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Terms and Definitions

QEHS Management System

An integrated (Quality Environment Health & Safety) management system, incorporating the requirements of ISO9001, ISO14001 and ISO 45001:2018.

Hazard

Any source, situation, or act with a potential for harm in terms of human injury or ill health, or a combination of these.

Risk

The combination of the likelihood of an occurrence of a hazardous event or exposure(s) and the severity of injury or ill health that can be caused by the event or exposure(s).

Risk Assessment

Applies to OH&S risks/hazards as well as environmental aspects/and impacts.

Environmental Incident

Any release to the atmosphere of environmental significance.

Any emission which does not comply with the requirement of a licence.

Any malfunction or breakdown of control or monitoring equipment set out in the licence which is likely to lead to loss of control of the abatement equipment.

Any incident with the potential for environmental contamination, contamination of surface water or ground water or posing an environmental threat to air or land or requiring an emergency response by a Local Authority.

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Company Background

Citius Ltd was incorporated on 23rd July, 2013 and it's name has become synonymous with excellence and quality of service in the areas of:

- Civil Engineering
- Telecommunications
- Power
- Environmental Services

Our name, Citius, inspired by the Latin word 'Citius' meaning quick, reflects our ambitious drive.

Our unprecedented know-how and commitment to providing exceptional service and value to all our clients, has helped Citius to rapidly emerge as a leading Irish utilities company.

Normative References

ISO 9000:2015 Quality Management Systems – Fundamentals & Vocabulary.

ISO 14001:2015 Environmental Management Systems – Requirements

ISO 45001:2018:Occupational Health and Safety Management Systems – Requirements

Context of the organisation

Understanding the organisation and its context.

Clauses of the standards covered under this section of the QEHS System:

ISO 9001	ISO 14001	ISO 45001:2018
4.1-4.4.2	4.1-4.4	4.1-4.4

The organisation has identified the factors which need to be considered in implementing this QEHS under the following headings:

External Factors

Citius provides civil engineering services to private and public bodies in both private and public areas in Ireland. Our services can have a significant impact on the safety, health and welfare of our staff as well as clients, members of the public and others. Our ability to win contracts and to defend our good reputation can be severely affected by how our staff, customers, environmental groups, enforcement authorities and other interested parties view Citius.

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Internal Factors

In creating this QEHS Management System, we have considered internal issues such as:

- Our OH&S, environmental, quality and business risks.
- The role that each member of staff plays in achieving our goals.
- Objectives and targets for improving the QEHS.
- Our resources which we refer to as the 6 Ms.
- Manpower (Human Resources, competence).
- Machinery (plant and equipment used).
- Materials (raw materials, chemicals, fuels etc).
- Methodology (Processes and associated procedures).
- Mother Nature (the environment in which we operate), and
- Means (Capital, systems, technologies).
- Relationships with, and perceptions and values of, internal stakeholders.
- The culture we seek to inculcate within the organisation.
- Standards and norms, we aim to achieve throughout our operations.
- Contracts we win from customers and award to our service providers.

We have considered the potential conflicts which may arise and put in place measure which will deal with them as they arise. The main channel through which these conflicts will be dealt with is by prioritising the safety of individuals followed jointly by protection of the environment and protection of quality and business operations. Details of decisions are worked out by management through formal and informal meetings. Understanding the needs and expectations of interested parties

We constantly strive to achieve the highest standards in terms of our QEHS performance. There are, however, other stakeholders who are interested in the performance of our QEHS Management System. These Interested parties are defined in the table on the following page.

