



## **MANAGEMENT SYSTEM POLICY MANUAL**

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### 1 Purpose

This Policy Manual describes how 'A&B Glass Company Ltd' (A&B) complies with the requirements of ISO 9001:2015 and ISO 14001:2015 in this combined Management system Policy Manual. A&B also complies with various schemes including Kitemark and Building Regulations related to product safety, security and function.

### 2 Introduction

A&B Glass Company Ltd (A&B) is a Sudbury based manufacturer, distributor and installer of double and triple glazed PVC-u windows, doors and conservatories. Products meet the highest standards of insulation (typically A ratings) helping to reduce heat loss, energy and CO2e emissions from buildings.

A&B employs approximately 200 staff at its 90,000 ft<sup>2</sup> Sudbury site. There is a further office in Thetford (Asset Fineline) which is included within the scope of certification. There are depots at Basildon, Maidstone and Tewkesbury which are not included within the scope of certification.

A&B was originally started in Sudbury as Addison & Byford in 1981 as a glass cutting shop, and PVC-u windows and doors were first manufactured in 1983. The business grew rapidly, partly through acquisition of other associated businesses across the UK, some of which were relocated to Sudbury. There was a management buyout in 2012 and subsequently the business was sold in 2022 and the current management structure put in place.

The customer base principally includes:

- New build projects with national house builders
- Commercial projects with local authorities and housing associations, typically refurbishing properties around the UK with significant levels of business in the London area
- Trade – resale to other companies for installation into homes and businesses in the UK
- Direct Retail sales to customers in the Sudbury area

A&B has benefitted from registration to both ISO 9001 and ISO 14001 with BSI, together with various Kitemark schemes for window safety and security. In many instances these have been a pre-requisite for the opportunity to tender.

Interested parties for A&B include - but are not limited to – owners, shareholders, employees, sub-contractors, customers, end users, suppliers of materials and professional services, competitors, neighbouring businesses and householders, road users, local authorities and trade bodies.



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### 2.1 Communication

This Manual is communicated internally and summarised externally at [www.abglass.co.uk](http://www.abglass.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 extensively used to evaluate performance and to identify areas for improvement.

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.

A&B Glass communicates on significant aspects. These include:

- Transport
- Use of energy and utilities
- Use of raw materials
- Generation of waste through our operations, typically including plastic profile, glass, wood and metal

### 3 Scope

#### 9001

The overall scope of A&B Glass Company Ltd ISO 9001 registration covers:

'The manufacture, delivery and installation of PVC-u windows, doors, conservatories and insulating glass units. The supply and installation of composite doors and aluminium windows, doors and conservatories.'

The scope of A&B Glass Company Ltd operations at Sudbury covers:

'The manufacture and delivery of PVC-u windows, doors, conservatories and insulating glass units.'

The boundary of operations is the Sudbury site in Addison Road.

The following Kitemarks are applicable:

BS 7412 KM95917

Plastic Windows made from PVC-u extruded hollow profiles

BS 7412/PAS 24 KM 98428

Enhanced Security PVC-u door fabricator

BS 7412/PAS 24 KM95918



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Enhanced security window fabricator

BS EN 14351-1:2006+A2:2016

Window and Doors. Product Standard, Performance Characteristics.  
Window and External Pedestrian Doorsets.

BS EN 1279-2:2002 KM21528

Insulating Glass Units

Long term test method and requirement for moisture penetration

BS EN 1279-3:2002 KM21528

Insulating Glass Units

Long term test method and requirement for gas leakage rate and for gas concentration

PAS 2030 Energy Efficiency Measures EEM (AssetFineline) Thetford

The 9001 scope of A&B Glass Company Ltd T/A Asset Fineline operations in Thetford covers:

'The processing of enquiries, orders, surveying and installation of windows, doors and conservatories'

The boundary of operations is the Thetford site in Mundford Road.

Surveying and installation are carried out in line with Building Regulations and other relevant standards.

### Applicability

Aluminium windows, doors and conservatories are not included within any of the Kitemark registrations.

8.3 Design and development is deemed to be non-applicable since the organisation fabricates to customer specifications, using product designs as determined by their system (profile) suppliers.

### 14001

The overall scope of A&B Glass Company Ltd ISO 14001 registration covers:

'The manufacture, delivery and installation of PVC-u windows, doors, conservatories and insulating glass units. The supply and installation of composite doors and aluminium windows, doors and conservatories.'

The boundary of operations is the Sudbury site in Addison Road.

