

# INTEGRATED MANAGEMENT HANDBOOK



Nieschalk Industrietechnik GmbH  
Kärntnerstraße 51/11  
1010 Vienna

Phone: + 43 (0) 1 / 294 36 30 – 0  
Fax: + 43 (0) 1 / 294 36 30 – 14  
E-mail: [nieschalk@nieschalk.at](mailto:nieschalk@nieschalk.at)  
<http://www.nieschalk.at>



**and all subsidiaries**

## IMHB NO.: 2

**REVIEWED BY: DANIELA BOHN**  
**DATE: 28.05.2009**

**RELEASED BY: ERWIN NIESCHALK**  
**DATE: 28.05.2009**

Working copy

subject to updating service

Information copy

not subject to updating service

## Introduction

The Integrated Management Handbook is property of the company Nieschalk Industrietechnik GmbH and is not allowed to be copied or made accessible to third parties without permission of the company.

No obligations exceeding individually concluded detailed contracts and agreements with the business partners of Nieschalk Industrietechnik GmbH can be derived from the providing of this Integrated Quality Management Handbook to business partners of Nieschalk Industrietechnik GmbH and its subsidiaries.

By releasing of this Integrated Quality Management Handbook, the Managing Director and also all members of staff pledge themselves to execute their operations according to the specifications of this handbook as well as added instructions.

This handbook shall:

show our customers and business partners that an effective QMS, HSE and environmental management is being applied; inform the members of staff about targets, tasks, responsibilities as well as procedures and support them in performing their jobs.

We have grammatically limited our formulations to male forms in favour of a better readability and clarity. Our remarks, of course, also equally refer to female individuals. Everything that is mentioned on behalf of the Nieschalk Industrietechnik GmbH equally refers to all subsidiaries.

All readers of this Integrated Quality Management Handbook of Nieschalk Industrietechnik GmbH are invited to permanently participate in its continual improvement by constructive criticism.

In order to maintain practical relevance, this cooperation is of particular importance for Nieschalk Industrietechnik GmbH. We request our readers and employees to pay attention to following features while working with these documents:

mistakes – also misspelling

contradictions per se as well as in relation to other documents and also concerning the practical performance

text failings and alternatives for accomplishments and tightening

and to submit suggestions for improvement.

Our quality management officer is at your disposal as a reference person for any of your questions and suggestions.

## Table of contents

<b>0</b>	<b>Introduction .....</b>	<b>6</b>
0.1	Purpose of the IM-Handbook .....	6
0.2	Updating service of the IM-Handbook .....	6
0.3	Introduction of the engineering office "Nieschalk Industrietechnik GmbH" .....	6
0.4	Qualification of the engineering office .....	6
0.4.1	List of products and services .....	6
0.4.2	References .....	6
0.4.3	Authorisations .....	6
0.5	Declaration of agreement of the company management .....	7
<b>1</b>	<b>Integrated Management System .....</b>	<b>8</b>
1.1	Integrated Management System (IMS) in general .....	8
1.2	Documentation of the IMS .....	8
1.2.1	The Integrated Management Handbook (IMHB) .....	8
1.2.2	The process instructions (PI) .....	9
1.2.3	The work instructions (WI) .....	9
1.2.4	Organisation of documents and data .....	9
1.2.5	Translations .....	9
1.3	Abbreviations in the IM-Handbook .....	10
1.4	Integrated management processes .....	10
<b>2</b>	<b>Responsibility of the Managing Director .....</b>	<b>12</b>
2.1	Commitment of the Managing Director .....	12
2.2	Customer orientation .....	13
2.3	Quality policy .....	13
2.4	HSE policy .....	14
2.5	Environmental policy .....	15
2.6	Objectives .....	15
2.6.1	High quality and competence .....	15
2.6.2	Increase of the customer satisfaction and creation of value .....	16
2.6.3	Stable order situation and healthy increase of orders .....	16
2.6.4	Safety .....	16
2.6.5	Environmental protection .....	16
2.7	Planning of the Integrated management System .....	16
2.8	Responsibility, authority and communication .....	16
2.8.1	Responsibility and authority .....	16
2.8.2	Authorised person of the top management .....	16
2.8.3	Internal communication .....	17
2.8.4	External communication of the environmental policy .....	17
2.9	Management review .....	17
2.9.1	Inputs for the review .....	17
2.9.2	Results of the review .....	18

2.10	Rules for representations and signature authorisations .....	18
<b>3</b>	<b>Management of resources .....</b>	<b>19</b>
3.1	Provision of resources .....	19
3.2	Human resources.....	19
3.3	Environmental protection .....	19
3.4	Qualification and responsibilities.....	19
3.4.1	Organigram .....	20
3.5	Further training programme .....	21
3.6	Training and training plan .....	21
3.6.1	Documentation.....	22
3.7	Office furnishing and infrastructure .....	22
3.8	Safety-related resources .....	22
<b>4</b>	<b>Product realisation .....</b>	<b>23</b>
4.1	Planning of the product realisation.....	23
4.2	Customer-oriented process.....	24
4.2.1	Order analysis & environmental aspects .....	25
4.2.2	Communication with the customer .....	26
4.3	Development .....	26
4.4	Storage.....	26
4.5	Projecting .....	26
4.5.1	Planning of projecting .....	28
4.5.2	Projecting inputs .....	28
4.5.3	Projecting results .....	28
4.5.4	Projecting review .....	29
4.5.5	Project verification and project validation .....	29
4.5.6	Handling of projecting amendments .....	29
4.6	Acquisition process .....	30
4.7	Production and service operation – construction and engineering.....	30
4.7.1	Management and validation of construction and engineering.....	30
4.7.2	Marking and traceability of products.....	31
4.7.3	Identification of products and traceability to the originator .....	31
4.7.4	Planning stage .....	31
4.7.5	Ownership of the customer.....	31
4.8	Provision of personnel .....	32
<b>5</b>	<b>Measuring, checking, analysis and improvement.....</b>	<b>33</b>
5.1	Measuring of the customer satisfaction .....	33
5.2	Internal audits.....	33
5.3	Control and measuring of the processes and products (services) .....	33
5.4	Faulty products, services and deviations of processes .....	36
5.5	Analysis of data.....	36
5.5.1	Evaluation of environmental aspects.....	37

5.6	Corrective and preventive measures .....	37
5.7	Continuous improvement .....	37
5.8	Gas detectors .....	37
5.9	Occupational physician (OP) .....	37
5.10	Safety expert (SE).....	37
5.11	Risk assessment.....	37

**Further applicable products**

PI0001	Document and Data Management
PI0201	Legal Certainty
PI0401	Buying Process Industrial Service
PI0401-1	Flow Chart industrial Service
PI0402	Acquisition Process Engineering
PI0402-1	Flow Chart Engineering
PI0403	Acquisition and Testing of Machines, Devices, Equipment and Working Materials
PI0404	Waste
PI0501	Process Description Internal Audit
PI0502	Health and Safety in the Workplace & Accident Registration
PI0503	Corrective and Preventive Measures

## 0 Introduction

### 0.1 Purpose of the IM-Handbook

It serves:

**EXTERNALLY: AS A PROOF OF MEASURES CONCERNING QUALITY ASSURANCE, HEALTH AND SAFETY AT THE WORKPLACE AND ENVIRONMENTAL PROTECTION ADOPTED BY NIESCHALK INDUSTRIETECHNIK GMBH AND ALL SUBSIDIARIES**

**INTERNALLY: FOR THE STAFF OF NIESCHALK INDUSTRIETECHNIK GMBH, AS INITIAL INTRODUCTION INTO PROCESSES CONCERNING THE COOPERATION OF DIFFERENT DEPARTMENTS AS WELL AS SUCH RELATING TO PARTICULAR DEPARTMENTS, AND AS A REFERENCE BASIS FOR THE REALISATION AND MAINTAINING OF THE INTEGRATED MANAGEMENT SYSTEM.**

### 0.2 Updating service of the IM-Handbook

Only information copies are handed out externally. Internally, the IMHB is available electronically. In case of amendments, the centrally filed document is replaced and all employees are informed.

### 0.3 Introduction of the engineering office “Nieschalk Industrietechnik GmbH”

In 1994, the company was founded as „Engineering Office for Machine and Plant Construction“. Since 01.11.2000, retroactive with 01.02.2000, the company has been converted into a GmbH (PLC). Ing. Erwin Nieschalk is owner of the engineering office.

You can find information about the subsidiaries on the homepage [www.nieschalk.at](http://www.nieschalk.at).

### 0.4 Qualification of the engineering office

#### 0.4.1 List of products and services

Please see on our homepage: [www.nieschalk.at](http://www.nieschalk.at)

#### 0.4.2 References

Please see on our homepage: [www.nieschalk.at](http://www.nieschalk.at)

#### 0.4.3 Authorisations

Nieschalk Industrietechnik GmbH has following authorisations:

- Realisation of services corresponding to an office for machine and plant construction  
Assignment of workers

## 0.5 Declaration of agreement of the company management

This Integrated Management Handbook describes the QM-System and the HSE-policy of Nieschalk Industrietechnik GmbH as well as of all subsidiaries. The organisation system described here corresponds to the requirements according to DIN EN ISO 9001:2008, SCC\* and DIN EN ISO 14001:2004. These items are not included because there is no development and no storage in these companies.