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Interested Party	Expectations
Staff	<p>Respect.</p> <p>Support in their functions.</p> <p>Acknowledgement in their role.</p> <p>Protection of their safety, health and welfare.</p> <p>Protection of the environment.</p>
Families of Staff	<p>Respect.</p> <p>Protection of the safety, health and welfare of their family members who work for Citius.</p> <p>Protection of the environment.</p>
Customers	<p>Protection of the safety, health and welfare of their staff and others affected by our operations.</p> <p>Quality of product and service.</p> <p>Protection of their property.</p> <p>Protection of the environment.</p>
Local Populations	<p>Respect</p> <p>Management of work processes and associated inputs, (HR , machinery, materials, etc.), so as not to disturb their enjoyment at home and in the community.</p>
Local and Enforcement Authorities	<p>Compliance with health and safety laws.</p> <p>Compliance with environmental laws.</p>
Safety and Environmental Groups	<p>Compliance with environmental laws.</p> <p>Protection of people and the environment above and beyond the requirements of the law.</p>
Suppliers	<p>Clear instruction on requirements.</p> <p>Payment within terms.</p>
Insurers	<p>Compliance with insurance terms.</p> <p>Compliance with legal requirements.</p> <p>Protection of people and the environment above and beyond the requirements of the law.</p>
Certification Bodies	<p>Conformance with the requirements of ISO 9001, ISO 14001 and ISO 45001:2018.</p> <p>Compliance with legal requirements applicable to our operations.</p>

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ISO 9001

Customer requirements are identified through a combination of tenders, specifications, drawings and written instructions.

ISO 14001 & ISO 45001:2018

We use a register of legislation QEHS Legal Compliance Register 2021 to identify legislation, standards and other requirements to which we subscribe (as appropriate). Outside consultants, ASafe Solutions are employed to ensure the accuracy of the register of legislation.

New and revised elements are updated on the register as they arise and as a minimum the register is reviewed annually. ASafe Solutions assist Citius Ltd in updating the register & insuring Annmarie Bolger is updated on any emergency additions. The register contains details of applicability of these requirements regarding our environmental aspects and occupational health and safety.

The register is considered when setting objectives and targets and where appropriate, QEHS documentation will be updated to reflect changing requirements. Relevant legal and other requirements are communicated to employees, contractors and interested parties as required and this is achieved through induction and ongoing training, internal communication, emails, meetings etc.

We liaise with third parties i.e., clients, holders of legal duties etc. on a site by site and project by project basis in relation to any non-regulatory requirements which may affect our daily operations.

The Management Representative relies on soft-copy versions of Acts, regulations etc. which are available online. Hard-copy versions may be kept but these are not controlled and are for information purposes only. Websites consulted for relevant legislation include (but are not limited to):

www.hsa.ie

www.epa.ie

www.hse.gov.uk

www.environment-agency.gov.uk

www.irishstatuebook.ie

www.legislation.gov.uk

If the relevant legislation cannot be located at these websites, the Management Representative will contact the relevant statutory/regulatory body for assistance.

The QEHS Manager will also consult our safety consultant team Chris Mee Consultant Lisa Walsh for two days each month to review QEHS & identify any legal changes in requirements that we need to be aware of.

Members of the Citius Management team should all familiarise themselves with the Register and review at the Yearly Management Review Meeting.

Ref: Register of Legislation (QEHS-Legal-001).

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Determining the scope of the QEHS Management System

The scope of this QEHS Management System is:

“The delivery of high-quality integrated utility solutions in civil engineering, telecommunications, power & environmental sectors”

The scope of this QEHS has been determined having regard to the outlined under sections 4.1 and 4.2 and 4.3 above.

Section 7.3 “Design and Development” of ISO 9001 is excluded from our QEHS on the basis that we do not design any elements of the projects we are involved in.

