



- Commercial
- Health, Safety & the Environment
- Quality

Revision History

Issue	Date	Reason for Issue	Author
1	06/03/06	Original	B Finch
2	01/06/06	SAFEContractor Certificate Update	B Finch
3	28/01/07	Update	J Radcliffe
4	31/03/08	Update	J Radcliffe

COMMERCIAL INFORMATION

A. General

1. **Blank letter head:** *APPENDIX A* (includes address, contact details, registered office).
2. **Company Registration No:** 05227977
3. **Company profile:** *APPENDIX B* (abridged).

B. Insurance

1. **Insurance cover note:** *APPENDIX C*

Cover	£ Value	Insurer
Public Liability	£5,000,000	Zurich
Employer's Liability	£10,000,000	Zurich
Professional Indemnity	£1,000,000	WR Berkley
All Risks	£750,000	Zurich

C. Financial

1. **VAT Registration No:** 846 524805
2. **CIS Certification:** No: 2614316183102 - *APPENDIX D*
3. **Bank Details:** National Westminster Bank Plc
Real Estate Finance Commercial
1st Floor
67-68 Grosvenor Street
London W1K 3JN
Account No: 36200573 Sort Code: 56-00-63
4. **Terms & Conditions:** *APPENDIX E*

HEALTH SAFETY AND ENVIRONMENT

A. Health, Safety And Welfare Arrangements

1. **Policy:** *APPENDIX F* – Statement of Commitment
2. **Structure:** *APPENDIX G* – Responsibilities and structure
3. **Manual:** *APPENDIX H* – Contents
4. **Competent Person:** Jim Radcliffe: Chartered Safety & Health Practitioner CMIOSH, MIIRSM, MCIPD
5. **Committee and Communication:** *APPENDIX I*
6. **Affiliations:** British Safety Council, ROSPA, Electrical Contractors Association, JIB
7. **SAFEContractor:** High Voltage Maintenance Services Limited (HVMS) is a member of the SAFEContractor scheme. *APPENDIX J*

B. Accidents & Incidents

1. Statistics for HVMS Ltd (Dartford):

	2004	2005	2006	2007
Number of Employees (average)	49	52	48	52
Number of Employee Hours (est.)	110,000	117,000	133,120	155,000
Number of Minor Accidents (accident book reports)	6	7	8	8
Number of RIDDOR Reportable Accidents & Dangerous Occ.	1	0	1	0
number of RIDDOR Reportable Diseases	0	1	0	0
Number of Fatalities	0	0	0	0
Number of Improvement Notices	0	0	0	0
Number of Prohibition Notices	0	0	0	0
Number of Prosecutions	0	0	0	0
Accident Frequency Rate (reportable)	0.91	0	0.75	0
Accident Incidence Rate (reportable) per 100,000	2041	1923	2083	0

2. Accident and Incident Reporting Procedure: *APPENDIX JJ*

C. Risk Assessments And Method Statements

1. **General Risk Assessment Arrangement:** *APPENDIX K* – (includes procedure and template)
2. **Site Specific Assessment Arrangement:** *APPENDIX KK*
3. **Example General Risk Assessment:** *APPENDIX L*
4. **Example Site Specific Risk Assessment:** *APPENDIX LL*
5. **Example Method Statement:** *APPENDIX M*

D. Monitoring Of Health And Safety

The company undertakes reactive and proactive safety monitoring as part of our safety management strategy. This includes accident investigation (when required) and regular site/workplace inspections.

1. **Reactive Monitoring:** *APPENDIX N* – accident investigation form template
2. **Proactive Monitoring:** *APPENDIX O* – Site Inspection form template

E. Training

All the companies staff are trained in emergency first aid and lifting and handling. All operational staff hold 'Safety Passports', 'CSCS cards' and are trained to the necessary standards required for the activities they undertake. This includes the requirement for the majority of operational staff to be trained and authorised to the companies Safe System of work for working on customers High Voltage electrical systems ('HVMS High Voltage Distribution Safety Rules'). Over and above all Directors, Managers and Project Managers have attended and successfully completed an IOSH Managing Safety Course.

1. **Training Arrangements For HV systems** – *APPENDIX P* – Appointment procedure (extract)

F. Subcontractors

HVMS employs its own staff to carry out the majority of its work. Where subcontractors are to be used for specialist activities they are employed following an approval process and monitored on a job by job basis (via site inspections) to ensure they meet the high standards of safety and customer services expected from those who represent the company.

1. **Control & Monitoring of Subcontractor** – *APPENDIX Q*
2. **Subcontractor Pre-qualification Questionnaire** – *APPENDIX Q1*
3. **Subcontractor Safety Rules** – *APPENDIX Q2*

G. Work Equipment and PPE

As part of the companies safety arrangements all work activities are assessed and any necessary equipment provided. This equipment is periodically inspected, tested and maintained. This includes PAT testing for portable appliances and calibration checks for test instruments. Staff are provided with PPE as required for their work. As a minimum this includes flame retardant overalls, safety footwear, gloves, hi-visibility clothing, ear defenders and safety glasses. The provision of PPE is recorded and its condition regularly checked.

H. CDM

HVMS undertake Principle Contractor duties on installation projects if requested. Our CDM project managers have received formal and on-job CDM training.

1. **Example CDM H&S Plan** – *APPENDIX R* – (contents)

I. COSHH

1. **COSHH Procedure:** *APPENDIX S*

J. Environment

HVMS is sensitive to the environmental influence of its activities and we are currently developing our environmental management system towards ISO 14001 registration. The handling of mineral oil is currently recognised as an activity with potential environmental impact.

1. **Policy:** *APPENDIX T*
2. **Waste Carrier Registration certificate:** *APPENDIX U*
3. **Enforcements and Convictions:** HVMS has not received any convictions or enforcement notices in respect of Health, Safety or Environmental issues, nor has it ever been subject to civil action.

QUALITY

K. Quality Management System

1. **ISO 9001:200:** *APPENDIX V* – LRQA Certificate
2. **Quality Advisor:** Keith Moore – Consultant
3. **Management Representative:** Richard Killian
4. **Quality Policy:** *APPENDIX W*
5. **Quality Manual:** *APPENDIX X* - (Contents)
6. **Quality Processes and Procedures:**

PROCESSES
HVMS/SP/00 Overview
HVMS/SP/01 Sales Enquiries
HVMS/SP/02 Job Control
HVMS/SP/03 Urgent Jobs & Call Outs
HVMS/SP/04 Approval of Suppliers
HVMS/SP/05 Incoming Goods
HVMS/SP/06 Storage & Delivery
HVMS/SP/07 Invoicing
HVMS/SP/08 Inspection of Works
HVMS/SP/09 Calibration Control
HVMS/SP/10 Quality Control
HVMS/SP/11 Internal Audits
HVMS/SP/12 Customer Feedback
HVMS/SP/13 Quality Documentation
HVMS/SP/12 Staff Training

PROCEDURES
HVMS/P/1 Control of Documents
HVMS/P/2 Control of Records
HVMS/P/3 Internal Audits
HVMS/P/4 Corrective Action
HVMS/P/5 Preventive Action
HVMS/P/6 Control of non-Conformance