With the implementation of this system and its certification we commit ourselves towards our customers to maintain a high standard in respect to quality, safety and environment in all phases of our mutual business relationship.

### Responsibilities

This IMHB applies for the Nieschalk Industrietechnik GmbH in Vienna as well as for all subsidiaries and it serves as a binding instruction for all employees that shall be strictly followed.

All members of staff and managers are herewith commissioned to make their contribution towards the realisation of the quality and HSE policy expressed in the „Corporal Guidelines for Quality“ and to take an active part in measures concerning the realisation of the annual business and quality objectives as well as in the improvement of safety in the company.

Each member of staff is obliged to always point out circumstances or situations, which hinder the completion of his or her own tasks or which, anywhere else, can lead to quality losses, endangering of people, materials or the environment. Everyone has the absolute right to contribute suggestions concerning the improvement of quality, health and safety at the workplace as well as for the elimination of sources of errors and danger.

The Managing Director will consequently exercise his incumbent duty of organisation and supervision as well as the permanent observation and updating of the documented QM-, environment- and HSE-system, and implement consequential corrective and preventive measures.

The hand-out of an IMHB to users is carried out only after expressed approval of the Managing Director.

With this statement, the IM-System is put into effect bindingly

Vienna, 28.05.2009



Ing. Erwin Nieschalk, Geschäftsführer

# 1 Integrated Management System

## 1.1 Integrated Management System (IMS) in general

The IMS at hand has been drawn up and incorporated according to ISO 14001:2004 and SCC\*. This documented system ensures the realisation of the QM-targets, the environmental policy as well as the HSE policy. The IM System is being controlled and updated.

## 1.2 Documentation of the IMS

The documentation of the IMS consists of:

- Integrated Management Handbook (IMHB)
- process documents
- work instructions and form sheets
- demonstration documents (records)
- job descriptions

A part of the documents from the already existing previous QMS and HSE is also applied to the EMS.

### 1.2.1 The Integrated Management Handbook (IMHB)

This IMHB describes the QMS, the environmental and the HSE system of the company Nieschalk Industrietechnik GmbH and all subsidiaries.

The IMHB shall provide the client an insight of how the company fulfils the customer requirements in respect to quality, observance and adherence to schedules, safety as well as its handling of services with regard to technical and economical aspects.

In the IMHB, also the structure and process organisation is defined, detailed processes are settled in process and work instructions as well as in job descriptions. The whole IM system is aimed at prevention of errors and permanent optimisation of the structure- and process-related organisation including the points of intersection.

In respect to the companies, the regulations described in this IMHB and in additional supplementary documents result in an organisational system that fulfils the requirements according to DIN EN ISO 9001:2008, ISO14001:2004 and SCC\*. With this, it is guaranteed that the quality of the services as well as of the sold products satisfy the customers and that the legal conditions with regard to the companies are fulfilled.

The IMHB contains

- the quality policy and the quality targets aiming to guarantee the required quality of the services.
- the HSE policy and the guarantee that the safety is being permanently improved
- the environmental policy, in order to avoid environmental pollution and to comply with laws relevant for environmental protection
- the description of the structural and process-oriented organisation



- the tasks, responsibilities and competences for execution of activities concerning the quality management of all departments involved in the creation of value of the company

The structure of the chapters complies with the norm according to DIN EN ISO 9001:2008.

### **1.2.2 The process instructions (PI)**

The process instructions (PI) comprise instructions and process descriptions of process-oriented activities in the chain of value creation. This procedure, that comprises all company levels, is the basis for implementation of all mentioned targets and the IM-system of our companies.

### **1.2.3 The work instructions (WI)**

The work instructions (WI) are detailed, workplace-related descriptions of particular activities and they mainly serve for putting the process steps described in the process instructions into concrete form. They contain all required specifications concerning their application, which means also the organisational and technical know-how of the company. Together with the form sheets, the work instructions are the main tool for our members of staff and they are not allowed to be handed out externally without permission of the Managing Director.

### **1.2.4 Organisation of documents and data**

Further applicable products: PI 0001 Document and Data Management

By fixed processes it is guaranteed that valid, general and project-related documents in the planning process are made available. Documents of the IM-system are also provided according to fixed processes and, if necessary, updated.

All of the project documents that are valid after completion of their revision are kept safe according to legal regulation and/or customer requirements. Data saved on storage media are secured daily. The handling is regulated in the relevant process and work instructions and the responsibilities in the job descriptions.

The means for work include notes like check lists, form sheets and preprints supporting our everyday work. They are filled out, ticked off and partially utilised as testing instrument.

### **1.2.5 Translations**

Further applicable products: PI 0001 Document and Data Management

FS 0103 Document Matrix

FS 0104 List of Translations

In order to make all relevant documents of the IMS applicable also in the subsidiaries with other native languages than German, they are translated into English. If required, also translations into corresponding languages of the respective countries are possible. All translations are filed in the head office and entered into the central document matrix and/or into the list of translations respectively.

In case of ambiguities and discrepancies due to translation, the issue in German is deciding and with this solely this issue is effective.

### 1.3 Abbreviations in the IM-Handbook

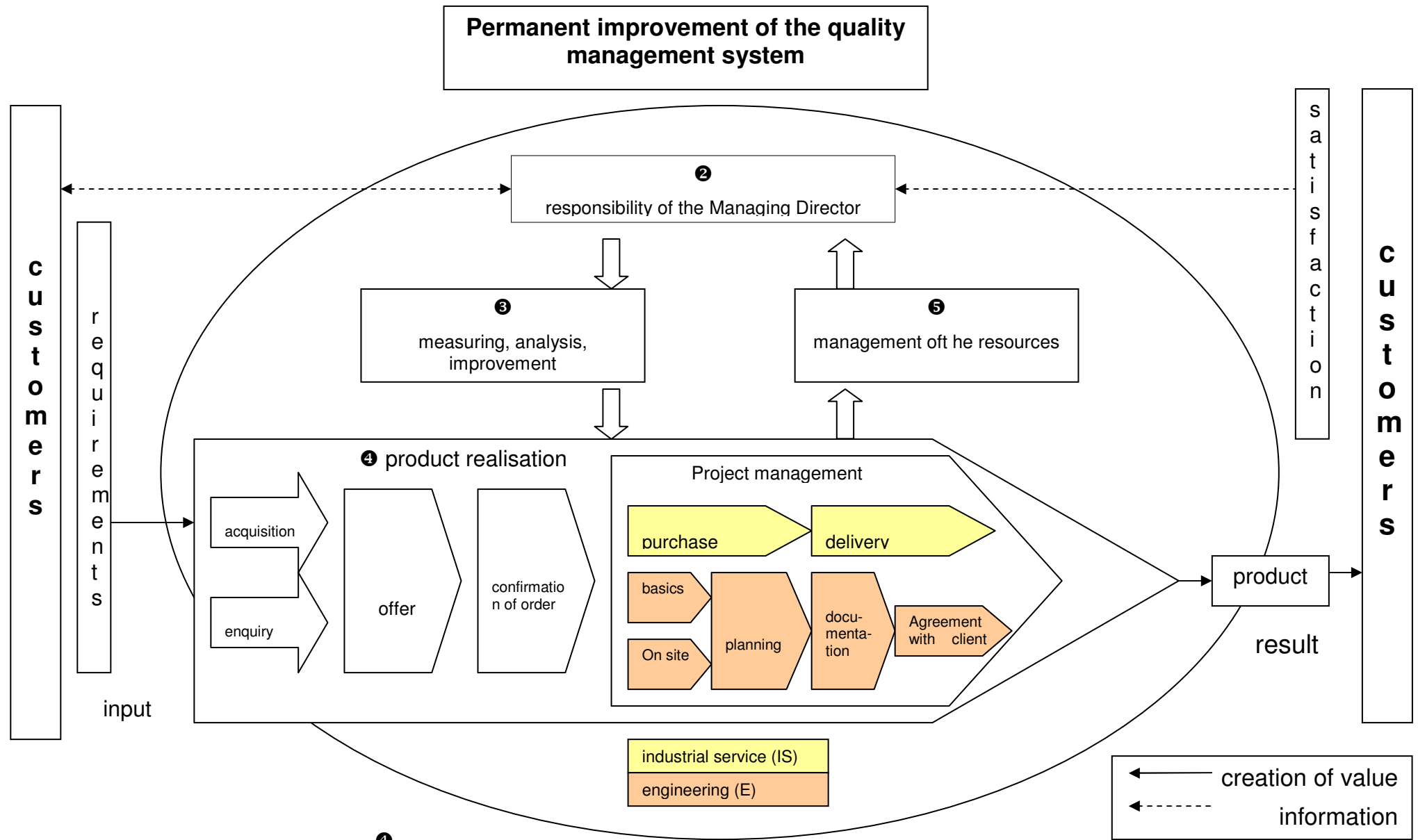
The IM-Handbook contains a summarised description of the IM-System. The clients, members of staff and planning partners are mainly the addressees.