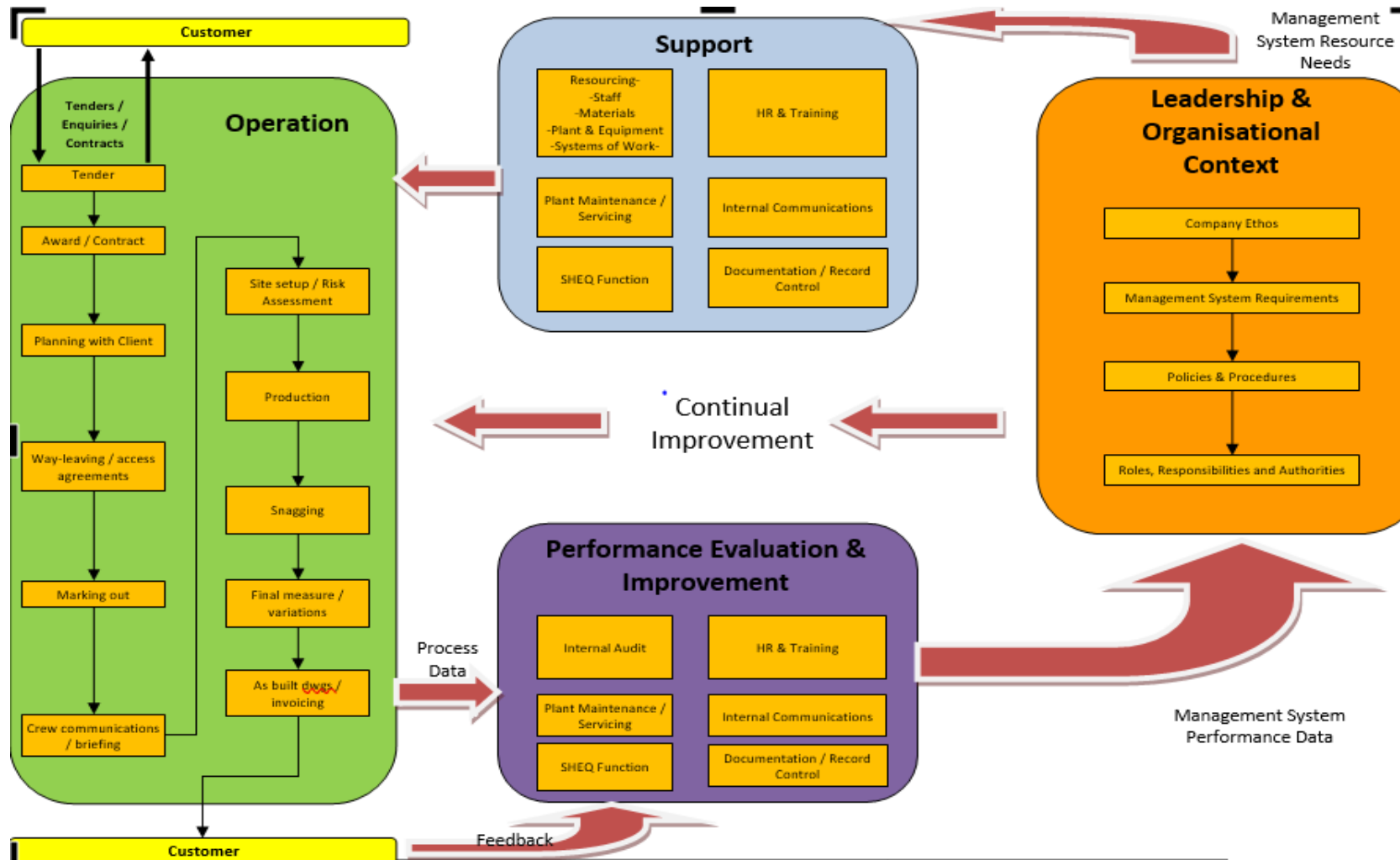
QEHS Management System

This manual sets out our approach to integrating the requirements of ISO 9001, ISO 14001 and ISO 45001:2018.

In establishing, operating and maintaining this QEHS Manual, we have identified the processes involved in delivering our products and services in line above-mentioned standards. An outline of these is provided on the following page.

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Leadership

Leadership and commitment

Clauses of the standards covered under this section of the QEHS Manual

ISO 9001	ISO 14001	ISO 45001:2018
5.1 – 5.3	5.1-5.3	5.1-5.4

Citius Ltd.'s senior management are committed to the development, implementation and continual improvement of this QEHS. To do this, we have:

- Established policies, objectives and targets which are compatible with the ISO standards and our company ethos
- Designed the way we work around the requirements of the standards and best practice
- Established the resources necessary for the operation of our business and QEHS
- Established routes of communication across our operations

In addition, we are committed to ensuring the successful operation of the QEHS and that it functions in a manner consistent with our objectives and intended outcomes. This will be achieved in part through the effective management and support of staff and management at all levels and the promotion of continual improvement in the QEHS.

