	<b>Process Name:</b> Quality & Environmental Manual		<b>Procedure ref:</b>	
	<b>Author:</b> Stuart Dickinson		<b>Date:</b> 14/03/2019	<b>Issue No:</b> 13
	<b>Approved by:</b> Andy Bews		<b>Page 1 of 8</b>	

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## Introduction – Company Profile

Franklin Hodge offers a quality-assured service utilising proven, cost-effective and low-maintenance tank systems. The experience we offer our customers includes more than two decades of work in regions as diverse as the arid Omani desert, the tropics of Florida and the typhoon-prone coast of southern China. We are also committed to continually review & improve our environmental performance, in order to minimise the environmental impact that our undertakings may have.

Whether it's an aluminium tank supplying drinking water or a butyl lined fire water reservoir, you can be sure it represents the best liquid storage system money can buy. In fact, every storage tank system is designed to offer not only low capital outlay but also easy installation with the minimum of labour and plant, and minimal future maintenance.

Assured to ISO 9001:2015, ISO 14001: 2015, we are committed to the quality of our products and to the level of service we offer our customers. From the smallest building services project to the largest industrial process water storage tank system, our commitment remains the same. We have the capacity to solve all your water storage problems

Franklin Hodge designs, manufactures and installs a comprehensive range of site-bolted liquid storage tanks, which are used primarily for the storage of all types of water and water-based effluents.

There are two main categories of tank:

- A range of vertical cylindrical storage tanks in high-quality aluminium alloy, galvanised, glass coated and epoxy coated steel, with a capacity from 500 gallons to in excess of one million
- A range of rectangular storage tanks in high-quality aluminium alloy or galvanised steel with a capacity from 100 gallons to several million gallons.

Both types of tank are available with purpose-made internal rubber membrane linings. To complement its range of tanks, Franklin Hodge manufactures a wide range of ancillary equipment including support towers, covers, ladders and walk-ways. It also offers a complete tank refurbishment package to enable existing water tanks to be brought up to current health and safety requirements.



### Quality Policy Statement

Franklin Hodge Industries Ltd is involved in the design and installation of site bolted liquid storage tanks, structural steel work to EN1090 standards and the design, manufacture and installation of silos, and their associated business administration, it has a vision to be associated with professionalism and innovation together with faultless and safe contract delivery in every operational area.

A key way to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015 and made specific to the requirements of EN1090 where applicable.

Top Management is committed to:

- Satisfying applicable requirements by ensuring that customers and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Top management shall:

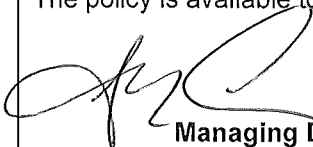
- Take account of the effectiveness of the QMS.
- Ensure the quality policy and the quality objectives are established for the QMS and are compatible with the content and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach and risk – based thinking.
- Ensure that the resources needed for the QMS are available; including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to contribute to the effectiveness of the QMS.
- Promote improvement.
- Support other management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Ensure partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees and organisations working for or on our behalf.

Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued.

The policy is available to relevant interested parties, upon reasonable request.

  
 Managing Director

Date. March 2019

### Environmental Policy – Statement of Intent

Franklin Hodge Industries Ltd commits to achieving the highest standards with regards to environmental matters arising out of its activities. It is our intention to be at the forefront of our Industry.

All managers, employees and contractors have duties and responsibilities under this Policy, and in order to ensure these are met regular review of environmental performance will be carried out.

We recognise that protection of the environment requires commercial activity to be conducted in a sustainable manner. We are fully committed to best environmental practice and take responsibility across all of our business activities, and will encourage our business partners and members of the wider community to join us in this effort.


We as a company acknowledge these responsibilities by publishing an Environmental Policy and our Company is committed to implementing the actions stated in this Policy. In order to achieve this objective we are:

- Establishing an Environmental Policy for which Management has ultimate responsibility and which forms part of our strategic business planning.
- Developing a comprehensive Environmental Management System, which will comply with all relevant Environmental Legislation, Regulations, Codes of Practice and any other Standard to which the Company subscribes. We also remain committed to the prevention of pollution, and the protection of the environment relevant to our business activities.
- Committed to fulfilling our compliance obligations
- Committed to continual improvement of our environmental management system to enhance environmental performance (Reference procedure B2 & B3).