<b>WI</b>	<b>WORK INSTRUCTIONS</b>
<b>PM</b>	<b>PROJECT MANAGER/S</b>
<b>CL</b>	<b>CHECK LISTS</b>
<b>EDP</b>	<b>ELECTRONIC DATA PROCESSING</b>
<b>FS</b>	<b>FORM SHEETS</b>
<b>MD</b>	<b>MANAGING DIRECTOR</b>
<b>CM</b>	<b>CORRECTIVE MEASURE</b>
<b>IM</b>	<b>INTEGRATED MANAGEMENT</b>
<b>IMS</b>	<b>INTEGRATED MANAGEMENT SYSTEM</b>
<b>IMHB</b>	<b>INTEGRATED MANAGEMENT HANDBOOK</b>
<b>QM</b>	<b>QUALITY MANAGEMENT</b>
<b>QMO</b>	<b>QUALITY MANAGEMENT OFFICER/S</b>
<b>HEAD OF QEM</b>	<b>HEAD OF THE QUALITY- AND ENVIRONMENTAL MANAGEMENT</b>
<b>QM-SYSTEM</b>	<b>QUALITY MANAGEMENT SYSTEM</b>
<b>QA-SYSTEM</b>	<b>QUALITY ASSURANCE SYSTEM</b>
<b>EM-SYSTEM</b>	<b>ENVIRONMENTAL MANAGEMENT SYSTEM</b>
<b>PI</b>	<b>PROCESS INSTRUCTIONS</b>
<b>HSE</b>	<b>HEALTH AND SAFETY AS WELL AS ENVIRONMENTAL PROTECTION</b>
<b>SE</b>	<b>SAFETY EXPERT</b>
<b>SO</b>	<b>SAFETY OFFICER</b>
<b>MS</b>	<b>MEMBER/S OF STAFF</b>
<b>OP</b>	<b>OCCUPATIONAL PHYSICIAN</b>

### 1.4 Integrated management processes

In the chapters 2 to 5 of this handbook, individual processes of the Quality Management System, are described according to the chapters DIN EN ISO 9001:2008 (status December 2008). The process orientation of the norm has been mainly adopted. The HSE as well as the environment ISO 14000 have been also included in these chapters.

The following depiction shows the connection between the chapters 2 to 5 of the handbook as well as the progression and the interaction of the processes / subprocesses. The numbers have been also used in the depiction of the following picture and in the corresponding explanation.



## 2 Responsibility of the Managing Director

### 2.1 Commitment of the Managing Director

All departments of the company are under the control of the Managing Director. He takes on following tasks:

- Regulation of the organisation, allocation of tasks, responsibilities and authorisations.
- Innovative, timely and accurate completion of the assumed tasks that complies with the regulations as well as with the economical and ecological targets.
- Assurance of the professional qualification of his company and his members of staff at respective state of technology by regular training and exchange of experiences.
- Protection of information on business and company secrets of his customer, also beyond the completion of the assignment.
- Assignment of the head of QEM and provision with tasks and authorisations required for the realisation of the quality policy.
- Putting into force of the IMHB as well as the required alterations.
- Checkup of the efficiency of the IM-System on the basis of the reports of the quality management, the safety expert and the environmental officer as well as the stipulation of new targets.
- Assignment of the safety officer and provision with tasks and authorisations required for the realisation of the HSE.
- Assignment of the environmental officer and provision with tasks and authorisations required for the realisation of the environmental protection.
- Adherence to the legal certainty (PI 0201 Legal Certainty).

By provision of necessary means and resources, the Managing Director commits himself to permanent advancement and implementation of the IM-System. This is guaranteed by the actions mentioned above.

## 2.2 Customer orientation

The cognition of customer requirements is the basis for the realisation of our IM-System.

The customer requirements are assessed by appropriate measures and fulfilled with the target of enhancing the customer satisfaction. We get enquiries and requests for quotations, planning documents and building specifications. The assessment of customer requirements results from the evaluation of these documents.

It is important to work out a realisable solution together with the customer. The demands of the customer and proposals for solution shall be aligned with regulations, laws, norms, technical standards and quality standards. It is our task to realise the orders of the customers at a reasonable price, solidly, in good quality and environmentally friendly and to accomplish them within the stipulated period.

We recognise the satisfaction of our customers by reactions in respect to our offers and legworks as well as by the handling of commissioned deliveries and services and also by standardised talks with the customers on the basis of a CL.

## 2.3 Quality policy

By complying with the norms, laws and regulations that are to be taken into consideration, our quality policy is aimed at the enhancement of the customer satisfaction to achieve a satisfactory operation result.

**Aims and contents** of our **quality policy** are:

- satisfied customers as a result of services according to agreements and within the prescribed time limit for reasonable prices
- commitment of all members of staff to meet the demands of the customer and to permanently improve the efficiency of the IM-System.
- friendly contact to customers – upgrading of the social competence of the members of staff
- knowledge and implementation of the relevant laws, norms, guidelines as well as the company-internal instructions
- comprehensively briefed, motivated and trained members of staff continually improving their skills by further trainings
- teamwork with good communication skills of the members of staff
- detection, evaluation and avoidance of errors
- recognition and minimisation of risks

We commit ourselves to achieve the **satisfaction of the customers by following aspects:**

- complete, comprehensive and punctually drawn up offers with a customer-oriented pricing
- fully completed services

- drawing up of a customer-oriented documentation
- cooperative relationship to the client
- adherence to offered prices
- permanent improvement of our IM-System

**From economical points of view** also following aspects belong to that:

- effective usage of materials and assignment of staff
- short processing times
- adjustment of the infrastructure with regard to the task
- health and safety in the workplace

The implementation of this policy has a positive effect on the customers, enhances the economic efficiency and by that guarantees future perspectives of the company. The activities for the implementation of the quality policy serve for increase of the awareness level in our company.

The aims basing on the IMS measure plan and the management reviews are reworked annually. The quality policy forms the framework for stipulation and assessment of these aims and it is checked by the Managing Director in respect to its adequacy.

## 2.4 HSE policy

The pursuance of a structured policy that aims at a permanent improvement process of the HSE as well as the reduction of accidents, occupational impairments of health and unsafe situations and also environmental and material damages is dear to our heart.

Further applicable products:

PI 0502 Health and Safety in the Workplace & Accident Registration

We attach special importance to:

- the prevention of accidents
- the prevention of occupational illnesses
- the prevention of work-related health hazards
- the prevention of environmental and material damages
- the striving towards a permanent improvement of the HSE standards
- adherence to the legal requirements (PI 0201 Legal Certainty)

In order to avoid accidents or impairments of health of our members of staff, they are being enabled to recognise hazards in advance. Due to these trainings and instructions, they are able to initiate required immediate countermeasures that are documented in the IMS measure plan.

The same priority is assigned to the economic efficiency of our company as well as the protection of our members of staff. The Managing Director and our managing board, who take an active part in the implementation of our security management, have a role model status that is supported and encouraged by us.

In order to avoid consequential losses for our customers, the security measures are taken into consideration and planned already in the scope of the project preparation.

All MS have to follow the "General Safety Conditions of the Customers" and they are instructed into these every year.

**In order to achieve these targets, our company focuses on the following management system:**

- **PLAN:** by setting of targets and planning of measures, the exigencies towards our safety management system are being periodically advanced.
- **DO:** By implementation of the stipulated measures and the role model effect of the management, our plans are put into practice.
- **CHECK:** By regular HSE meetings and HSE inspections, the degree of the realisation and efficiency of our measures is being checked.
- **ACT:** On the basis of the analyses of our safety data, new measures, that provide a continuous improvement of our safety system, are settled.

Subcontractors and skilled craftsmen assigned by our company are also urged to follow the given safety standards and they must have an appropriate HSE system respectively. No temporary employment agencies are assigned.

## **2.5 Environmental policy**

By complying with the laws relevant in respect to environment (PI 0201 Legal Certainty), we place emphasis on three focuses that constitute our environmental policy.

- Rational use of resources (electricity, heating, paper, ...)
- Separation and/or avoidance of waste
- Consideration of relevant aspects concerning environmental protection while planning and realisation of our services.

Subcontractors, suppliers and skilled craftsmen assigned by our company, are also urged to pursue an environmentally friendly policy and they must have an appropriate management system respectively. While purchasing of products, we attach importance at their environmental compatibility in respect to their usage and production.

These environmental principles are also implemented in all our subsidiaries, as far as it is allowed in consideration to the infrastructure of the respective country.

## **2.6 Objectives**

The objectives of the company are set and evaluated annually. Furthermore, there are also project-related targets which are evaluated in stages.

Basic corporate objectives:

### **2.6.1 High quality and competence**

Basically, we strive for the highest possible quality in respect to all of our products and services. All departments are filled with competent members of staff. The competence of our staff is continually raised through meetings, instructions and further trainings.

### **2.6.2 Increase of the customer satisfaction and creation of value**

Through permanent improvement and control of the processes, faults are avoided and the customer satisfaction as well as the creation of value is being increased by that.

### **2.6.3 Stable order situation and healthy increase of orders**

The number of potential customers shall grow by the controlled entering of new markets, in relation to the product as well as to the space. We strive for a healthy and stable increase of orders by tapping the full potential of the customers as well as by the increase of the customer satisfaction.

### **2.6.4 Safety**

The highest possible safety of our members of staff, customers, materials and environment is strived for by permanent improvement of the HSE-system, training and instructing of our staff as well as the checking of stipulated measures and regular evaluations.