We require that our management team takes the lead in actively demonstrating their commitment to the QEHS in their respective areas. Each member of the management team should be aware of the company's policies & procedures. These must be reviewed bi-annually and discussed at the yearly management review meeting.

Policy

Our policy sets the tone for our core values about how we operate. It is the foundation on which our entire QEHS Management System is built and is central to our ethos.

The policy is set out on the following page and a signed hard copy is displayed in our office and on our website.

Whilst the policy is available to interested parties on our website, we actively communicate its content to our employees upon their commencement of employment. Sub-contracted civils contractors are treated as employees for this section of the QEHS manual.

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Citius Integrated QEHS Policy

Citius Ltd. is an Irish owned utility company delivering high quality integrated utility solutions in civil engineering, telecommunications, power & environmental sectors, and delivering the highest quality solutions in the safest manner.

Owing to the nature and scale of our operations, risks and environmental aspects, we have implemented an integrated quality, environmental and health and safety management system to meet the requirements of ISO9001, ISO14001 and ISO 45001:2018.

As part of our commitment to our QEHS Management System, we are committed to: Identifying and complying with all relevant legislation.

Compliance and adherence with all other requirements including those issued by customer, local and statutory authorities.

Continual improvement in OH&S, quality and environmental performance, the prevention of injury, ill-health and pollution.

Compliance with the requirements of ISO9001, ISO14001 and ISO 45001:2018
As part of our management review process, we have set QEHS objectives and established a programme to ensure the achievement of these objectives.

This policy is made available to all interested parties including employees, contractors, and members of the public and is reviewed annually by senior management. Our policies and procedures are also reviewed and checked through internal and external auditing practices.

Signed: *Steven Quinlan*

Date: 10/05/2023

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Organizational roles, responsibilities, and authorities

The QEHS Manager, Annmarie Bolger is the Management Representative with specific responsibility for ensuring the development, implementation, and maintenance of the QEHS Management System.

The Management Representative has responsibility for ensuring that the QEHS conforms to the requirements of ISO 9001, ISO 14001 and ISO 45001:2018 reporting on the performance of the QEHS to top management, including any recommendations for its improvement, and ensuring that all employees and contractors are fully aware of their responsibilities, and this is achieved through formal induction, on-going training, and informal communications, both verbal and written.

The QEHS Manager is also responsible for promoting awareness of customer requirements throughout the organisation.

Suggested improvements to the system can be logged via formal or informal channels depending on the perceived need or urgency of the improvement in mind. Triggers for improvement include, but are not limited to, customer feedback, corrective and preventative actions, the results of internal audits, process performance etc.

