HILL & SMITH LTD
BUSINESS SYSTEMS MANUAL

COMPANY PROFILE

Hill and Smith is a member of the Infrastructure Products group ("IPG") of Hill and Smith Holdings PLC. It is made up of a wide range of specialist companies with one common purpose - the seamless design, manufacture, supply and installation of high quality infrastructure components.

All the companies within the Infrastructure Products Group are committed to a total quality procedure that demands continuous improvement of a diverse range of key performance indicators covering design (where appropriate), manufacture, supply and installation. Rigorous checks and systems are implemented both at company and group levels to ensure that all schedules are fully adhered to.

Hill & Smith was originally established in Brierley Hill in 1824. It acquired the Asset Company in 1986; Berry systems and Optimum in 2000 and Brifen in 2002

Product Ranges manufactured onsite are;

- "Hill and Smith" Vehicle restraint system components of proprietary design i.e FlexBeam, Brifen
- Vehicle restraint system components non proprietary Of Crown Copyright design i.e TCB, OBB.
- 'Asset' Multiplate steel culvert and tunnel segments.
- 'Hill and Smith' Anti -dazzle and acoustic fence systems (not within scope of registration).
- 'Bristorm' Anti-vehicle security systems.

The design and sales divisions of Asset buried structures and the plastics division is based in Newport, Gwent.

MISSION STATEMENT

The mission of Hill & Smith is:

- Providing the highest quality product and service.
- Fostering a positive atmosphere that encourages innovation and change.
- Striving for continual improvement.
- Accident & Injury prevention within the workplace taking the appropriate measures to ensure a safe work environment for ourselves and our clients
- Performing work in the most cost-effective and productive manner to ensure the financial success of our clients and company.
- Providing the highest level of training in a professional working environment.
- Consideration to minimising environmental impacts
- An organisation of team players, each contributing by doing the work essential to our success and growth
- Taking pride in our company's accomplishments and endeavours

SCOPE

This manual outlines our company's policy to satisfy The Quality management system requirements of ISO 9001, Environmental management system requirements of BS EN 14001 & Health & Safety Management Requirements of OHSAS 18001.

It is applicable to all of our operations and covers the following range of products and services.

The design, development, Manufacture and supply of Vehicle restraint systems, tensioned/untensioned corrugated beams and open box beam and posts.

Design, development, Manufacture and supply of Brifen wire rope vehicle restraint systems

The Manufacture of Asset International 'Multiplate' corrugated plates for civil engineering purposes.

The manual is a "controlled" document within our Business Operating System however "uncontrolled" copies can be distributed to any interested party. This manual is intended for use as a public document that displays Hill & Smiths commitment to achieving quality in all our activities.

Signed:

Managing Director
Doc BOM-01 Rev-D 02/11/2012

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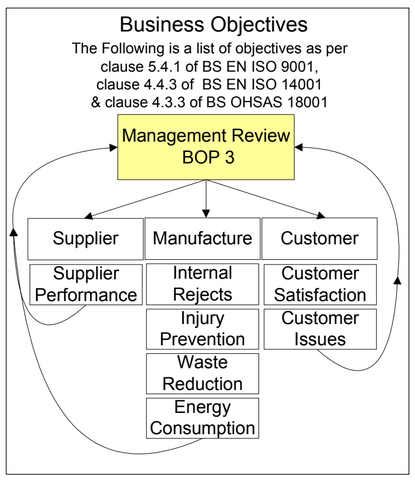
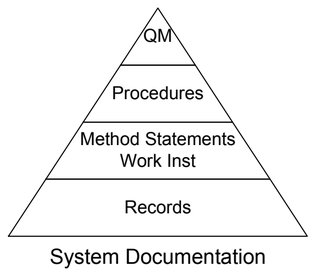
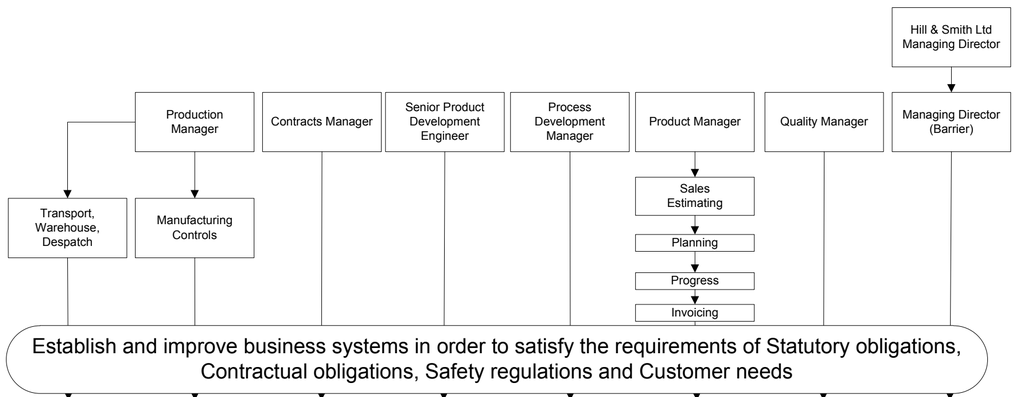
System Amendments		
Rev	Details of amendment	Date
A	Initial Issue	20/02/06
B	Additional 14001 info Added, Family tree Updated	19/01/07
C	Family tree and process flow updated	15/09/11
D	Restructured in line with PAS 99 and 18001 requirements added	02/11/12