We have analysed the environmental aspects of our activities and have evaluated their environmental impact. From these impacts we have established clear objectives aimed at continual improvement in our environmental performance which will be monitored through periodic auditing and management reviews.

The Environmental Management System will develop over time so that all key issues pertinent to our Company will be addressed.

The Environmental Management System will reflect the Policy Objectives and supporting programmes.



Signed \_\_\_\_\_ [Managing Director]

Date: March 2019

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**Scope**

Design control, sub-contract manufacturing and installation of water storage tanks, silos, tank refurbishment and maintenance. FHI have authority and authorisation from clients to manufacture, install, commission and refurbishment of liquid storage tanks/silos under our 9001/14001 standards, external and internal issues together with compliance obligations have been identified (interested parties 001 document) and organisational units, functions and physical boundaries are identified in process B10, there are no exclusions against the BSEN.ISO.9001:2015 and ISO 14001:2015 Environmental standards.

**Quality / Environmental System Structure**

Franklin Hodge is committed to quality / environmental performance and has a documented QMS/EMS to expedite the adopted policies and objectives.

A Quality Policy Statement has been prepared and communicated to all personnel detailed in the QMS & EMS, as has an Environmental policy.

The Quality manager (QM) has overall authority and responsibility for the quality, Environmental and OH&S, control of QMS & EMS will be maintained through all levels of the organisation.

The QM is responsible for the implementation and maintenance of the operation of the Franklin Hodge QMS, EMS & SMS which involves:

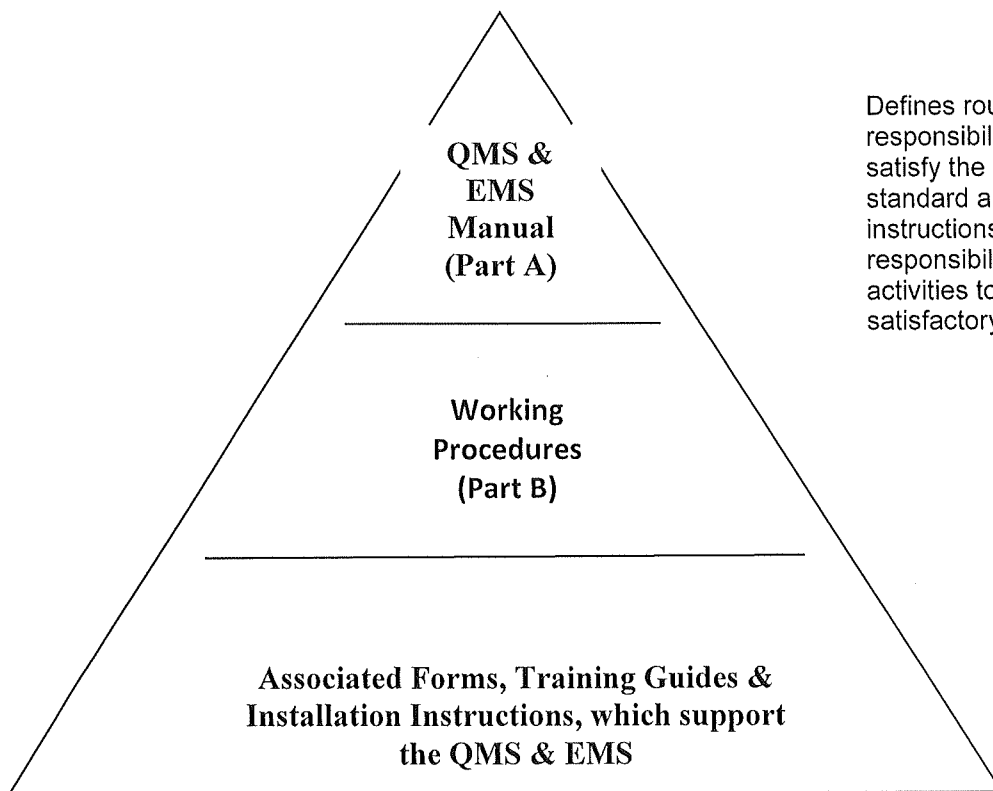
- Co-ordination and monitoring of the operation of the QMS, EMS, SMS, including records of management reviews, and audits, to ensure its continuing suitability and effectiveness and continuous improvement.
- To ensure the resolution of any non-conformity identified, or arising in any element of the business.
- Ensuring that all sections of Franklin Hodge operate the QMS, EMS & SMS effectively, to meet clients' and regulatory and statutory requirements.
- Reporting to top management on the performance of the QMS, EMS & SMS and any need for improvement.
- Ensuring the promotion of awareness of client and regulatory and statutory requirements throughout the organisation.