### **2.6.5 Environmental protection**

By permanent following of all laws relevant in respect to environmental protection and the steady improvement in order to avoid environmental pollution.

## **2.7 Planning of the Integrated management System**

The annual planning of the system is carried out by the Managing Director on the basis of various analyses. Especially the results of the management reviews are taken into consideration. The planning is reflected in the continuous IMS measure plan that contains fault description, measures, responsibilities as well as dates.

In course of that, measurable objectives complying with the contents of the quality policy are set for the individual scopes and members of staff.

An important element is represented by the staff, whose training is planned on the basis of the training plan that supports the quality objectives.

A planning of the further proceeding for an achievement of the stipulated objectives and the requirements of the IM-System is carried out annually by the Managing Director and the members of staff.

See also the IMS measure plan as well as the training plan.

## **2.8 Responsibility, authority and communication**

### **2.8.1 Responsibility and authority**

The Managing Director stipulates the responsibilities and authorities. They are shown in the WI, job descriptions and the organigrams.

### **2.8.2 Authorised person of the top management**

Because of the size of the company, the Managing Director, Mr. ING. Erwin Nieschalk is also the QM-officer and the environmental protection officer. Mrs. Daniela Bohn executes as head of the QUM the operative job in in both scopes. Mr. Ing. Peter Schweiger is the safety officer.



### **2.8.3 Internal communication**

In order to achieve a consistent level of information within the company and to integrate the staff into decision-making processes, the communication within the company is characterised by continuous flow of information from the managing board to the members of staff and vice versa.

**The internal communication and information structure is guaranteed by:**

- monthly IMS meetings
- regular discussions concerning projects and general issues with individual members of staff and the Managing Director
- regular personal talks between members of staff and the supervisors
- project debriefing with all members of staff involved in the relevant project

By notes in the IMS measure plan, it is secured, that the tasks are really being carried out and that they are comprehensive.

### **2.8.4 External communication of the environmental policy**

The environmental policy is communicated externally on the basis of our web presence and also through mailings (via post or e-mail). The aim of the communication is to sensitise our customers and suppliers to ecological awareness and to gain them as ecoconscious partners.

## **2.9 Management review**

A management review concerning the overall situation of the company takes place periodically. Here, the economical, HSE-related, ecologically relevant as well as quality-related aspects are examined.

### **2.9.1 Inputs for the review**

Inputs for the management review must contain information on following focuses:

- a) results of audits
- b) feedbacks of customers (project-related)
- c) status of corrective and preventive measures
- d) follow-up measures of previous management reviews
- e) alterations that could have an effect on the IM-system and
- f) Recommendations concerning improvements
- g) customer satisfaction
- h) involvement of the management in the HSE
- i) HSE action /annual plan
- j) records of the work site inspections and analysis of the inspection protocols
- k) records concerning the inspection of accidents and other incidents
- l) feedbacks and complaints concerning HSE of customers
- m) checking and evaluation of the environmental management system
- n) improvement of the environmental management system

- o) checking of the status of legal certainty in the central office and in all subsidiaries
- p) status of legal certainty in the central office and in all subsidiaries

### **2.9.2 Results of the review**

The results of the management review contain decisions and measures concerning:

- a) improvement of the efficiency of the IM-system and its processes
- b) improvement of products in relation to customer requirements and
- c) demand in respect to resources and further training
- d) appraisal of the managing staff in respect to HSE aspects

### **2.10 Rules for representations and signature authorisations**

There is an explicit rule that avoids delays with regard to deadlines from absence or competence troubles in case of representatives and authority to sign. These are regulated in job descriptions.

See the respective job descriptions.

### 3 Management of resources

#### 3.1 Provision of resources

The qualification of the individual members of staff is ensured in order to cover the offered services.

The current status of the qualification is checked and, if necessary, training measures are initiated.

#### 3.2 Human resources

Appropriate qualification of members of staff as well as their systematic further training make up the central focus of our corporate policy. According to that, in the scope of staffing with new members of staff, we strictly pay attention, that they have a relevant qualification which meets the requirements of the job profile. New members of staff take part in an incorporation programme, by which they are introduced in our company, their scope of work and their specific scope of duties.

#### 3.3 Environmental protection

While purchasing products we pay attention to the environmental compatibility in respect to their production.

Waste separation is practiced within the company. The members of staff are urged to avoid unnecessary usage of paper.

The company uses energy saving lamps in places where their usage is sensible; in rooms that are not used at the moment, the light is turned down.

It is made sure, that there is no overheating in the winter period.

Further applicable products:	PI 0404	Disposal and Avoidance of waste
	PI 0403	Purchase of Machines, Devices, Equipment and Working Materials.
	WI 0405	Safety at the Office & Energy Saving

#### 3.4 Qualification and responsibilities

##### Qualifications

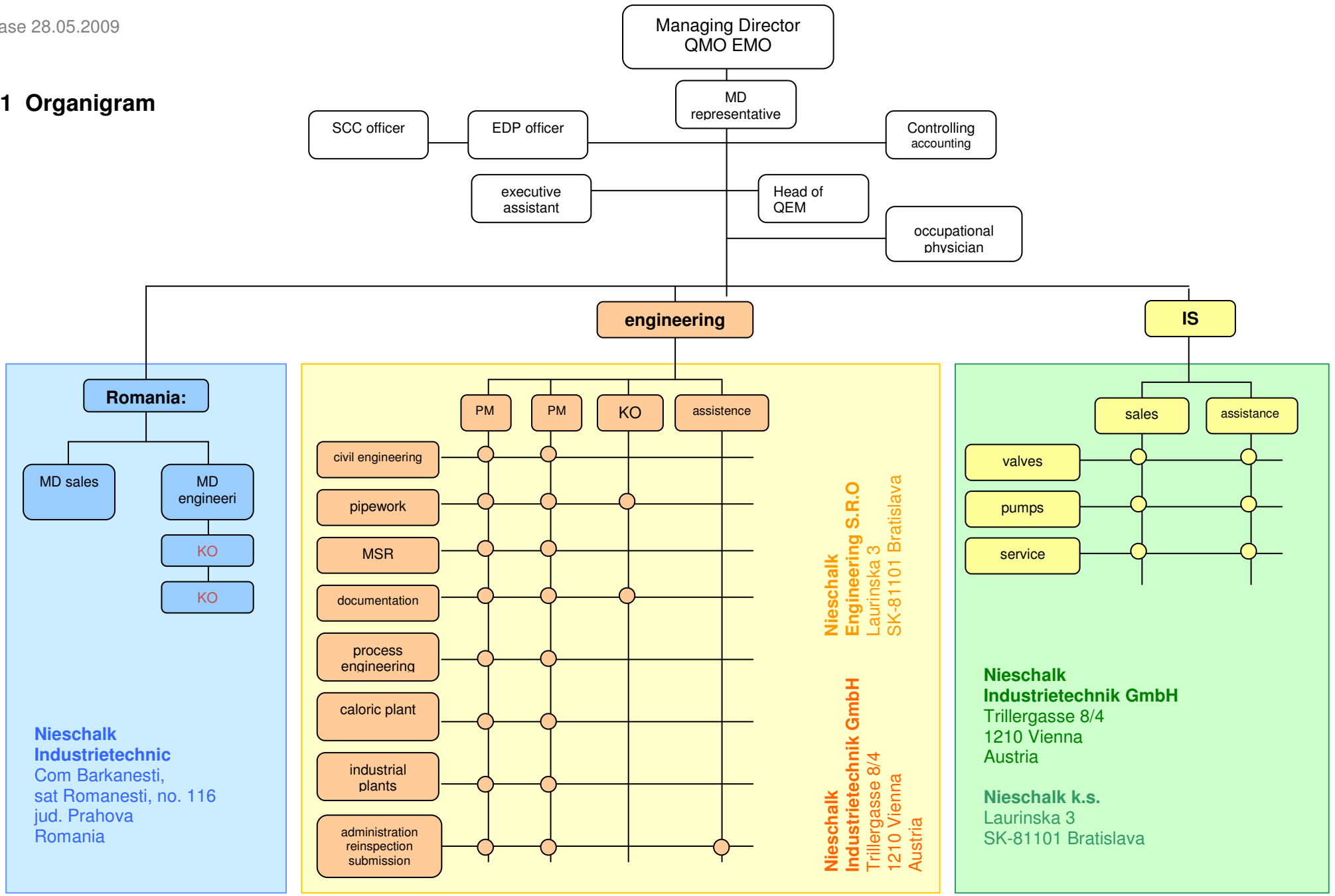
The companies employ engineers and technicians with relevant degree. Draughtsmen (constructors) have a specialist training and, as a rule, an additional CAD-training. The qualifications can be proven on the basis of credentials.

As there aren't any extra hazardous works and jobs in our company, special knowledge or trainings in respect to hazardous working areas is not required.

##### Responsibilities

Relevant responsibilities are to be found in the work instructions and job descriptions.

### 3.4.1 Organigram



### 3.5 Further training programme

As a further module for achievement of the quality targets and HSE and ecological requirements, internal and external schooling and further training are taking place.

A fundamental qualification of members of staff is guaranteed through a relevant training or studies respectively. The updating of knowledge is guaranteed through further extraoccupational trainings. Furthermore, a consolidation of abilities and skills takes place through further in-service training at the workplace.

