# Scope and Purpose of Procedure

This procedure outlines the responsibilities of those on site for health and safety, environment, hygiene and quality. In this way the organisation is committing to maintaining the health, safety and welfare of all on site, the environment at the site and the quality of the product/process at the site.

This helps to ensure the safety management system, environmental management, hygiene management and quality management systems are effective.

# Key Responsibilities

Refer to the Procedure Section

# Measures and Records Associated with this Procedure

Refer to the text of the requirements

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# Procedure

## 1 General

WZ Packaging shall provide sufficient resources for the effective establishment, implementation and maintenance of the quality, environmental, health and safety, and hygiene management systems in accordance with ISO 9001, ISO 14001, OSHAS 18001, BRC respectively.

Resources include all financial resources, technological resources for the use of best available techniques (BAT), for outside specialist skills and for human resources.

Specific responsibilities of personnel in individual procedures and work instructions are defined in each procedure/Work Instruction.

*NOTE - The responsibility of a management representative can include liaison with external parties on matters relating to the management systems.*

## 2 Management Representatives

* Senior Management shall appoint a member of management who, irrespective of other responsibilities, shall have responsibility and authority that includes
* Ensuring that processes needed for the respective management systems are established, implemented and maintained,
* Reporting to senior management on the performance of the respective management system and any need for improvement, and ensuring the promotion of awareness of customer requirements throughout WZ Packaging..

The following functions are named as the Management Representatives for the Management Systems in use at WZ Packaging.

ISO 9000 Site Technical and Quality Manager

ISO 14001 Site Technical and Quality Manager

OSHAS 18001 Operations Manager

Hygiene Site Technical and Quality Manager

## 3 Management Team

* Monitor and review the effectiveness of the Integrated Management System (IMS)
* Ensure all Environmental, Health and Safety legislation is complied with
* Put in place action plans to address non-conformances with the systems on site and provide resources to allow these actions to be completed.
* Set and amend Environmental, Health and Safety objectives and targets and monitor actual performance through those objectives and targets, reflecting a drive for continuous improvement.
* Disseminate Environmental, Health and Safety awareness and information throughout the company at all levels
* Review and ensure compliance with IMS policy statement
* Maintain underpinning processes and systems that can impact EHS

## 4 The Managing Director

* Is responsible for ensuring adequate resources are allocated for the management of Environmental, Health and Safety (EHS). These resources include time, personnel and finances.
* Is responsible for informing WZ Packaging Limited of statistics relevant to EHS.
* Shall ensure that effective EHS management procedures and systems are in place.
* Shall appoint a management representative for EHS.
* Sign & approve the Integrated Management system (IMS) policy statement
* Ensure business decisions allow for continuous improvements to minimise health and safety risk and environmental impact.
* Detail responsibilities to his immediate subordinates their responsibilities with regards to meeting EHS objectives and targets

## 5 The Quality Manager (Environmental and Hygiene Responsibilities)

* Is appointed the management representative for EHS.
* Will establish, implement and maintain the IMS, Environmental and Hygiene elements. They will also be responsible for collecting the information needed for the relevant management review and maintaining this information, for example to update and maintain the objectives and targets.
* Ensures appropriate Environmental and Hygiene training is carried out
* Drive and facilitate compliance to legal and local standards with respect to the environment and hygiene.
* Update the management team on details of Environmental and Hygiene performance and action status.
* Openly communicates, gives point of contact with regulators and interested parties, working with senior managers to ensure overall Environmental and Hygiene performance
* Deals with Environmental and Hygiene related complaints and takes relevant actions
* Ensure reporting of Environmental and Hygiene non conformance incidents to site management, centrally, local and legal authorities.
* Will advise the management team on changes in legislation relevant to the operations of the site.
* Shall provide guidance to the management team on complying with all relevant legislation.
* Will arrange and carry out audits of the EHS management systems using trained competent auditors.
* Update documentation for Environment and Safety Management systems.
* Investigate Incidents and non-conformances
* Report on effectiveness of existing systems