All clauses within ISO 14001 are deemed to be applicable at the Sudbury site



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### 5. Policy Statements

#### 5.1 Quality Policy

A&B Glass Company Ltd 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.

A&B's target is an ongoing Quality Management system which is compliant, as a minimum, with ISO 9001 and with relevant Kitemark standards which are held for product safety and security.

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

A handwritten signature in blue ink, consisting of a stylized 'P' followed by a long horizontal line that ends in a small loop.

Managing Director - Paul McManus

#### 5.2 Environmental Policy

A&B Glass Company Ltd 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.

A&B'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

A handwritten signature in blue ink, identical to the one above, consisting of a stylized 'P' followed by a long horizontal line that ends in a small loop.

Managing Director - Paul McManus



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### 6 Organisation Structure/Responsibility & Authority

#### 6.1 Management system Representatives

A&B defines the management responsibility and level of authority of the individuals as follows.

#### 6.2 Managing Director

In conjunction with the Board of Directors, the Managing Director is responsible for the overall achievement of compliance within the QMS/EMS and the promotion of awareness within A&B.

The definition of the policies and objectives for the business.

- The review and improvement of the Management system.
- The training of personnel.
- The resolution of any QMS/EMS related disputes brought to his attention, which cannot be resolved by the Quality Manager.

#### 6.3 Operations Director

The Operations Director reports to the Managing Director, and in conjunction with the Board of Directors is responsible for compliance within the QMS/EMS and the promotion of awareness within A&B Glass.

- Prepare reports for the Managing Director on the QMS/EMS
- Responsible for efficiency, costs, service and production control.
- To monitor and implement new software systems.

#### 6.4 Quality Manager

The Quality Manager reports to the Production Manager and Managing Director for QMS/EMS matters, and is authorised to undertake the daily operation of the Management system. Specific duties are as follows:

- Ensure that the management system requirements are implemented and maintained throughout the company.
- Identify the need for procedures and organise the preparation, issue and revisions of management system documentation as necessary.
- Review and approve management system amendments.
- Communicate changes to the management system.
- Prepare internal audit programmes.
- Ensure that corrective actions are undertaken and record effectiveness.
- Maintain appropriate records, including records of complaints. Where applicable, maintenance of such records may be delegated to responsible personnel.
- Ensure staff receive appropriate education and training to ensure A&B complies with its obligations



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- Ensure appropriate monitoring and measurement is undertaken to ensure ongoing compliance
- Ensures appropriate environmental emergency procedures are implemented, maintained and periodically tested.
- Supports the review and improvement aspects of the Management system.

### 6.5 Production Manager

The duties of the management system are laid down within operating procedures, but the Production Manager has the following general duties to:-

- Ensure that the QMS/EMS requirements as detailed are implemented and maintained;
- Production processes employed by A&B are both effective and efficient, making best use of resources and materials
- Work is planned in a manner which minimises the quantity of waste produced;
- Waste streams are segregated and controlled, with a view to minimising the quantity of waste which is disposed of via landfill;
- Co-operate with internal audit programmes for the management system;
- Ensure that corrective actions identified and agreed are closed off in a timely manner.
- Ensure appropriate documentation and records are retained.
- Supporting the review and improvement of the Management system.

### 6.6 Purchasing Manager

- Purchasing processes employed by A&B minimise their impact on the environment;
- Key suppliers to A&B are regularly reviewed with regard to their performance;
- Waste streams are segregated and controlled, with a view to minimising the quantity of waste which is disposed of via landfill;
- Co-operates with internal audit programmes of the management system;
- Ensures that corrective actions identified and agreed are closed off in a timely manner.
- Support the review and improvement aspects of the Management system.

### 6.7 Divisional Director (Asset Finline)

- Building and maintaining an effective executive team.
- Formulating and successfully implementing company policy including quality, environmental and health & safety.
- Directing strategy towards the profitable growth and operation of the company.
- Developing strategic operating plans that reflect the longer-term objectives and priorities established by the board.



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- Putting in place adequate operational planning and financial control systems.
- Ensuring that the operating objectives and standards of performance are not only understood but owned by the management and other employees.
- Taking remedial action where necessary and informing the board of significant changes.
- Representing the company to major customers and professional associations.