A sufficient qualification of staff and motivation towards quality are guaranteed and maintained.

### 3.6 Training and training plan

Permanent training of the staff is a condition for a good functioning of the IM-System. It is a part of the strategy of the company, to train the staff in respect to enabling them to execute their assigned tasks safely.

After offer and office-specific task, a training plan for the respective year is drawn up. The interests of the company and the HSE have to be taken into consideration in this plan. The Managing Director is responsible for this planning.

It has to be documented which member of staff has been instructed, how often, in which field of activity (e.g. QMS, project management, safety, CAD etc.) and by which person. The external and internal further training measures take place parallelly. Internal trainings are to be aimed at semiannually. The members of staff are obliged to allocate and to announce participation (when and where) in external trainings.

#### External further training:

- attendance in business meetings of the Chamber of Engineers
- further training related to the specific field at technical universities
- attendance in speech events
- special seminars and courses for special issues
- SCC\* trainings

#### Internal further trainings:

- engineer meetings with technical expert contribution
- individual training by means of software (also externally)
- specialised library, professional journal
- further training, CAD instruction (also externally)
- regular instruction while discussions concerning projects and inspections
- safety instructions
- instructions concerning environmental protection

### **3.6.1 Documentation**

The efficiency of taken measures and visited trainings is assessed in staff meetings.

Notes concerning education, training, skills and experience are kept in the personnel files.

### **3.7 Office furnishing and infrastructure**

At his workplace, each member of staff has an equipment according to his assignment with connection to the internal network. The EDP infrastructure and the respective licenses are managed and maintained by the administrator.

The appropriate equipment of the office in respect to furnishing as well as hard- and software can be seen in the current inventory list. The Managing Director ascertains the demand of the furnishings and equipment, procures them and takes care of their upkeep and maintenance.

The daily, monthly and annual backup of data guarantees the protection and the availability of electronic data, the software as well as the commercial programmes. The protection against viruses is realised through permanently updating virus scanners.

The workplaces are arranged according to the aspects health, safety and environmental protection. A re-evaluation of the workplace takes place regularly. The expert for occupational health and safety (AUVA) is the contact person in this area.

Monthly HSE inspections (CL 0502) take place on all building sites and other working places. The inspections are carried out by the SO or /and the MD.

### **3.8 Safety-related resources**

All members of staff going to building sites get a PSE at their disposal, which has to be worn while every field of work according to on-site instructions. The PSE has to be regularly controlled by the MS in respect to cleanliness, intactness and terms of expiration, as the case may be.

Further applicable products: WI 0303 Application and Maintenance of PSE

## 4 Product realisation

### 4.1 Planning of the product realisation

Further applicable products: PI 0402 and PI 0402-1

Our company has introduced official proceedings which comprise all quality-related primary processes and which ensure that these activities are managed (being carried out with appropriate documentation and monitoring) in order to provide permanent maintenance of control.

Following issues are considered in the course of the product realisation:

- the drawn up quality targets that are associated with the product realisation (see measure plan)
- the quality features set by customers and products
- provision of required resources necessary for execution of service
- process instructions and regulations describing the proceedings and structures of the projects
- the required product-specific inspections
- the required records in schedule and project documents
- the HSE-relevant aspects
- environmentally relevant aspects in the scope of purchase and operation

#### **Procedure of planning**

Description of the principles and contents as well as the documentation of individual planning steps and controlling services from basic evaluation up to acceptance and hand-over of the project.

#### **Commitment of the team working on the project**

The qualification and the processing time calculated by the Managing Director are decisive in respect to combination of the project team, so that the demanded performance can be carried out within the scope of the predefined planning period agreed on by contract. The Managing Director organises and determines the degree of capacity utilisation of the whole office. Together with the project manager, he controls critical overlappings that also possibly emerge in case of amendments in particular parts of the project or of a whole project as well.

The project managers are called on depending on the task and the qualitative demands. The Managing Director stipulates the team working on the project by written presentation of a project data sheet.

#### **Schedule and capacity planning**

The plans concerning schedules and process of the project that are agreed with the client are the basis for interoffice schedule end capacity planning. Together with the project manager, the managing Director ensures that overlappings in respect to capacity utilisation are avoided. This happens through regular consultations.

### **Stipulations concerning internal objective methods of testing**

The project manager is responsible for the internal objective planning of the planning targets in the individual planning steps. In the course of this the targeted deadlines have to be adhered to under consideration of the costs.

### **CAD systems**

Many different CAD programmes (e.g. ACAD, I-Sketch, SPPID, Comos, ICEM), partly with add-ons of the programmes provided by clients, are applied.

### **Assessment and use of organisational means for technical execution of the project**

Regulations and check lists for the applied CAD-programmes are permanently drawn up and reworked respectively. By that, the experiences from current as well as from completed projects are documented and made available for efficient control and fault analysis with regard to future projects.

### **Tracing of the planning process**

In the course of the execution of planning it is necessary to formulate it comprehensively. This is realised by respective revision comments in the plans and date-oriented structuring of folders. The project manager or the constructors respectively are responsible for that.

### **Training and implementation of EDP systems for technical constructions**

An appropriate hard- and software for technical constructions and for CAD is available. The selection depends on the office-specific requirements and is made by the Managing Director in agreement with the staff. After purchase, an introduction and a training of the relevant members of staff is performed by the supplier or by other institutions.

## **4.2 Customer-oriented process**

Further applicable products: PI 0402 and PI 0402-1

### **Processing of offers**

It belongs to the conventions of our company to attain a clear understanding of the needs of the customer at the beginning of the cooperation and to submit them to a continuous control during the whole period of the project / service.

The customer-oriented processes are triggered by the enquiries of the customer. Their requirements and wishes are ascertained through individual talks, interviews, during visits as well as through other connections and sources, and they are checked in respect to realisation.

Each enquiry or each commissioned project assigned to a project manager. He coordinates all measures required internally and keeps contact to the contractual partners during all phases of the project until the acceptance and in case of claims.

In case of a planning that is independent from an enquiry or an order, a project plan with budgeting of costs and time is drawn up by the project manager and released by the Managing Director.



In case of projects resulting from enquiries and orders, a project plan with budgeting of costs and time schedule containing all important steps and decisions with the relevant responsible positions (internal and external) is drawn up by the project manager after in agreement with the Managing Director. The project manager controls the execution of the project with regard to time schedule and costs. Previous completed projects serve as reference for that.

In the scope of offers or commissioned projects, preliminary drafts in the form of general plans are compiled and discussed and approved with the customer. Concluding drafts are presented to the contractual partners (if not agreed otherwise) for approval.

The project manager compares the results with the specifications of the customer and the contract specifications (the customer presents the specification partly in the form of bills of quantities). In case of deviations, they are examined in a project discussion or in an other appropriate way with respect to their compatibility with the overall project and discussed with the customer; according to stipulations agreed upon.

Requirements that are not specified by the customer but which are necessary for the project planning, are to be taken in though enquiries and mutual agreements.

If the enquiries match with the spectrum of goods and services of our company and the contents are technically realisable, we react with offers to all enquiries. The offers are presented to the customer in written form. The compliance between the expectations of the customers and the services of our company is established through a confirmation of order (as a rule in written form).

#### **4.2.1 Order analysis & environmental aspects**

After receipt of order, the Managing Director will consider the congruence of offer and order as well as the compliance with legal requirements by involving the relevant project manager. The contract review is a complete checking of all requirements of the contract regarding the feasibility in respect to technical, economical, legal and schedule-related aspects.

In the course of the analysis also environmental aspects are considered and the customer is informed when there is some room for improvement (FS 0509).

Lacks of clarity are checked with the customer and documented.

If it should come to amendments in the course of the project, it is guaranteed through according regulations, that all involved are provided with the current revision status at short notice. In case of amendments of the requirements, it is guaranteed, that the relevant documents are also modified and the responsible members of staff register the amended requirements.

Addenda and requests concerning contract amendments or other change requests of the customers lead to additions or revisions of the offers or the change requests respectively (partly through addenda in the form of a TNC (technical notification of change)). It is guaranteed by respective file notes that these amendments are taken into consideration. A revision or a new issue of the documents (new offers / contracts / contract amendments) takes place promptly. New documentations are filed according to the regulations.

#### **4.2.2 Communication with the customer**

On the basis of an enquiry of the customer, a continual mutual communication process between the customer and us as contractors takes place. It runs from the beginning of the proceeding of a business process through the whole process to its completion.

A communication with the client takes place through the person working on the project under consultation with the Managing Director. In scope of that, various communication media like e.g. internet, telephone, telefax, post etc. are used.

Contents of the mutual communication process are:

- enquiries and orders of the customer which have to be documented by registering all details of the information
- contracts including their amendments
- handout of product information to customers like e.g. descriptions, schemata, prospects, data sheets etc.
- gathering of information that is to be provided by the customer or respectively documents like e.g. contract specifications, planning documents
- references to completion and updating of existing documents from the tendering phase
- feedback of the customers including references and complaints

#### **4.3 Development**

As there is no development in terms of the norm in our company, it is not included in the QMHB.