## 6 Operations Manager (Safety Responsibilities)

* Is appointed the management representative for safety.
* Will establish, implement and maintain the IMS, safety elements. They will also be responsible for collecting the information needed for the relevant management review and maintaining this information, for example to update and maintain the objectives and targets.
* Ensures appropriate safety training is carried out
* Drive and facilitate compliance to legal and local standards with respect to safety, environment and hygiene.
* Update the management team on details of Safety, Environmental and Hygiene performance and action status.
* Openly communicates, gives point of contact with regulators and interested parties, working with senior managers to ensure overall Safety, Environmental and Hygiene performance
* Deals with Safety related complaints and takes relevant actions
* Ensure reporting of Safety non conformance incidents to site management, centrally, local and legal authorities.
* Will advise the management team on changes in legislation relevant to the operations of the site.
* Shall provide guidance to the management team on complying with all relevant legislation.
* Will arrange and carry out audits of the EHS management systems using trained competent auditors.
* Update documentation for Safety systems.
* Investigate Incidents and non-conformances
* Report on effectiveness of existing system

## 7 The Engineering Manager (Health and Safety responsibilities)

* Will implement and maintain the IMS, safety elements. They will also be responsible for collecting the information needed for the relevant management review and maintaining this information, for example to update and maintain the objectives and targets.
* Ensures appropriate safety training is carried out
* Update the management team on details of safety and health performance and action status.
* Is responsible for emergency preparedness
* Openly communicates, point of contact with regulators and interested parties, working with senior managers to ensure overall safety and Health performance
* May deal with Safety and Health related complaints and takes relevant actions
* Ensure reporting of Safety non conformance incidents to site management, centrally, local and legal authorities.
* Update documentation for Safety and Health systems.
* Investigate Incidents and non-conformances
* Report on effectiveness of existing system
* Is the appointed person to manage asbestos on site
* Is the nominated person responsible for management of water treatment in regard to meeting COSHH
* Is the responsible person for Fire systems and the SERT members

## The Engineering Manager (Functional responsibilities)

* Are responsible for compliance with EHS procedures in the maintenance areas.
* Through the Engineering Project teams will ensure that new or modified plant or processes are assessed for their likely impact on the health, safety and welfare of employees and others on site and any environmental impacts.
* Full operational control and effective maintenance over all processes and plant to control releases to the environment and minimise risk.
* Complying with Quality Policy, procedures and instructions given in their area

## 8 The Divisional and Departmental Managers

* Are responsible for ensuring their employees are aware of the EHS procedures relevant to their operations and allow adequate time and resource for information and instruction in these areas.
* Achieving full operational control and effective maintenance over the processes within their product group
* Control of wastes and minimising releases into the environment and landfill
* Confer with other personnel to drive continuous improvement in environmental and health and safety performance.
* Reducing health and safety risk so as far as is reasonably practicable
* Complying with Quality Policy, procedures and instructions given in their area

## 9 All Employees

* Are responsible for complying with EHS policy, procedures and instructions given in their area
* Ensure that you work in a manner which minimises impacts on the environment and minimises health and safety risk.
* Shall inform management where defects in the EHS management system arise.
* Are responsible for reporting incidents including any accidents, near misses or environmental incidents in order that the circumstances can be investigated and remedied.
* Must consider their own health and safety and how they may, by their actions or omissions, affect anyone else around them.
* Complying with Quality Policy, procedures and instructions given in their area
* Raising non conformance notes in line with company procedures.

## 10 Risk Assessors

* Ensure that assessments are carried out in a timely manner following an agreed program
* Were appropriate risk assessment will be completed as a team; as a minimum the team will consist of a lead assessor, a safety representative and someone who is familiar with the operation being assessed. Other personnel may be required if specific issues require “expert” advice
* Ensure that relevant administration is completed and communicated to those concerned.

## 11 Safety Representatives

### Union Appointed

* Representing employees in discussions with the employer on health, safety or welfare issues or discussions with HSE or other enforcing authorities;
* [Consulted ‘in good time’ over a large range of health and safety issues;](http://www.hse.gov.uk/workers/safetyreps/role.htm#consultation_)
* Be involved with risk assessment procedures;
* [Attend safety committee meetings;](http://www.hse.gov.uk/workers/safetyreps/role.htm#committees_)
* Will have access to relevant health and safety information;
* Undertake [Inspections of the workplace](http://www.tuc.org.uk/extras/insbooklet30auglowres.pdf_);
* Investigate potential hazards;
* [Investigate notable accidents, cases of diseases or ill health, and dangerous occurrences;](http://www.hse.gov.uk/workers/safetyreps/role.htm#accidents_)
* Investigate employees' complaints;
* [Receive information from health and safety inspectors;](http://www.hse.gov.uk/workers/safetyreps/role.htm#contacting_)
* [Receive paid time off their normal work to carry out their functions and undergo training;](http://www.hse.gov.uk/workers/safetyreps/role.htm#training_)
* [Have access to suitable facilities and assistance to carry out their functions.](http://www.hse.gov.uk/workers/safetyreps/role.htm#training_)