### 6.8 Technical Manager (Asset Finline)

- In conjunction with A&B Glass H&S representatives, review and develop all aspects of Asset Finline health and safety policy.
- In conjunction with A&B Glass H&S representatives, monitor, evaluate and review existing, new and upcoming health and safety legislation and ensure Asset Finline has systems and procedures in place to meet legal compliance.
- Work proactively with managers and other key staff to establish and maintain a programme of continuous improvement in the management of health and safety within their areas of responsibility.
- Ensure that rigorous risk assessment and accident management systems are in place and to identify hazards and to ensure that appropriate control measures are in place.
- Discuss areas for improvement with relevant staff and/or external bodies and agree appropriate corrective action.
- In conjunction with A&B Glass Technical Manager, review and develop all aspects of Asset Finline quality policy.
- Undertake internal audits of contract files and installation processes.
- Review surveys from site to ensure product meets specification set by client and is within our product parameters.
- Liaise with estimating department to ensure what we estimate is in line with specification set by client and is within our product parameters.
- Liaise with technical administrators to ensure what we place on production system is in line with specification set by client and is within our product parameters.
- Ensure nominated Installers and surveyors are aware and have the necessary skills to survey and install fire doors.

### 6.9 Surveyors and Installers

- Surveyors are responsible for undertaking on-site surveys and preparing reports.
- Surveyors are responsible for identifying legal compliance areas as required, eg requirements under relevant Building Regulations.
- Installers are responsible for undertaking installation work as defined in the survey and contract.





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- Installers are responsible for ensuring that final inspection and relevant customer communication is implemented.

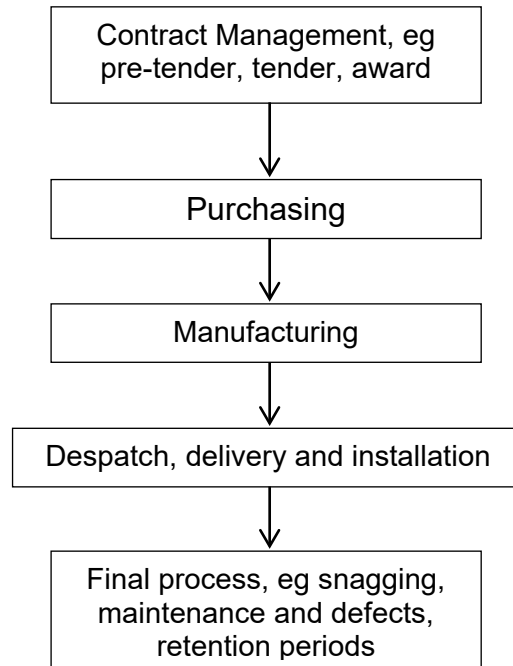
### 6.10 All Staff

All staff must comply with the requirements of the Management system as directed. Key activities, such as inspection, handling of waste transfer notes and dealing with abnormal conditions are undertaken by designated staff.

Other requirements, such as working efficiently, placing waste into the correct containers to ensure maximum levels of recycling and minimising of waste to landfill are mandatory for staff at all times.



7 Structure of Management system



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

PVC-u is readily recycled and can be re-used many times making it a responsible and sustainable product, together with the obvious energy efficient benefits for end users. Similarly, composite and aluminium products which are supplied by A&B are readily recycled.

Supporting Procedures

Emergency preparedness & response

Aspects, impacts & legal compliance

Monitoring, measurement & operational control

Non conformance

Competence, awareness and training

Documented information

Internal audit

Management review



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### 8 Policy Manual History

First issue – 18/03/2017 – Introduced to replace existing Quality and Environmental Policy manuals into a single document which is compliant with ISO 9001 and ISO14001:2015 and which provides a framework for managing other compliance schemes including Kitemark standards and Building Regulations.

Second issue – 09/01/2018 – updates to reflect actual practices more effectively, including clarification of Scope, Applicability and Roles & Responsibilities.

Third issue – 23/01/2018 – various clarifications as a result of BSI Audit, for example the addition of Clarification of scope, applicability and addition of Kitemarks; Surveyor and Installer responsibilities.

Fourth issue – 24/05/2018 – Removal of reference to PAS 2030 Green Deal for Asset Finline scope.

Fifth issue - 03/07/2019 – Review to issue number 5

Sixth issue - 26/10/2020- Review to issue number 6

Seventh issue-02.12.2020- Context of organisation to include Owners and shareholders

Eighth issue - 07.09.2021- Scope Addition of BS14351-1:2006+A2:2016

**Ninth issue - D.Barrett & S.Stone resigned Directorship 15/11/2022**

**D.Richardson, G.Street, & D.Sowter appointed Company Directors 15/11/2022. Review to issue number 9**

**PAS 2030 Installation of energy efficiency measures at AssetFinline Thetford**