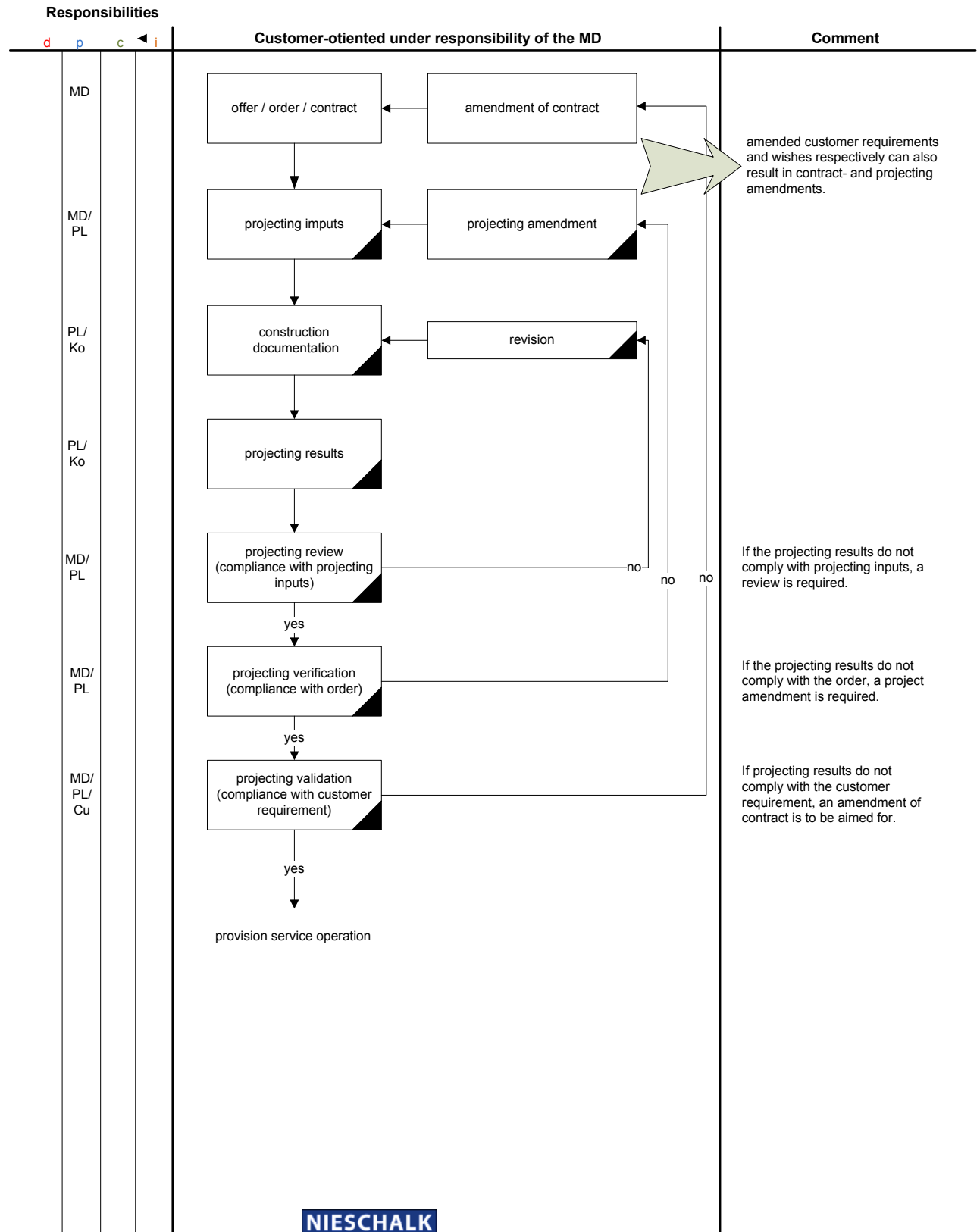
#### **4.4 Storage**

As there is no storage in terms of the norm in our company, it is not included in the QMHB.

#### **4.5 Projecting**

The projecting as a whole is only of importance for the business process 1.2 "Order processing engineering plant construction" and it is shown as an overview in the following scheme. The chronology is depicted from the top down.

In case of some projects, a repeated pass of the individual steps is necessary until a solution that meets the customer's requests is achieved.



amended customer requirements and wishes respectively can also result in contract- and projecting amendments.

If the projecting results do not comply with projecting inputs, a review is required.

If the projecting results do not comply with the order, a project amendment is required.

If projecting results do not comply with the customer requirement, an amendment of contract is to be aimed for.



**d = decision**  
**p = performance**  
**c = co.operation**  
**i = information**

MD = managing director      PL = project manager      Ko = co-constructor      cu = customer      a = accounting

### 4.5.1 Planning of projecting

In the scope of the business process “Engineering Plant Construction” the project planning describes the actual planning of the projecting. This section of service provision (process step) is planned and directed by the Managing Director. In respect to the according projecting process, together with responsible persons, he determines following issues:

- Phases that are to be passed through:
  - calculation (estimate of costs)
  - construction
  - development of a documentation
- Adjustments with the requirements of the customers while each of the phase of projecting.
- The proceeding while checking of the results of the projection and their ability to meet the customer requests.

The project manager commissioned by the Managing Director carries out the projecting. The construction and writing capacity is made available. In the course of that, a direct access to these resources and documentation takes place.

The Managing Director is being regularly informed about the current status by the members of staff and information is shared mutually. The interim results and results are sufficiently registered in the corresponding project documents. The documentations are being updated in the course of the project.

### 4.5.2 Projecting inputs

In respect to the product requirements, the inputs for the projecting are determined and documented in the project documents of the authorised person. Such inputs can be:

- customer’s specifications in the form of enquiries and bills of quantities that describe requirements in respect to service and performance
- existing laws and regulations as well as official requirements
- existing experience from previous projects as well as
- possibly other important requirements of this projecting.

Subsequently, these inputs are checked in respect to completeness, informational value, clearness as well as inconsistency.

### 4.5.3 Projecting results

The projecting results registered through project documents in the form of:

- cost listings
- production drawing
- installation plans, schemata and
- descriptions

shall be the response to the projecting inputs, which meet the requirements of the customers and with this enable a verification in comparison with the projecting inputs.

The required human and technical resources, the scope of time and cost are presented. For this purpose, sufficient documentations and pieces of information are compiled by the person in charge (as a rule the project manager).

These contain required

- human, technical, temporal and cost-related resources
- purchasing documents.

Before further processing, the projection results are approved by the Managing Director.

#### **4.5.4 Projecting review**

The permanent reviews comprise the comparison of the worked out projecting results with the projecting inputs. The Managing Director makes the review together with the assigned project manager. The reviews prepare the verification. Informal records about the results of the reviews and about necessary revisions are kept (see also description on page 24 in this chapter).

#### **4.5.5 Project verification and project validation**

The verification comprises the comparison of the projecting results with the order or the contents of the the contract respectively and it is executed by the Managing Director and the assigned project manager. If the projecting results do not comply with the specifications, a required change in the projecting is carried out by the members of staff. With this, the verification is the condition for the validation.

In the scope of the validation, it is checked, if the projecting is able to meet the requirements of the customers (as far as known). This happens between the customer and the assigned project manager.

Record about the results of these steps and about necessary amendments and additions in respect to projection and contract are kept.

#### **4.5.6 Handling of projecting amendments**

Changes concerning the project come from the customer, the client or from the external planner (author of the bill of quantities). If required results are not achieved, it also can come to changes. These can implicate extensions or downsizing of the scope of services and are necessary, if

- setting of tasks
- planning documents
- solution structures
- existing laws, regulations and official requirements
- qualification, equipment, terms of financing

are changed or if the compliance between the projecting results and the order (contents of the order) are not achieved.

Such changes are documented in the project folders, e.g. through enquiries, confirmations of clients, new documents of external planners (bills of quantities, schemata of rules, function descriptions etc.).

The appointed project manager changes the projecting details and on the basis of that, he corrects the projecting results (with this, in general lines, the process of the projecting is run through anew).

If necessary, a reassessment, verification and validation is put through.

#### **4.6 Acquisition process**

The acquisition process, the required acquisition details and the verification of the purchased products are described in PI (see PI 0401 "Acquisition Industrial Service" and VA 0402 "Acquisition Engineering").

The acquisition requirements, the sort and scope of the product testing and of the supplier assessment depend in further consequence from the acquired products and the services to be performed respectively. As a basic principle, while purchasing of products, we pay attention to the environmental compatibility in respect to their production.

The Managing Director is responsible for the evaluation of suppliers (IS) and sub-contractors (engineering). On the one hand, this evaluation is carried out on the basis of operating experience with the customers and the suppliers, due to the own quality assurance, environmental policy and the HSE of the suppliers.

The evaluation of the suppliers and sub-contractors is carried out in regular intervals, at least after completion of the respective projects, by the Managing Director, PM, and other people involved (e.g. constructors, SE).

#### **4.7 Production and service operation – construction and engineering**

##### **4.7.1 Management and validation of construction and engineering**

Most of the main processes contain a construction element, but some also an engineering element. In the scope of our services we consider the project-related customer requirements while the whole course of the project and we arrange the products upon approval by the customer. They are carried out by qualified members of staff from the departments process engineering, ICA-engineering, engineering, CAD with respective tools (CAD system according to customer demands).

