



**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:-

Genco Construction Services Ltd

Genco Business Park
Ashford Road
Hollingbourne
Maidstone
Kent
ME17 1XH

Tel: 01622 623000
Email: office@gencocs.co.uk
Web: www.Gencocs.co.uk

No part may be copied or duplicated in any way, be published, or given to another party without the express permission of a Director.

Form No. MA01	Revision No. Rev 11	Date Issued Aug 2023	Document Created By: HSQE Dept	Page 1 of 12
------------------	------------------------	-------------------------	-----------------------------------	--------------

INDEX

SECTION	DESCRIPTION	PAGE NO.
	Amendment Record	3
1	Context of the Organisation	4
2	Organisational Knowledge	5
3	Organisation Chart	5
4	Key Roles, Accountability, Responsibility & Authority	6,7
5	Quality Policy Statement	8
6	Environmental Policy Statement	9
7	Health & Safety Policy Statement	10
8	Index of Processes	11,12

Manual Circulation:

Registration Number

Holder / Location.

011 Controlled Copy

Held by the Managing Director at the Head Office.

A copy is also held on the computer network.

Manual Amendments:

Section	Issue	Brief Details of Change	Date	Approval Signature
All	1	First issue of Integrated (IMS) Quality, Environmental & Occupational Health and Safety Management System Manual	September 2017	John Roberts
All	2	Reviewed following IMS audit	February 2018	John Roberts
All	3	Annual review and following revising of Env & Quality Policy and Organisation chart	September 2018	John Roberts
All	4	Added 45001 elements	August 2019	John Roberts
11	5	Revised Process Index	June 2020	John Roberts
5	6	Revision of Organisation Chart	August 2020	John Roberts
4	7	Revision of scope	February 2021	John Roberts
All	8	Revision of H&S, Environmental, Quality Policies and Organisation Chart	August 2021	John Roberts
All	9	Change of address pg 1, Addition of Co-op group on our services list pg 4, Expansion on process index pg 11,12	August 2022	John Roberts
5	10	Revision of Organisation Chart	May 2023	John Roberts
5,6,7 8	11	Revision of H&S, Environmental, Quality Policies Additional process added	August 2023	John Roberts

1. CONTEXT OF THE ORGANISATION

1.1 About Genco Construction Services Ltd

Genco specialise in reactive, planned, *and* preventative maintenance work on a 24/7 basis.

With a focus on retail (our key clients include Tesco, Co-op, Waitrose, John Lewis & Nandos)

Genco 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.

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 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:

'Provision of construction, refurbishment and infrastructure works including planned and reactive maintenance'.

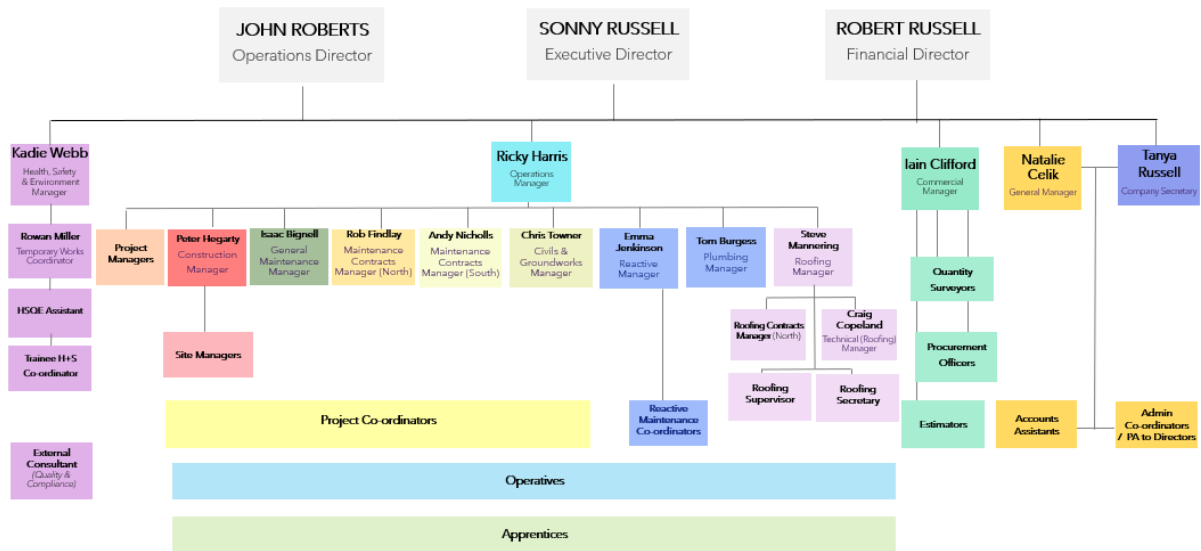
The Business is managed taking into consideration the products and services supplied, relevant external and internal issues, compliance obligations, organisational units, functions and physical boundaries, our authority and ability to exercise control and influence, and the requirements of our Interested 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, H&S Committee Meeting Minutes, Site Audits
- 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

Role	Responsibility / Authority
Accountability for the effectiveness of the IMS	Overall Responsibility - Operations Director HS&E Manager Senior Management 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 Senior Management 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 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	Directors HS&E Manager Project Managers / Project Co-Ordinators Site Managers Site Supervisors
Ensuring the IMS achieves intended results	Directors Senior Management 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 Mangers/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 that has gained ISO 9001:2015 certification.

Leadership & Responsibilities

We 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 we provide 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 HS&E Manager and Project Support Team. Professional external advice and consultation is also provided as required.

