at management meetings, and formally monitored and reviewed at our Management Review Meeting.

### 1.3 Scope of the Quality, Environmental & OHSMS

#### Scope:

*'Genco Construction Services Ltd is a specialist customer focused contractor carrying out both planned and reactive Maintenance, Construction, Refurbishment and Infrastructure works in the public and private sector across the UK.'*

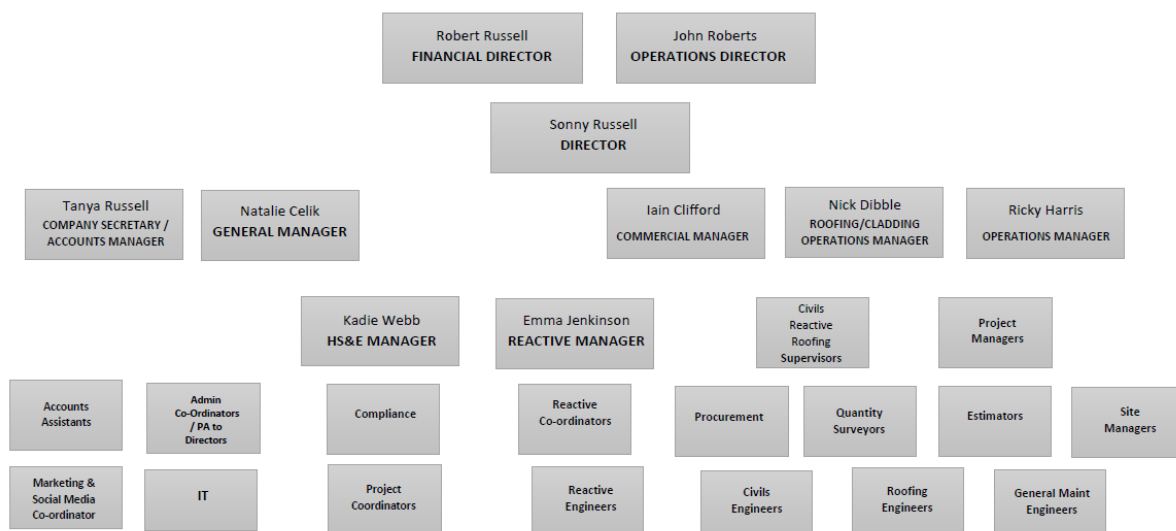
The Business is managed taking into consideration the products and services supplied, relevant external and internal issues, compliance obligations, organisational units, functions and physical boundaries, our authority and ability to exercise control and influence, and the requirements of our Interested Parties.

## 2. ORGANISATIONAL KNOWLEDGE

Genco Construction Services Limited will determine the knowledge necessary for the operation of our processes and to achieve conformity of products and services. This may be achieved via the following methods:

- Review of projects on their completion
- Employee consultation and feedback i.e. Toolbox talks
- Regular communication with staff relating to new knowledge
- Assessing staff awareness of client and market knowledge
- Via external sources (e.g. Consultants)
- Membership of industry professional bodies i.e. Construction Line & CITB
- Review of staff training to ensure competency and verification

## 3. ORGANISATION CHART



#### 4. IMS key roles, Accountability, responsibility and authority

<b>Role</b>	<b>Responsibility / Authority</b>
Accountability for the effectiveness of the IMS	Overall Responsibility - Operations Director Business Development Director HS& E Manager H&S and Quality – External Consultants
Establishing the Quality, Environmental and Occupational Health and Safety Management Policies in line with strategic direction and context of Genco Construction Services Ltd.	Directors HS&E Manager H&S and Quality – External Consultants
Setting of Quality, Environmental and Occupational Health and Safety Management Objectives in line with strategic direction and context of Genco Construction Services Ltd.	Directors Business Development Director HS&E Manager General Manager Commercial Manager
Promoting the use of the process approach and risk-based thinking.	Directors HS&E Manager Project Managers / Project Co-Ordinators Site Managers Site Supervisors
Providing suitable resources to the IMS.	Directors HS&E Manager Project Managers / Project Co-Ordinators Site Managers
Communicating the importance of effective Quality, Environmental and Occupational Health and Safety Management and conforming with IMS requirements.	Operations Director HS&E Manager Project Managers / Project Co-Ordinators Site Managers Site Supervisors
Ensuring the IMS achieves intended results.	Directors All Employees and Contractors
Engaging, directing and supporting persons to contribute to the effectiveness of the IMS.	Directors HS&E Manager Project Managers / Project Co-Ordinators Site Managers Site Supervisors
Promoting improvement.	Directors HS&E Manager Project Managers/Project Co-Ordinators Site Managers Site Supervisors
Supporting other management roles to demonstrate leadership in terms of the IMS.	Directors HS&E Manager General Manager Commercial Manager H&S and Quality – External Consultants
Ensuring that the IMS conforms with ISO 9001:2015, ISO 14001:2015, ISO 45001:2018.	Directors HS&E Manager H&S and Quality – External Consultants

	All Staff
Reporting on the performance of the IMS (including process performance and opportunities for improvement).	Directors HS&E Manager General Manager Commercial Manager Project Managers/Project Co-Ordinators Site Managers
Promotion of Customer focus.	Directors HS&E Manager Project Managers/Project Co-Ordinators Site Manager
Ensuring the integrity of the QMS, EMS & OH&SMS is maintained during any planned changes.	Directors HS&E Manager Project Managers/Project Co-Ordinators Site Managers Site Supervisors

## 5. QUALITY POLICY STATEMENT

### Statement

Leading by example is critical to the success of Genco. We believe that quality is an integral part of our working practices and we aim to go above and beyond to meet our customer's needs. To evidence our commitment Genco maintains a certified integrated management system which meets the requirements of **ISO9001:2015**.

