
PENSPEN GROUP QHSE EXPECTATIONS

Penspen believe that having a clear set of Quality, Health & Safety and Environmental Expectations is vital to the success of our business.

Penspen's Expectations cascade from eight fundamental Elements which collectively establish the framework for the ongoing and long term success of our QHSE performance and improvement:

- Element One – QHSE Management System & Policies.
- Element Two – Strategy Management.
- Element Three – Organisation & People.
- Element Four – Fire Risk and Management.
- Element Five – Control of the Workplace & Work Method.
- Element Six – Control of Workplace Plant and Equipment.
- Element Seven – Operational Control.
- Element Eight – Measurement, Analysis and Improvement.

The eight Elements, and their constituent Expectations, are described in detail within this document.

Employee feedback on our Expectations is strongly encouraged at all times.

ELEMENT ONE - QHSE MANAGEMENT SYSTEM & POLICIES

Fundamental to Penspen's Quality, Health, Safety and Environment (QHSE) Management System are the Policies which establish the overall intent and direction regarding QHSE for the Penspen Group.

The specific requirements for the QHSE Policies & Management System are specified within Section 1 of the Penspen Group QHSE Manual and the Penspen Group QHSE Procedures – CP100 series.

QHSE Management System & Policies Expectations:

- 1.1 Policies are known and understood throughout the Penspen Group.
- 1.2 Understanding customer needs and alignment with their Values.
- 1.3 Continual improvement is a permanent objective of the organisation.
- 1.4 One quality, health, safety and environmental management system is harmonised and integrated throughout the Penspen Group.
- 1.5 Procedures shall be documented where their absence could lead to deviation from Policies and Expectations.

ELEMENT TWO - STRATEGY MANAGEMENT

Strategy Management is concerned with effective and proactive planning, risk management, legal compliance and continual improvement.

The specific requirements for Strategy Management are specified within Section 2 of the Penspen Group QHSE Manual and the Penspen Group QHSE Procedures – CP200 series.

Strategy Management Expectations:

- 2.1 Strategic Management planning always considers quality, health, safety and environmental requirements and resource needs.
- 2.2 Penspen Group will meet its legal, moral and ethical obligations.
- 2.3 Every person associated with the Penspen Group will meet with their legal, moral and ethical duties.
- 2.4 Strategic business risk assessment is undertaken.

ELEMENT THREE - ORGANISATION & PEOPLE

Organisation & People is about supporting an organised business with competent and informed people.

The specific requirements for Organisation & People are specified within Section 3 of the Penspen Group QHSE Manual and the Penspen Group QHSE Procedures – CP300 series.

Organisation & People Expectations:

- 3.1 All personnel are accountable for their actions and omissions.
- 3.2 An organisational culture that simulates continual improvement and prevents harm.
- 3.3 Leaders are committed to demonstrable improvement and leading by example.
- 3.4 Everyone is empowered to stop any unsafe act and report any unsafe condition.
- 3.5 Quality, health, safety and the environment is everyone's responsibility and first priority.
- 3.6 Personnel only undertake work that they are deemed competent and authorised to perform.
- 3.7 Company Policies, Procedures and Instructions shall be adhered to.
- 3.8 Competent quality, health, safety and environmental advice and support is available in all workplaces and operations.
- 3.9 Employees will be proactively involved in quality, health, safety and environmental matters.

ELEMENT FOUR - FIRE RISK AND MANAGEMENT

Fire Risk and Management is concerned with prevention, detection and responding to fire risk.

The specific requirements for Fire Risk Management & Control are specified within Section 4 of the Penspen Group QHSE Manual and the Penspen Group QHSE Procedures – CP400 series.

Fire Risk and Management Expectations:

- 4.1 Fire risk assessment for all Penspen associated workplaces.
- 4.2 Fire safety system plant and equipment adequately examined, tested and maintained.
- 4.3 Competent and trained fire emergency response personnel provided at all workplaces.
- 4.4 Fire emergency response instruction and regular tests.
- 4.5 Fire exit routes and assembly points identified and unobstructed.

ELEMENT FIVE - CONTROL OF THE WORKPLACE & WORK METHOD

Control of the Workplace is concerned with establishing and maintaining a safe, secure, healthy and environmentally considerate working environment.

Control of Work Method is concerned with the planning and control measures associated with the processes and activities in order to prevent harm.

The specific requirements for the Control of the Workplace and Work Method are specified within Section 5 of the Penspen Group QHSE Manual and the Penspen Group QHSE Procedures – CP500 series.

Control of the Workplace & Work Method Expectations:

- 5.1 Housekeeping, welfare and hygiene standards maintained in all workplaces.
- 5.2 Maintain a safe and secure workplace.
- 5.3 Workplace Hazard Identification Programme (WHIP) implemented in all workplaces.
- 5.4 All changes will undergo risk assessment.
- 5.5 Effective Permit To Work system implemented.
- 5.6 Control of restricted access workplace areas.
- 5.7 Workplace emissions, discharges and wastes are planned and controlled.

ELEMENT SIX - CONTROL OF WORKPLACE PLANT AND EQUIPMENT

Control of Workplace Plant and Equipment is concerned with ensuring that adequate fit-for-purpose plant & equipment is examined, tested and maintained.

The specific requirements for the Control of the Workplace Plant and Equipment are specified within Section 6 of the Penspen Group QHSE Manual and the Penspen Group QHSE Procedures - CP600 series.

Control of Workplace Plant and Equipment Expectations:

- 6.1 Statutory examinations and tests performed on workplace plant and equipment.
- 6.2 Risk assessment of existing, changed or new plant and equipment.
- 6.3 Planning and performing of regular maintenance.
- 6.4 Workplace plant and equipment is suitably guarded.
- 6.5 Personal protective equipment is suitable and compatible.

ELEMENT SEVEN - OPERATIONAL CONTROL

Operational control is concerned with ensuring day-to-day actions are consistent with policies and procedures, and the implementation of effective control measures in order to prevent harm.

The specific requirements for Operational Control are specified within Section 7 of the Penspen Group QHSE Manual and the Penspen Group QHSE Procedures – CP700 series.

Operational Control Expectations:

- 7.1 All contracts and amendments undergo review prior to commitment.
- 7.2 Operational planning always considers quality, health, safety and environmental requirements and resource needs.
- 7.3 Purchased goods and services conform to agreed legal, contractual and Company requirements.
- 7.4 Deliverables conform to agreed legal, contractual and Company requirements.
- 7.5 Risk assessment of existing, changed or new operations.
- 7.6 Legally compliant emissions, discharges and wastes.

ELEMENT EIGHT - MEASUREMENT, ANALYSIS AND IMPROVEMENT

Measurement, Analysis and Improvement is concerned with the continuous improvement of the quality, health, safety and environmental management system and policies.

The specific requirements for Measurement, Analysis and Improvement are specified within Section 8 of the Penspen Group QHSE Manual and the Penspen Group QHSE Procedures – CP800 series.

Penspen consider Management Review to be an integral part the continual improvement programme.

The specific requirements for Management Review are specified within Section 9 of the Penspen Group QHSE Manual and the Penspen Group QHSE Procedure – CP901.

Measurement, Analysis and Improvement Expectations:

- 8.1 Timely and accurate reporting of data, statistics and performance.
- 8.2 All incidents shall be investigated and reported.
- 8.3 All actions shall be closed-out on time.
- 8.4 Annual audit programmes for all office locations with audits completed on time.
- 8.5 Management Review encompassing all levels of the organisation is undertaken.