The project manager coordinates the technical and organisational operations between the team members. By the developed proceedings, the company secures an appropriate management of these activities.

These proceedings deal with:

- The implementation of the customer requirements according to the project documents and their documentation. The scope is evident in the offer, the order or in the order confirmation respectively. The assignment of responsibilities to appropriately trained and qualified members of staff is put down in the project data sheet.
- The checking of these requirements by the responsible members of staff though organisational and technical interfaces in the course of the individual phases of the project regarding their appropriateness.

### **4.7.2 Marking and traceability of products**

CAD services can be performed directly in the customer order or in the scope of the internal handling of the project. The customers provide our agents with documents, sketches and data files as a reference point.

As result of the work, data media / hardcopies are handed out. If demanded, the approval of the service takes place through a countersigned completion certificate that contains the detailed contents of the project (name, project number, drawing number, revision).

The project completion is characterised by the confirmation of the accurate delivery and following release on the part of the customer.

The marking and traceability of the projects is guaranteed by an electronical filing under consideration of the project number, customer and project name.

After acceptance of the service, the respective project folder is filed in "05\_Completed Orders" and at the same time also saved on the external hard drive.

The marking and traceability in case of CAD services is provided for in the scope of the projecting documents (table of contents, list of drawings, revision comment on the plan).

Requested and revised documents are handed out to the customer at the end of the project.

### **4.7.3 Identification of products and traceability to the originator**

The marking of products is effected through:

- order number
- identification number (index)
- planning stage (revisions)
- name of the originator and of the inspector

### **4.7.4 Planning stage**

The planning stage is noted down in project data sheets, mainly in the plans themselves.

### **4.7.5 Ownership of the customer**

Our members of staff deal carefully with the ownership of the customer. Plans, sketches, contract specifications as well as other documentations belong to that and partially remain – in accordance with responsible persons – at the Nieschalk Industrietechnik GmbH or the subsidiaries.

The requirements of the customer concerning his ownership are taken into consideration. Should property of others get lost, damaged or found to be unusable, it has to be confided to the customer. Notes on that are kept in the project documents.

In case of drawing up of CAD documents for customers, it is guaranteed by our company that the submitted documents are treated with confidence. Documents, sketches and results are not passed to third parties without authorisation

#### **4.8 Provision of personnel**

Qualified technical staff from all areas of the office engineers (see scope of products and services on our homepage) can be provided by us. The personnel is selected according to the same quality standards as the members of staff working for us.

Basing on an enquiry, appropriate staff is selected and an according offer is drawn up. The ordering customer provides the means of work. The billing is carried out monthly ex post.

Depending on the requirements of the contract, there also be agreements concerning representations, so that in case of illness or leave, a representative is provided by us. As a basic principle, the hired staff works according to the WI and PI of the respective ordering customer. The job description is drawn up by us.

Talks with the customer as well as with the provided member of staff in order to get information about qualification, state of mind and fulfillment of the order. A final discussion takes place at the end of each contract.



## **5 Measuring, checking, analysis and improvement**

### **5.1 Measuring of the customer satisfaction**

Our company is geared to customer orientation. The customers with their ideas take centre stage of our thinking and acting. In order to fulfil the customer requirements to a yet greater extent, all data of the customers concerning their satisfaction are collected.

This happens by:

- face-to face interviews of the Managing Director and the members of staff with the customer
- visitations of building sites for consultation with the foremen
- asking the customer
- project evaluation with the customers
- inclusion or notices of our ordering customers.

Following indicators are particularly applied:

- number of claims
- repeated or permanent demand in respect to our services
- development of sales
- recommendations
- problem reports that lead to improvements
- talks with general contractors, foremen
- standardized customer talks using check list

### **5.2 Internal audits**

The procedure of internal audits is regulated in the PI 0501 "Process Description Internal Audit".

The correct implementation of the IM-System in our company is ascertained in the scope of the internal audits according to annual audit plan. The procedure guarantees that these audits are executed by appropriately trained and able members of staff in the scope of the intended time schedule.

The scope and frequency depends on the relevancy of the field, the operation and the extent of the actual problems. The auditing is carried out by means of check lists basing on the IMHB. The results of the audits, including agreed corrective measures and transaction deadlines, are documented and passed to the Managing Director.

### **5.3 Control and measuring of the processes and products (services)**

The taking place of determined controlling activities during the whole course of the project effects the achievement of conformity with the required quality characteristics. Depending on the case, receiving and intermediate or final inspections respectively are carried out before the partial or final acceptance.

- **Receiving inspections**

Before rendering own planning services, the services of others involved in the planning and the documents provided by the principal are to be checked by the project manager after receipt.

The checking of the provided services ranges over belonging to planning contract, completeness, plausibility etc.

- **Intermediate inspections**

Intermediate inspections are carried out in the course of progress talks with the customer.

- **Final inspection**

The final inspection is executed by the person in charge and the project manager. In every case, the project manager is responsible for the qualitatively accurate performance according to the IMS.

The records are added to the respective documentation and serve as evidence.

The achievement of planned results is assured through the implementation of appropriate methods of controlling the business processes (see following scheme).

The determined operational characteristics are being measured and controlled. In case that the planned results are not achieved, it is a matter of impairments of performance which require corrective measures. In order to assure product conformity, appropriate corrective measures are put through.

In the scope of the business processes, particularly

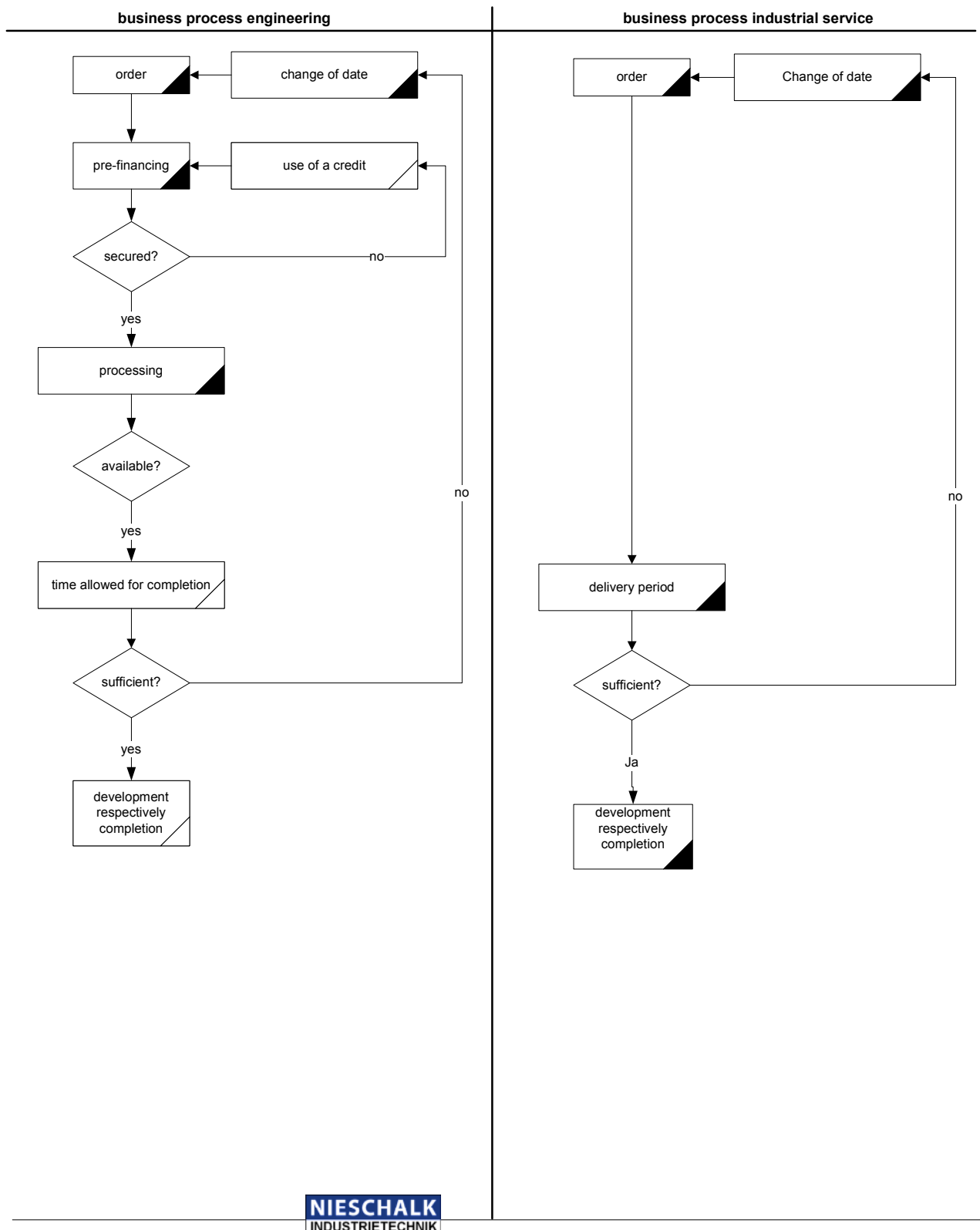
- deadlines,
- costs,
- assignment of staff and
- incoming payments

are checked.