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 quality objectives at strategic and operational levels within the Company, that will be measured and reported upon at regular review meetings.
- 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.

We will communicate this policy to all employees', and it will be available to all interested parties.

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

SIGNED: John Roberts
Operations Director



DATE: August 2023

Form No. MA01	Revision No. Rev 11	Date Issued Aug 2023	Document Created By: HSQE Dept	Page 8 of 12
------------------	------------------------	-------------------------	-----------------------------------	--------------

6. ENVIRONMENTAL POLICY STATEMENT

Genco 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's culture, and we will endeavour to influence our 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 to ensure continual compliance, we will:

- Comply with all applicable legal requirements and other requirements which relate to our 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.

We are committed to the continual improvement of our environmental performance.

This policy will be communicated to all staff, contractors and suppliers, and will be available to all interested parties.

This policy will be reviewed at least annually and updated as required to conform to current legislation.

SIGNED: John Roberts
Operations Director



DATE: August 2023

Form No. MA01	Revision No. Rev 11	Date Issued Aug 2023	Document Created By: HSQE Dept	Page 9 of 12
------------------	------------------------	-------------------------	-----------------------------------	--------------

7. HEALTH & SAFETY POLICY STATEMENT

At Genco Construction Ltd, Health and Safety is given the highest priority and will not be compromised for other objectives.

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.

We operate an occupational Health & Safety Management System that has gained ISO 45001:2018 certification, where possible and practical to do so we will endeavour to exceed the minimum requirements of legislation.

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.

We will ensure that all employees are consulted with and provided with suitable and sufficient information, instruction, training and, where necessary, supervision to enable them to work safely.

Through active monitoring of the company's safety performance and liaison with all employees and suppliers, our standards continue to develop and reflect on our commitment to Health & Safety.

Our Health and Safety Management System is committed eliminating hazards and reducing OH&S risks. The day-to-day management of health and safety is a responsibility of managers at all levels, especially our in-house HS&E Manager, but overall responsibility rests with the Managing Director, John Roberts.

Professional external advice is also provided as required.

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

This Health and Safety policy will be continually monitored by way of contract/safety/review meetings. The policy will be reviewed and revised to meet the changing needs of the company and changes made by legislative requirements.

We will communicate the Health and Safety Policy to all employees', and it will be available to all employees and interested parties. This policy will be reviewed at least annually and updated as required to conform to current legislation.









































SIGNED: John Roberts
Operations Director












DATE: August 2023

Form No. MA01	Revision No. Rev 11	Date Issued Aug 2023	Document Created By: HSQE Dept	Page 10 of 12
------------------	------------------------	-------------------------	-----------------------------------	---------------

8. Process Index

-  Interaction of Processes - Rev 05 - June 2020
-  P01 - Planning of the IMS - Rev 02
-  P02 - General Enquiry - Rev 04
-  P03 - New Customer - Rev 01
-  P04 - New Job File - Rev 04
-  P05a - Carrying out the Works - Reactive Works - Rev 04
-  P05b - Carrying out the Works - Quoted Works - Rev 02
-  P05c - Carrying out the Works - Principal Contractor Works - Rev 02
-  P05c - Carrying out the Works - Principle Contractor Works - Rev 02
-  P06 - Control of External Providers (Purchasing) - Rev 06
-  P07 - Control of Contractors - Rev 06
-  P08 - Control of Monitoring & Measuring Resources - Rev 03
-  P09 - Recruitment, Competence and Training
-  P10 - Control of Documented Information - Rev 05
-  P11 - Non Conformity and Corrective Action - Rev 05
-  P12 - Environmental Aspects & Impacts - Rev 03
-  P13 - Compliance Obligations - Rev 03
-  P14 - Internal & External Communication - Rev 04
-  P15 - Emergency Preparedness Response - Rev 04
-  P16 - Operational Control - Rev 03
-  P17 - Waste Management - Rev 03
-  P18 - Performance Evaluation - Rev 03
-  P19 - Hand Arm Vibration - Rev 03
-  P20 - Noise at Work - Rev 02
-  P21 - Manual Handling - Rev 03
-  P22 - Confined Space - Rev 01
-  P23 - Hazard Identification Risk - Rev 03
-  P24 - Medical Surveillance - Rev 04
-  P25 - Accident & Incident Reporting - Rev 03
-  P26 - COSHH - Rev 02
-  P27 - Display Screen Equipment- Rev 02
-  P28 - First Aid - Rev 02
-  P29 - Working at Height - Rev 02
-  P30 - New Expectant Mothers - Rev 02
-  P31 - Young Persons - Rev 02
-  P32 - Participation & Consultation - Rev 02
-  P33 - Personal Protective Equipment- Rev 04
-  P34 - Lone Working - Rev 02
-  P35 - Fixed and Portable Electrical Testing - Rev 02
-  P36 - Permits to Work - Rev 02

-  P37 - Sewage and Drains - Rev 02.pdf
-  P38 - Needles & Sharps - Rev 02.pdf
-  P39 - Asbestos - Rev 02.pdf
-  P40 - Conduct & Disciplinary Action - Yellow Card Red Card - Rev 06.pdf
-  P41 - Tesco Asset Tagging - Rev 04.pdf
-  P42 - Fleet Management - Rev 02.pdf
-  P43 - Refusal to Work on the Grounds of Health and Safety - Rev 00.pdf
-  P45 - Temporary Works - Rev 01 July 2019.pdf
-  P46-Site Works Escalation Procedure- Rev 00 July 2023.pdf