### Non-unionised Representative of Employee Safety (RESs)

* Represent the interests of workers to the employer;
* Approach WZ Packaging regarding potential hazards and dangerous occurrences at the workplace;
* Approach WZ Packaging regarding general matters affecting the group of employees they represent.
* Speak for the group of employees they represent in consultation with inspectors from the enforcing authorities and are legally entitled to paid time off for training,
* [Receive paid time off their normal work to carry out their functions and undergo training;](http://www.hse.gov.uk/workers/safetyreps/role.htm#training_)
* Their key responsibility is to ensure that the views of the workforce are effectively reflected to Managers before decisions on health and safety matters are taken.

## 12 Site Emergency Response Team (SERT) Members

### Core SERT requirements

* Emergency / Incident Response (Spill, Confined Space, Hot Work, Work at Height)
* Attend required training sessions
* Cover for Hot Work Permits
* Breathing apparatus use and control
* Confined Space Control and rescue

### Optional Responsibilities

* Sprinkler System / CO2 systems Knowledge
* Fire Panel Knowledge

## 13 Fire Wardens

* Evacuate building and take role call at their designated assembly point.
* In the event of a missing person report name and last known location to the senior fire warden, who will then report these facts to the officer in charge of the Site Emergency Response Team (SERT) via the gatehouse.
* Machinery is closed down to a safe state
* Ensure all persons evacuate the building in an orderly manner
* Ensure all persons report to the fire assembly point
* Maintain order at the assembly point and will not let staff wander away from the Fire Assembly Point or allow staff to return to their office etc. to collect personal belongings
* In the event of a Local Emergency Organisation Exercise carry out your duties as normal, unless informed otherwise by the Senior Fire Warden

## 14 Senior Fire Warden

* All of the duties of a fire warden plus
* Report to the officer in charge of the Site Emergency Response Team (SERT) via the gatehouse any missing persons.
* Ascertain the location of the incident, via the gatehouse
* Upon instruction from the ‘Fire Officer in Charge’ of the SERT allow the return to work of employees, contractors or visitors

## 15 1st Aiders

* Ensure incidents are reported to your leading operator/team leader
* Complete the accident book record
* Complete the first page of the WZ Packaging accident form
* Complete the treatment record book kept in the gatehouse
* As soon as possible following a major incident which has used excessive medical supplies notify via e-mail/telephone the Engineering Manager to arrange the restocking of the medical supplies
* Ensure the first aid room and medical supply cupboard are locked when not in use.
* If the 1st aider has e-mail facility complete a short summary of their involvement in any incidents and address the e-mail to their manager
* Ensure the first aid room is left in a tidy and clean condition, ensuring all rubbish is removed, any biological waste is placed in the appropriate bin and surfaces are wiped down.

## 16 Instructors/Trainers

* To carry out prescribed training programs as scheduled
* Trainers and Instructors must have gained a minimum of two years organisational experience before assuming duties as an appointed Trainer or Instructor.
* It is important that the Trainer or Instructor display a personal commitment to continuous development by gaining appropriate qualifications by experiencing a range of different learning approaches and by taking steps to improve their own performance.
* All Trainers and Instructors will be given relevant training and support to enable them to carry out their duties professionally.
* Trainers and Instructors may also act as Assessors, evaluating employee performance against established criteria, and assessing competence against training standards.
* Workplace Assessors may be identified and utilised to assess employee competence against pre-determined performance standards.

## 17 Quality Manager (Functional responsibilities)

* Is appointed the management representative for Quality
* Will support the appointment of personnel to the Technical department.
* Will establish, implement and maintain the IMS and Quality elements. They will also be responsible for collecting the information needed for the management review and maintaining this information, for example to update and maintain the objectives and targets.
* Ensures appropriate Quality training is carried out
* Drive and facilitate compliance to legal and local standards with respect to Quality.
* Update the management team on details of Quality performance and action status.
* Openly communicates, gives point of contact with regulators and interested parties, working with senior managers to ensure overall Quality performance
* Deals with Quality complaints and takes relevant actions
* Ensures reporting of Quality non conformances to site management or legal authorities.