Error prevention at an early stage in order to achieve full customer satisfaction and not to have to perform reworking measures, is one of the targets of this IM-System.

Planning works in graphical form are confirmed by the project manager and marked respectively and then handed out to a planning partner or principal. If the planning works are handed out without the check of the project manager, they always shall be marked as PRELIMINARY.

Depiction of monitoring and measuring of business processes



It shall be assured, that products (plans etc.) have passed all scheduled inspections before they are approved or passed on respectively.

Internal calculations in the scope of the whole planning shall be marked as such. Drawings that are not checked are marked as PRELIMINARY. The inspection status must be identifiable at any time.

#### **5.4 Faulty products, services and deviations of processes**

The setting of measures is structured and is carried out according to the PI "Corrective and Preventive Measures".

The passing on and further use of faulty products (plans etc.) shall be avoided. Faulty products and services as well as unsafe situations, near-accidents and environmental pollution can be recognised by each member of staff and shall be reported immediately. In case of faulty products that have already left the company, the customer shall be informed as soon as possible. In case of accidents, near-accidents and unsafe situations, the safety officer is informed and the PI 0502 "Health and Safety in the Workplace & Accident Registration" is followed.

Deviations are identified:

- though customer claims
- in steps of quality assurance
- through internal audits
- suggestions for improvement on the part of the staff
- reports of deviations (e.g. accidents and near-accidents)

#### **5.5 Analysis of data**

The regulations of the existing process instructions apply for internal inspection records.

Provided data compiled while the inspections are evaluated through different methods / process assessment criteria. In course of that, no specific statistical methods are used. An assessment is carried out in pursuance of specific guidelines of the clients as well as laws and norms. The compiled data are assessed and analysed in the staff meetings. Results of these assessments are integrated into the further work and performance of services.

For the collection and analysis of data we apply:

- situational interviews by the Managing Director or assigned members of staff
- customer claims
- analysis and observance of customer satisfaction
- observations concerning success by the Managing Director.

The data analysis makes for showing the possibilities in respect to improvement of efficiency of the IM-system and to draw up possibilities concerning preventive measures.

### **5.5.1 Evaluation of environmental aspects**

The evaluation of our environmental aspects takes place every three years with the means of a table (FS 0508). The individual aspects are evaluated in respect to quality and quantity by the head of the QEM in cooperation with the managing Director and the professional groups. For each project, the environmental aspects of our services in engineering are appraised, reviewed and adjusted to the current laws by the respective project manager.

### **5.6 Corrective and preventive measures**

Further applicable products: PI 0503

Corrective and preventive measures base on a possible cause. The corrective and preventive measures are checked with respect to effectiveness and the complete process is documented in the IMS action plan.

### **5.7 Continuous improvement**

Further applicable products: PI 0503

Each member of staff is called on to participate actively in suggestions for improvement. Improvements can also be worked out as a result of an audit or a customer claim. The realisation is documented and carried out on the basis of the IMS action plan. Then, the efficiency is reviewed. The procedure is executed just the same way as described in PI 0503.

### **5.8 Gas detectors**

If our members of staff are working on a building site of a petrochemical plant, they must have a gas detector in indicated areas with them. The gas detectors (ToxiPro H<sup>2</sup>S) serve for measuring, controlling and warning of hydrogen sulphide concentrations posing a risk to health and they are periodically inspected, calibrated and, if necessary, replaced at the manufacturer. Records concerning the devices and their inspections, which show when the last inspection was carried out, are made. An inspection tag with the last inspection date is fixed on the gas detectors.

### **5.9 Occupational physician (OP)**

For the occupational medical care, we cooperate with the AUVA in Austria (Austrian Social Insurance for Occupational Risks). The AUVA has assigned Dr. Gabriela Richter as occupational physician for us. There are own agreements in the branch offices.

### **5.10 Safety expert (SE)**

Mr. Ig Peter Schweiger is appointed as safety expert and also as safety offices for the main office and all branch offices.

### **5.11 Risk assessment**

Basing on the term "Assessment and Evaluation of risks at the workplace", potential risks for the workplace are assessed, evaluated and eliminated by the the SO and/or the Managing Director. All details are documented. All working places are evaluated and appraised at least once every year, the same happens in case of building sites as soon as they are opened. If particular risks are detected, also the OP is consulted.

By the evaluation of the working place, the Managing Director shall be placed in a position to permanently improve the safety and the health protection of each member of staff in a systematical and organised way.

The aim of the evaluation of the working place is, to recognise the psychical and physical exposure of the MS to minimise it as far as possible.

- To minimise the accident risk as far as possible
- To control the adherence to legal regulations
- To continuously improve the working conditions.

In course of that, especially shall be considered:

- the design and the furnishing of the workplace
- the design and the use of means of work
- the use of working materials
- the design of workplaces
- the arrangement of working methods and working processes
- the coactions of working methods and working processes
- the levels of qualification and training of the MS

#### **The method:**

The assessment and the evaluation of risks at the workplace as well as the stipulation of measures is a continuously running series of controls and corrective measures with the aim to permanently improve the safety at the workplace. Therefore, in view of the occasion, additional controls and inspections are carried out in regular intervals.

Basically, the detection of new risks, the control of initiated measures and the improvement of the working conditions shall be achieved.

- Risk assessment
- Compilation of information
- As-is state
- Target state
- Risk assessment
- Establishment of measures
- Control and inspections

SCC* check list	IMHB	PI/WI	Others
1.1 Policy statement (notice)	0.5, 2.4	-	-
1.2 Occupational physician and safety expert (AUVA)	3.5, 5.9, 5.10	-	yes
2.1 Risk assessment (HSE action plan) 1x every year	5.11, 2.6	PI 0502 (6.1)	yes
2.2 Workplace-related risk assessment 1x every year	5.11, 2.6	PI 0502 (6.1)	yes
2.3 PSE	3.10, 5.8	WI 0302	yes
3.1 Trainings, informations and instructions	3.2, 3.4, 3.6, 3.7		yes
3.2 all MS HSE inspection	-	-	yes
3.3 all SE HSE inspection	-	-	yes
3.4 MS at risk have qualification?	not necessary		
3.5 HSE instructions	3.7, 2.4	WI 0302	yes
3.6 HSE operating instructions	3.7, 2.4	WI 0302	yes
3.8 Safety pass	no		
3.10 Trainings planned	3.7	-	yes
4.1 HSE meetings	3.9	PI 0502	yes
6.1 Environmental protection	3.3	PI 0403	yes
6.2 Waste (separation, disposal, responsibility)	3.3	PI 0403	yes
7.1 Preparation with regard to emergency cases	-	PI 0502	yes
7.2 First-aid supplies (...fire extinguishers...)	-	-	yes
List of existent first-aid supplies			
Position plan first aid and fire extinguishers			
7.3 Training for emergency tasks	-	-	yes
8.1 HSE inspections (building sites + workplaces)	3.9	CL + PI 0502 (6.3)	yes
9.1 Occupational physician Support	-	-	yes
9.2 Are suitability and follow-up tests carried out?	not necessary		
10.1 Acquisition + testing of devices and equipment (PSE + gas detector)	5.8	PI 0403	yes
10.2 Are devices and equipment checked regularly? Index, test marking, documentation	5.8	WI 0302	yes
11.2 Are only employment agencies assigned in HSE organisation?	2.4 (none)		-
12.1 Reporting, registr. + inspect. of accidents and near-accidents and unsafe situations accident statistics (according to strict instructions) 1x every year	-	PI 0502 (6.4-6.8)	yes
12.2 Examination of all accidents	-	PI 0502 (6.4-6.8)	yes

<b>Matrix ISO 14001</b>	<b>IMHB</b>	<b>WI/PI/...</b>
<b>4. General requirements</b>		
4.1 General requirements	0.5, 5.6	-
4.2 Environmental policies	2.5	-
<b>4.3 Planning</b>		
4.3.1 Environmental aspects	2.5, 5.5.1	FS 0508
4.3.2 Legal obligations and other requirements	2.1	PI 0201
4.3.3 Targets, individual aims and programmes environmental programme	2.6.5	Environmental targets,
<b>4.4 Realisation and operating</b>		
4.4.1 Resources, tasks, responsibilities and authorisation	2.8.2, 3.3, 3.4,	Job descript.
4.4.2 Ability, training and awareness	3.5, 3.6	Training plan
4.4.3 Communication	2.8.3, 2.8.4	-
4.4.4. Documentation	1.2 - 1.2.4	PI 0001
4.4.5 Handling of documents	1.2 - 1.2.4	PI 0001
4.4.6 Process guidance	4.2.1	PI 0404, FS 0509
4.4.7 Prevention of emergency cases and averting of a danger	2.4, 2.6.4, 5.11	Emergency plan
<b>4.5 Checking</b>		
4.5.1 Monitoring and measuring	-	-
<b>4.5.2 Assessment of the adherence to legal regulations</b>		
4.5.2.1	2.1	Reports
4.5.2.2	2.1	Reports
4.5.3 Non-conformity, corrective and preventive measures	5.4, 5.6	PI 0503
4.5.4 Handling of records	1.2.4	PI 0001
4.5.5 Internal audit	5.2	PI 0501
<b>4.6 Management reviews</b>	<b>2.9</b>	Management Review