Franklin Hodge recognises that the effectiveness of the QMS, EMS & SMS function requires the full support of Management and that the responsibility for this rests with all members of the organisation at every level.

Franklin Hodge has established procedures, work instructions and associated documentation that meet the requirements of the ISO.9001:2015 & ISO 14001:2015. The systems are designed to provide and demonstrate conformity to specified requirements, which includes evidence that all activities are completed correctly and comply with all regulatory requirements as well as the requirements of each standard (ISO 9001 / ISO 14001).

Review and audit procedures have been introduced to enable management to check the effective implementation of the documented procedures and instructions and to identify areas for improvement in the QMS, EMS & SMS. Additionally this enables compliance with the requirements of the ISO 9001:2015 & ISO 14001:2015 standards.

The QMS & EMS adopted is a two tier arrangement as illustrated; links between each of the tiers are clearly defined to allow full traceability of all activities to specific clauses of the ISO 9001:2015 & ISO 14001:2015 standards.



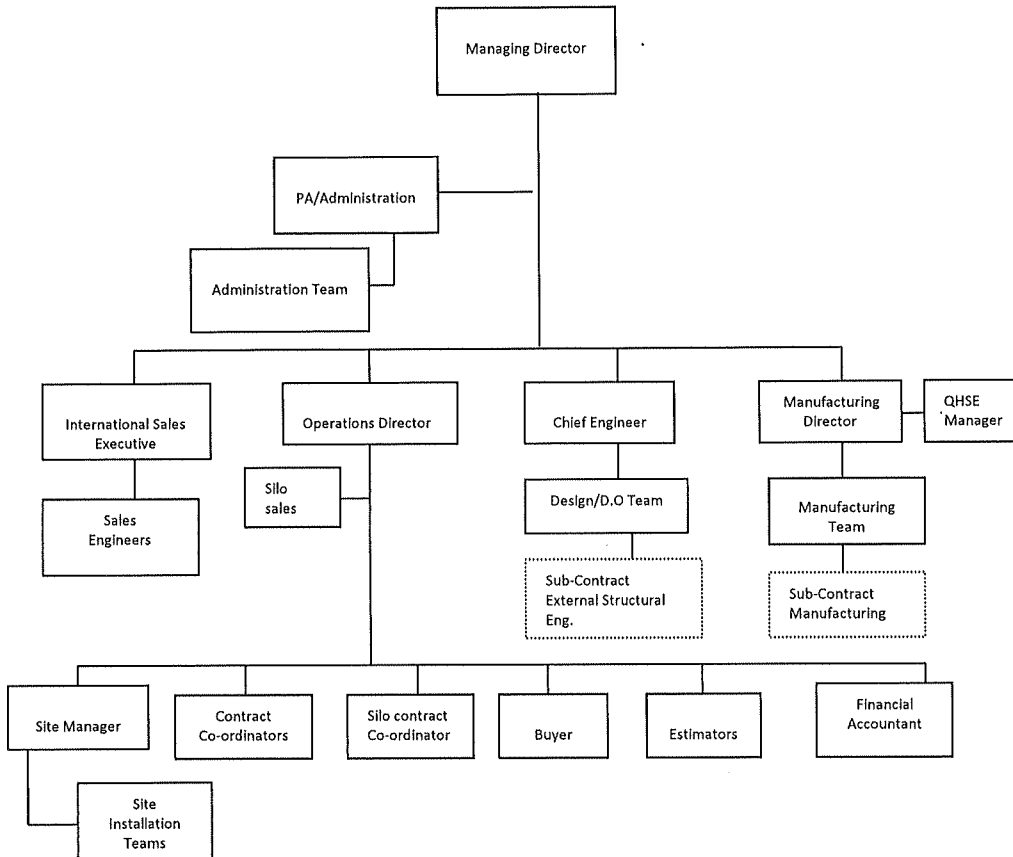
Defines routines, activities and responsibilities implemented to satisfy the requirements of the standard and gives specific instructions, roles and responsibilities to enable the activities to be completed to a satisfactory standard.