## 18 Senior Technical Leader

* Provide technical information for the business operation – various requirements such as technical reviews / development reports and meetings.
* To ensure technical / quality laboratories procedures and equipment is maintained in a satisfactory condition; that related environment, health and safety issues, standards and policies are maintained and adhered to.
* The development and completion of job specifications, including print and colour standards (meaning also to include any computerised systems/documentation)
* The completion and issue of customer specifications.
* Specification and management of quality test regimes and related systems.
* Assisting in technical investigations for product development or customer complaints / technical enquires.
* Provide training, support and cover to other team personnel, including a provision for basic management of technical team holidays.
* Any other existing or new tasks needed to meet the business operations requirements / objectives that are in keeping with post-holders skills and training, primarily in a technical capacity.
* Compliance with the company’s policies, procedures, works instructions and safe systems of work.
* Complying with Quality Policy, procedures and instructions given in their area

## 19 Technicians

* Provide information for technical team reviews / meetings.
* Completion of customer quality certificates.
* Management and administration of equipment calibrations and servicing.
* Completion of laboratory analysis – supporting technical team investigations / projects, and trial and sample order analysis.
* Completion of laboratory / technical reports.
* Processing of manufacturing quality data (inc. material reject management) in support of the operations quality systems.
* In collaboration with other team members under the direction of the Senior Technical Leader to complete, analyse, and report odour panel testing as appropriate.
* Provide support, training and cover to other technical team personnel.
* Any other existing or new tasks needed to meet the technical teams responsibilities and objectives that are in keeping with post-holders skills and training.
* Compliance with the company’s policies, procedures, works instructions and safe systems of work.
* Complying with Quality Policy, procedures and instructions given in their area

## 20 Process Technologist

* Provide technical information for the business operation – various requirements such as technical reviews / development reports and meetings.
* Provide process and manufacturing technical support for current and new manufacturing processes.
* The development and completion of process specifications to support manufacturing quality as appropriate.
* Active development of manufacturing processes to improve plant efficiency and product quality.
* To ensure raw materials in use meet required standards for product end use, i.e. raw material and end product stewardship.
* The completion and issue of customer declarations relating to product / material stewardship.
* Assisting in technical investigations for product / process development inc. customer complaints / technical enquires.
* Provide training, support and cover to other team personnel.
* Any other existing or new tasks needed to meet the business operations requirements / objectives that are in keeping with post-holders skills and training, primarily in a technical capacity.
* Compliance with the company’s policies, procedures, works instructions and safe systems of work.
* Complying with Quality Policy, procedures and instructions given in their area

## 21 Emissions Inspectors

* Will visually monitor emissions to air, land or water as advised by the Quality Manager
* Will record visual inspections on appropriate records

Will report any non-conformance to the Quality Manager or management team

## 22 Transfer of Responsibility / Authority during Absence.

| Person Absent | Daily Decision Making Devolves to… | Policy Level Decision Making  Devolves to… |
| --- | --- | --- |
| Managing Director | Individual Senior Managers and the Manufacturing Manager for decisions in their individual areas. | Business Owner |
| Financial Controller | Ledgers co-ordinator | Managing Director |
| Purchasing Manager | Logistics Manager | Managing Director |
| Human Resources Manager | Managing Director | Managing Director /  Manufacturing Manager or  EHS Manager |
| Manufacturing Manager | Designated Production Coordinator | Managing Director |
| Quality Manager | Senior Technical Leader | Managing Director or  Manufacturing Manager |
| Engineering Manager | Manufacturing Manager or Electrical Technician | Managing Director or  Manufacturing Manager |
| Commercial Director | Sales Manager in their relevant areas | Managing Director |
| Customer Services Manager | Customer Service Coordinator | Commercial Director |
| MIS Manager | Systems | Managing Director |
| Senior Technical Leader | Technician | Managing director or Manufacturing Manager |
| Technician | Senior Technical Leader | Managing director or Manufacturing Manager |
| Manufacturing Co-ordinator | Manufacturing Co-ordinator (other area) and or team leader | Manufacturing Manager and or planner |
| Planner | Manufacturing Co-ordinator | Manufacturing Manager |
| Sales Manager | Sales Manager (other area) and or Commercial Director | Commercial Director |