



Procedure number and title:

POLICY MANUAL

Issue number: 4

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Date: 18th April 2018

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1 Introduction and Organisational Context

Symphony Windows, Doors & Conservatories Limited (Symphony) was formed in 1998 and specialises in the Manufacture, Supply and Installation of Aluminium windows and doors and the Supply and Installation of PVCu windows and doors predominantly for the public sector property, including social housing, educational establishments and public buildings.

We pride ourselves on completing projects quickly, efficiently and to a high standard of workmanship, combined with a non-adversarial approach to doing business, thus ensuring each scheme is completed on time and within budget.

Manufacturing takes place at our Long Stratton site in Norfolk, supported by registration to both ISO 9001 and ISO 14001. We also hold relevant Kitemark standards and CE Marking covering activities which are listed in this policy manual in section 8.

Symphony has registration within Constructionline and is registered under the SAFECONTRACTOR scheme. We hold FORS registration for our transport activities. We are a member of FENSA, which enables us to offer our client base the ability to self-certify compliance without the need to obtain building regulations approval.

Symphony is proud of the safety track record within the company, which has been brought about by a broad knowledge within the company.

Arrangements for managing and recycling end of life windows, doors and conservatories have been effectively established.

Materials used are readily recycled and can be re-used many times making both Aluminium and PVC-u responsible and sustainable products, together with the obvious energy efficient benefits for end users.

2 Internal & External Issues

Internal and External issues are identified in the 'Key Requirements' spreadsheet and reviewed during the Management Review Process.

3 Interested parties

Interested party requirements are identified in the 'Key Requirements' spreadsheet and reviewed during the Management Review Process. Risks and Opportunities arising from these requirements are addressed, where applicable, through appropriate control measures and objectives and targets to drive continual improvement. This process is reviewed during Management Review.

4 Communication

This Manual is communicated internally and summarised externally at www.symphonywindows.co.uk

This Management System is arranged in two parts – this Policy manual (Part 1) and a separate Procedures manual (Part 2). It is regularly reviewed internally and subject to external assessment and surveillance from BSI in order to improve effectiveness on a continual basis. The approach taken is predominantly risk based. Data is used extensively to evaluate performance and identify areas for improvement.



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Part 1 (this manual) provides an overview of the management system which states the policies, organisation structure, roles and responsibilities, together with a cross reference to show how compliance with ISO 9001/14001 is achieved.

Part 2 contains the operating procedures for use within the company. These documents are for reference or for audit purposes and are not normally distributed to outside organisations. Where required, documentation is referred to as required for compliance.

Symphony communicates on significant Aspects. These include:

- Transport
- Use of Energy and Utilities
- Use of Raw materials
- Waste



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5 Quality Policy

Symphony Windows, Doors and Conservatories Ltd (Symphony) is committed to ensuring continual improvement of its activities, products and services to ensure compliance with applicable legal and interested party requirements, at the same time providing enhanced levels of customer satisfaction. Operational Controls, together with Objectives, targets and programmes have been established to support this commitment.

Symphony's target is an ongoing Quality Management System which is compliant, as a minimum, with ISO 9001, CE marking and with relevant Kitemark standards which it holds.

By adhering to this policy, the intention is to provide a stable, profitable and growing business which retains a significant market share within the UK.

This policy is communicated internally to all staff and externally as required.

Signed

Managing Director

6 Environmental Policy

Symphony Windows, Doors and Conservatories Ltd (Symphony) is committed to ensuring continual improvement to the nature, scale, sustainability and environmental impact of its activities, products and services. The company is committed to compliance with current environmental obligations and regulations, the protection of the environment and prevention of pollution, together with all other relevant legal and interested party requirements. Operational Controls, together with Objectives, targets and programmes have been established to support this commitment.

Symphony's target is an ongoing Environmental Management System which is compliant, as a minimum, with ISO 14001.

By adhering to this policy, the intention is to provide an increasingly sustainable business which retains a significant market share in the UK.

This policy is communicated internally to all staff and externally as required.

Signed

Managing Director

7 Policy Review

Both Quality and Environmental policies are reviewed during the Management Review in order ensure continuing suitability, adequacy, effectiveness and alignment with Symphony's strategic direction.



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8 Scope

FS 600056 (ISO 9001:2008/transition to 2015)

The manufacture, supply and installation of aluminium windows, doors and conservatories.
The supply and installation of PVC-u windows, doors and conservatories.

EMS 635526 (ISO 14001:2015).

The manufacture, supply and installation of aluminium windows, doors and conservatories.
The supply and installation of PVC-u windows, doors and conservatories.

KM 503978

Windows, doors and rooflights - Part 4: Code of practice for the survey and installation of windows and external doorsets

Certificate Scheme: BS 8213-4:2016

BSI Protocol number: PP 559

KM 570010

Aluminium alloy windows

Certificate Scheme: BS 4873 - Fabricator

BSI Protocol number: PP 519

KM 570011

Enhanced Security Aluminium Window Fabricator

Certificate Scheme: BS 4873 / PAS24

BSI Protocol number: PP 519

KM 570012

Enhanced Security Aluminium Door Fabricator

Certificate Scheme: BS 4873 / PAS24

BSI Protocol number: PP 519

CE Marking – Panic Release Doors

0086-CPR-600254 ()

Certificate Scheme: EN 14351-1:2006 + A1:2010

BSI Protocol PP451

9 Applicability

8.3 Design and Development is not applicable since the organisation fabricates to customer specifications, using product designs as determined by their system (profile) suppliers.



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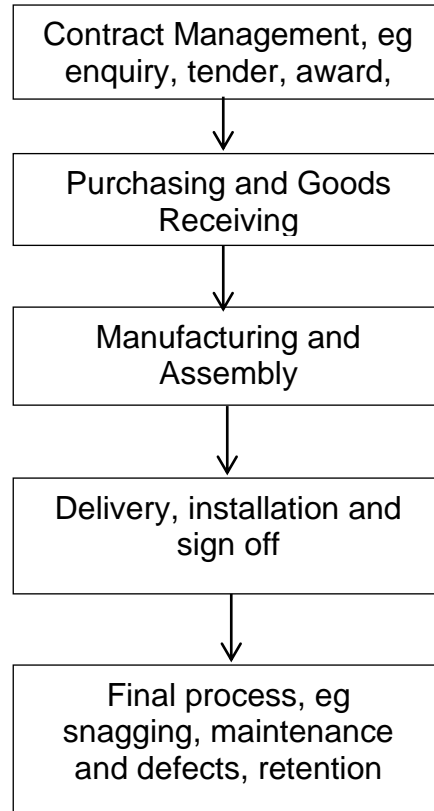
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10 Organisation Structure/Responsibility & Authority

This is detailed and retained separately within HS4 Organisation Chart.

11 Structure of Management System



Supporting Procedures

Emergency Preparedness & Response

Aspects, Impacts & Legal Compliance

Monitoring, Measurement & Control

Complaints, Corrective and Preventive Action

Training

Documented Information

Internal Audit

Management Review

12 ISO 9001/14001:2015 Cross Reference

This is detailed in the 'Cross Reference ISO 9001-14001' spreadsheet, covering how Symphony addresses the requirements of both standards within its management system.