System Documentation



Integrated Management System Requirements (PAS 99)	9001 , 14001, 18001, clauses		Colour Key	ISO 9000:2000	ISO14001	OHAS 18001		Warehouse	Manufacturing	Contracts	Design & Development	Purchasing	Sales	Quality	Managing Directors
4.1 General Requirements															
	4.1 General Requirements	4.1 General Requirements	4.1 General Requirements					Business Operating Manual							
4.2 Management System Policy															
	5.1 Management Commitment	5.3 Quality Policy	4.2 Environmental Policy	4.2 OH&S Policy				Business Policy Statements							
4.3 Planning															
4.3.1 Identification and evaluation of aspects, impacts and risks	5.2 Customer Focus	5.4.2 QM System Planning	7.2.1 Determination of product requirements	7.2.2 Review of product requirements	4.3.1 Environmental Aspects	4.3.1 Hazard Identification, Risk Assessment & Determining Controls								Business Objectives BOP2	
4.3.2 Identification of legal and other requirements	5.3b Quality Policy	7.2.1c Determination of product requirements	4.3.2 Legal & Other Requirements	4.3.2 Legal & Other Requirements											
4.3.3 Contigency Planning	4.4.7 Emergency Preparedness & Response	4.4.7 Emergency Preparedness & Response						Emergency Prepardness and Response BOP12						Emergency Prepardness and Response BOP12	
4.3.4 Objectives	5.4.1 Quality Objectives	4.3.3 Objectives, Targets & Programmes	4.3.3 Objectives & Programmes											Business Objectives BOP2	
4.3.5 Organzational structure roles, responsibilities and authorities	5.5 Responsibility Authority & Communication	4.4.1 Resources, Roles, Responsibility & Authority	4.4.1 Resources, Roles, Responsibility, Accountability & Authority					Resources, Roles, Responsibility, Accountability & Authority BOP15							
4.4 Implementation and Operation															
4.4.1 Operational Control	7 Product Realisation										Design & Development BOP5				
	7.4 Purchasing							Purchasing BOP6				Purchasing BOP6		Purchasing BOP6	
	7.5 Production & Service Provision							Production & Service Provision BOP7							
	4.4.6 Operational Control	4.4.6 Operational Control						Operational Control BOP14							
4.4.2 Management of Resources	6 Resource Management	4.4.1 Resources, Roles, Responsibility & Authority	4.4.2 Competence, Awareness & Training	4.4.1 Resources, Roles, Responsibility, Accountability & Authority	4.4.2 Competence, Awareness & Training			Resource Management BOP4							Resource Management BOP4
4.4.3 Documentation requirements	4.2. Documentation Requirements	4.4.4 Documentation	4.4.5 Control of Documents	4.5.4 Control of Records	4.4.4 Documentation	4.4.5 Control of Documents	4.5.4 Control of Records	Document & Data Control BOP1							
4.4.4 Communication	5.5.3 Internal Communications	7.2.3 Customer Communication	5.3d Quality Policy	5.5.1 Responsibility & Authority	4.4.3 Communication	4.4.3 Communication								Communication BOP13	
4.5 Performance Assessment															
4.5.1 Monitoring and measurement	8.1 General	7.8 Control of monitoring and Measurement Devices	8.2 Monitoring and measurement	4.5.1 Performance Measurement and monitoring	4.5.1 Monitoring and Measurement									Control of Inspection, Moniroing and Test Equipment BOP8	
4.5.2 Evaluation of Compliance	8.2.4 Monitoring & measurement of product	4.5.2 Legal & Other Requirements	4.5.2 Legal & Other Requirements											Monitoring & Measurement BOP9	
4.5.3 Internal Audit	8.2.2 Internal Audits	4.5.5 Internal Audits	4.5.5 Internal Audits												
4.5.4 Handling of nonconformities	8.3 Control of non-conforming product	4.5.3 Nonconformity, Corrective & Preventative Action	4.5.3.2 Nonconformity, Corrective & Preventative Action					Control of Non-Conformites BOP10				Control of Non-Conformites BOP10		Control of Non-Conformites BOP10	
4.6 Improvement															
4.6.1 General	8.5.1 Continual Improvement	4.5.3 Nonconformity, Corrective & Preventative Action	4.5.3.2 Nonconformity, Corrective & Preventative Action					Corrective & Preventative Action BOP11						Corrective & Preventative Action BOP11	
4.6.2 Corrective, preventative and improvement action	8.5.2 Corrective Action	8.5.3 Preventive Action	4.5.3 Nonconformity, Corrective & Preventative Action	4.5.3.2 Nonconformity, Corrective & Preventative Action											
4.7 Management Review															
4.7.1 General	5.6.1 General	4.6 Management Review	4.6 Management Review											Management Review BOP3	
4.7.2 Input	5.6.2 Review Input														
4.7.3 Output	5.6.3 Review Output														