**Note:** Installation Instructions and procedures are raised as separate TK numbers and will be altered/amended for each job/project.

Organisation Chart

Job description of key staff that perform CE marking function have been developed.

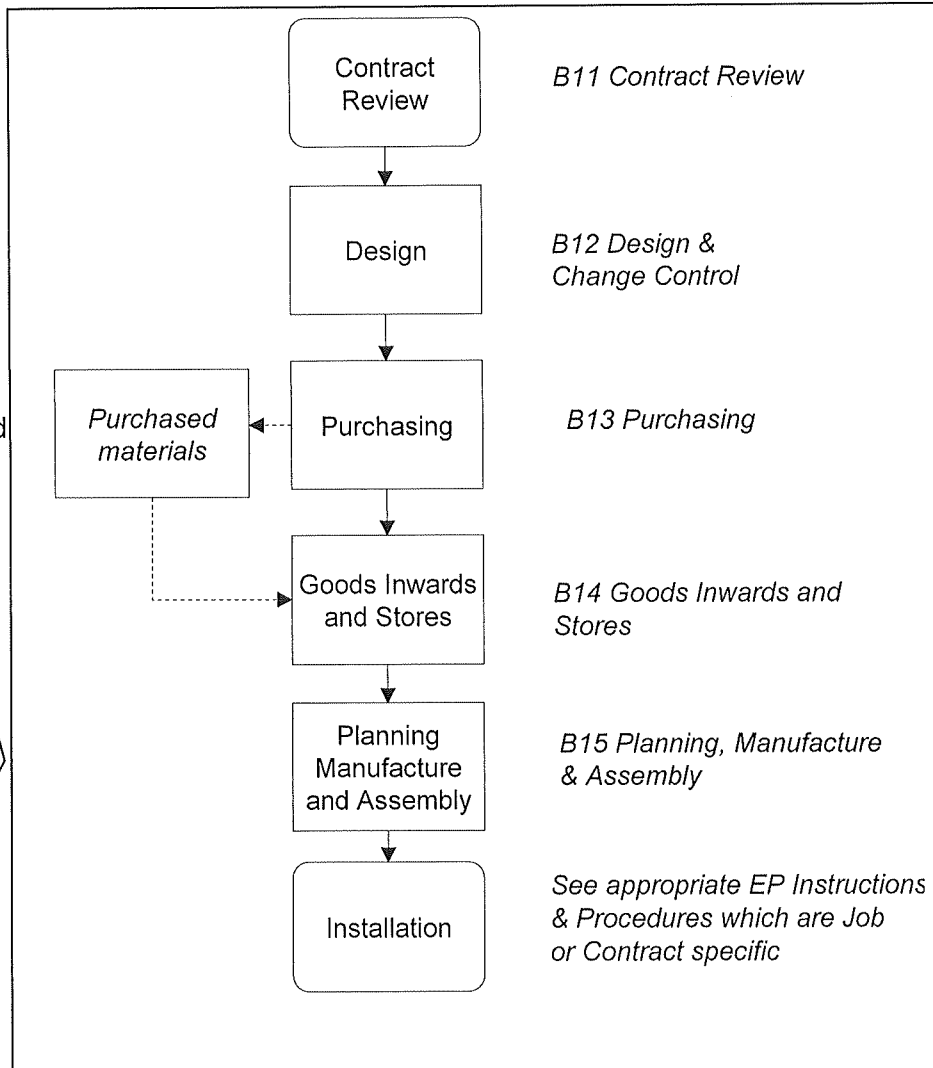
See skills matrix (training records).