### Leadership & Responsibilities

Genco Senior Management team are committed to maintaining compliance with all statutory, regulatory, legislative and contractor requirements and are fully involved in the implementation and maintenance of the Management System. At Genco we embrace an environment which ensures provides all the resources required to enable us to achieve our quality objectives.

Genco Directors have ultimate responsibility for quality and will be supported by the Quality Manager and project support team.

### Our Commitment:

- To strive to continually improve our services provided to Clients, through the use of this Quality Policy, quality objectives, performance evaluation including audit results, corrective actions and at Management Review
- To implement appropriate actions to address any risks and opportunities associated with internal / external issues, and to meet the needs and expectations of interested parties
- To ensure all Company personnel are fully competent to carry out their assigned task and provided with all necessary resources and equipment to enable them to carry out their role efficient and safely.
- To establish annual quality objectives at strategic and operational levels within the Company, that will be measured and reported upon at the management review meeting.
- To maintain documented information as objective evidence to demonstrate compliance with the Quality Management System which is compliant to ISO9001:2015
- To control & continually monitor all projects undertaken ensuring compliance with all applicable statutory and regulatory requirements.
- To review the Quality Management System at planned intervals to ensure it is effective and achieving the stated quality policy
- This Quality Policy is evaluated as part of the overall review of the Quality Management System to ensure its stated objectives are met.



By signing this Quality Policy, the Managing Director gives his approval to the Quality Management System described in this manual and in supporting Company processes.

Genco is committed to continual improvement of environmental performance. This policy will be communicated to all staff, contractors and suppliers, and be available to the public through selected media.

This policy will be reviewed annually and be adapted if changes to the company occur.

A handwritten signature in black ink, appearing to read 'John Roberts', is positioned above the printed name.

**John Roberts**

Operations Director

Dated: August 2020

## 6. ENVIRONMENTAL POLICY STATEMENT

Genco senior management are fully committed to continual improvement in order to enhance our environmental performance and reduce our carbon footprint. Protection of the environment is firmly embedded within the company culture and Genco will endeavour to influence its suppliers and customers in a similar manner. This Environmental Policy Statement is applicable to all areas of our business and is compliant with our certified Integrated Management System incorporating ISO14001:2015.

To minimise our impact and ensure continual compliance, Genco will:

- Comply with all applicable legal requirements and other requirements which relate to Genco activities.
- Implement the Waste Hierarchy in all aspects of the business.
- Prevent pollution, reduce waste and minimise the consumption of resources.
- Consider the wider global impact of all our activities including those of our suppliers, customers and contractors.
- Educate, train and motivate employees to carry out tasks in an environmentally responsible manner to ensure that a continuous professional development strategy remains core to our business goals.
- Have clear and defined Environmental objectives.
- 

Genco is committed to continual improvement of environmental performance. This policy will be communicated to all staff, contractors, and suppliers, and be available to the public through selected media.

This policy will be reviewed annually and be adapted if changes to the company occur.



**John Roberts**

Operations Director

Dated: August 2020

## 7. HEALTH & SAFETY POLICY STATEMENT

Genco is a customer focused specialist contractor who carries out maintenance, construction, refurbishment and infrastructure work throughout London and the South East. This includes both reactive and planned maintenance work.

At Genco we are committed to the prevention of injury and ill health and providing a safe working environment for our employees and others who may be affected by our activities. As a minimum Genco is committed to comply with legislation and we are committed to achieving the highest level of H&S through continual improvement.

Health and safety is an integral part of our business and has equal status to other aspects of business performance. Appropriate financial and physical resources will therefore be provided to implement this policy.

We recognise that successful health and safety management can only be achieved with the support and commitment of our employees. All employees will be actively encouraged to take ownership of health and safety and empowered to assist in decision making. All employees and contractors will be made aware of their Health and Safety obligations and compliance with this policy is a condition of employment. In our commitment to consulting and participating our Employees in all Health & Safety matters, Genco have implemented quarterly H&S Committee Meetings with each department head to discuss and communicate all H&S issues.

We will ensure that this policy is documented, implemented, and maintained, and communicated and understood at all levels throughout the organisation.

Genco Health and Safety Management System is committed eliminating hazards and reducing OH&S risks. The system conforms to the requirements of ISO 45001 and is defined in our H&S Management System. The day to day management of health and safety is a responsibility of managers at all levels but overall responsibility rests with the Managing Director, John Roberts.

To assist with the implementation of our health and safety management system an internal HS&E Manager has been employed and in addition professional external advice is also provided by SHE Management Ltd & Guthrie & Craig.

To facilitate continuous improvements in health and safety standards we will identify specific health and safety objectives. A program for the objectives will be outlined with timescales and responsibilities. Progress towards the objectives will be closely monitored.

Periodic auditing of our Health and Safety Management System will be undertaken in accordance with the companies relevant IMS Procedure to ensure its continued suitability and effectiveness. This H&S Policy will be audited at least annually and or as deemed appropriate.

**Operations Director**  
**John Roberts**



**SIGNED:**  
**DATE: August 2020**

Health & Safety Policy is displayed at the Head Office and is available to all personnel, including Visitors, contractors, and any interested parties. All employees are encouraged to read it and communicate any query to a Director.

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