**Notes:**

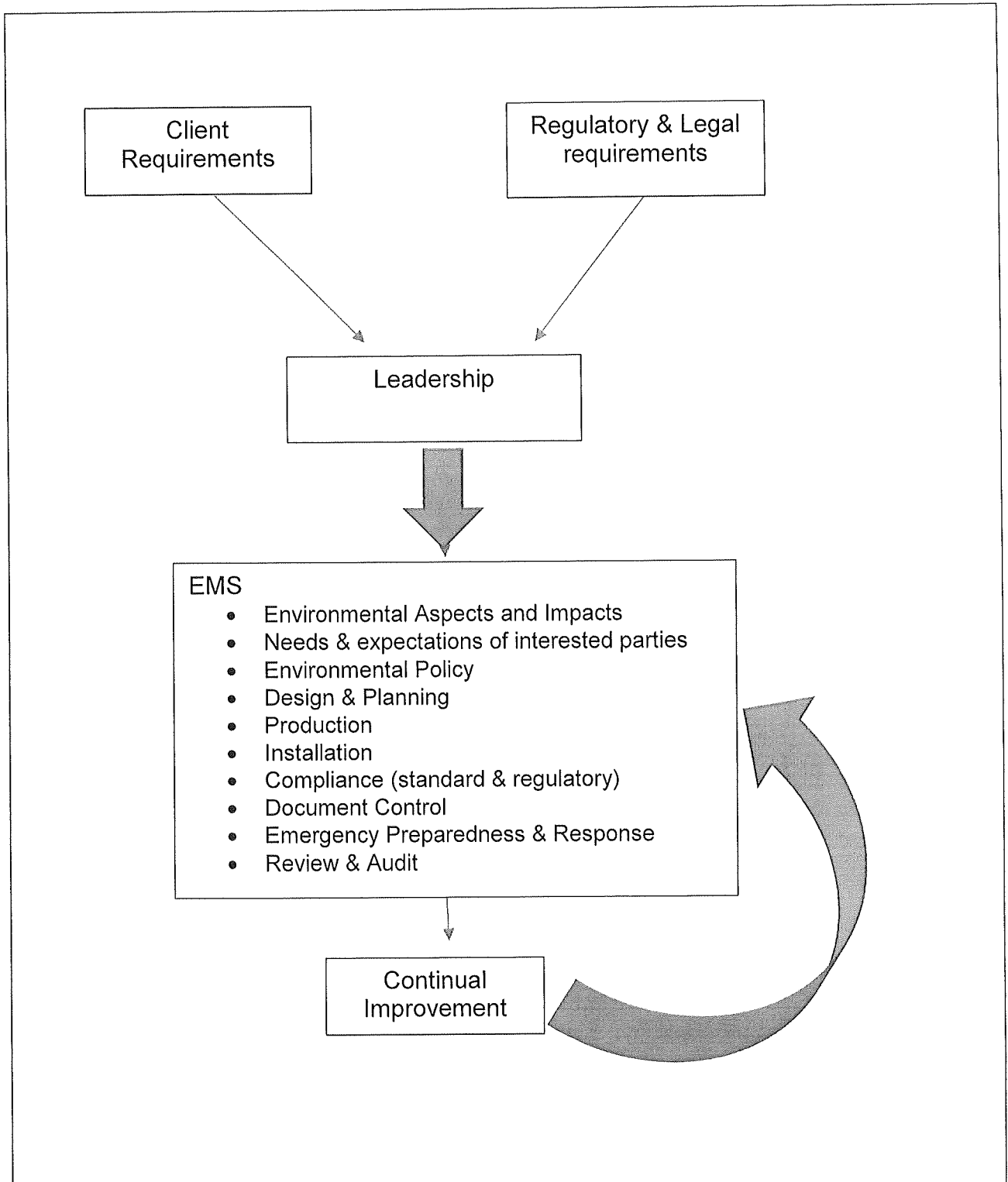
1. One person may have more than one area of responsibility.
2. "Layers" do not represent levels of responsibility.
3. Manufacturing is undertaken on a sub-contract basis by Carter Environmental Engineers part of the Carter Group, owners of Franklin Hodge Industries Ltd.

Relationship of the Quality Management System to ISO.9001:2015



**Note:**  
Manufacturing is sub-contracted to Carter Group Hamilton House facility Birmingham

How the EMS applies to FHI Limited



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