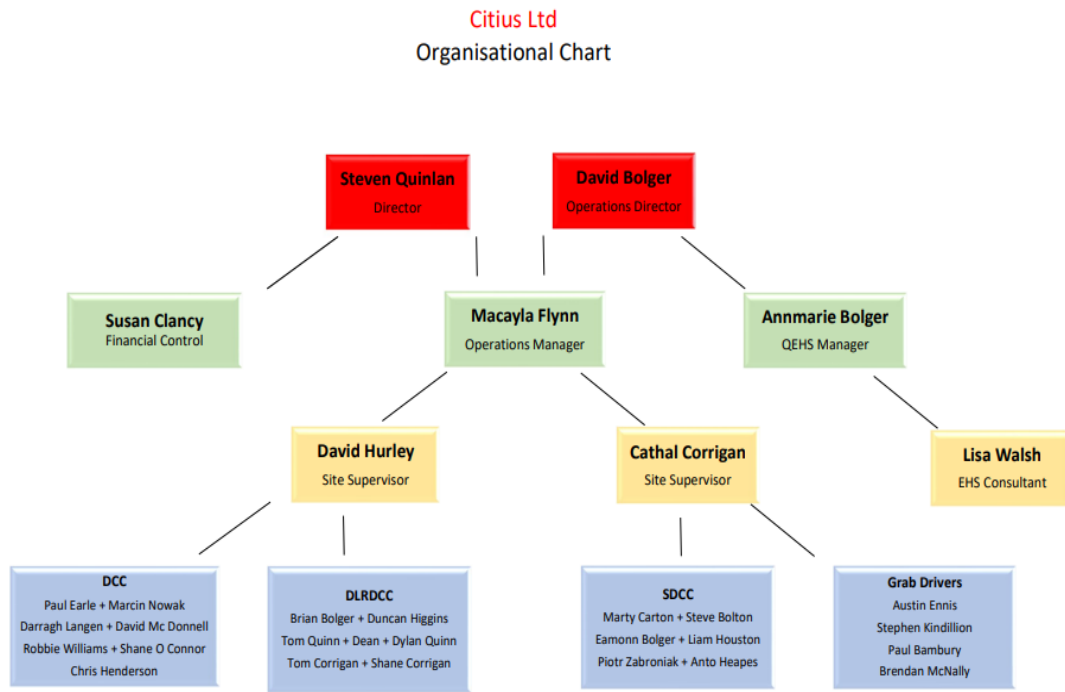
Where required, we also use the services of an external safety consultant to support the QEHS Manager role.

Responsibilities and authorities are defined in job descriptions which are in the personnel folder in the office. These are communicated to staff and signed off upon commencement of employment.

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Organisational Chart



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Consultation & Participation of Workers

Clauses of the standard covered in this section of the QEHS Manual

ISO 9001	ISO 14001	ISO 45001:2018
		5.4

Citius Ltd. strives to provide open encouragement to all workers to participate and be consulted on our QEHS Management System. Citius' management team do this formally through our documented suggestions and questionnaire form for improved procedures and also informally in consultation with crew leaders and general operatives on-site.

Crew leaders participation is noted through JSSP & Paperwork packs completed daily. Each Citius Ltd worker receives a comprehensive induction whereby our QEHS Management System is explained to them. This induction must be conducted by the employee/ subcontractor's supervisor responsible for their project of works. A soft copy of our manual and the relevant documentation to that operative's tasks is also provided to the operative in a crew folder. On acceptance of the crew folder, operatives are asked to review the contents and let their supervisor know if they feel anything is required to be added. A crew folder must be updated on a regular basis, with particular attention needed when crew members are being swapped around.

Any employee that needs assistance with literacy and technology is given added attention and training from their supervisor in instruction of how to get around literacy or technology barriers. The Citius' management team facilitates the operative in a number of different ways to ensure that he/she can have maximum worker participation.

Dynamic Risk Assessments on-site are noted by employees on their JSSP and also a section in their method statement on-site. Employees receive daily site visits from senior management – David Bolger, Operations Director, Macayla Flynn, Senior Supervisor and Cathal Corrigan Site Supervisor. Site visits must be noted on the crew JSSP. Management must check that each section has been completed, including signature of deliveries, including grab drivers, council rep visitors. The section for CAT details must be completed. Also, there is a mini-audit section located specifically for management to tick when on-site. This assists in quality and delivery of a safe service & environment for staff to work in.

Steven Quinlan and David Bolger will conduct regular appraisals of operative's performance and implement increased pay rates for subcontractors and pay rises for direct employees who are performing well in all areas of our management system. Employees & Subcontractors have access to consultation with Senior Management whenever is required as the management team provide an open forum for access and discussion when required.

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Planning

Clauses of the standards covered under this section of the QEHS Manual.

ISO 9001	ISO 14001	ISO 45001:2018
6.1-6.3	6.1-6.2.2	6.1-6.2.2

Actions to address risks and opportunities

Planning is core to the success of this QEHS System.

Risk assessments and environmental aspects assessments are required for all processes, projects, and activities. The necessity to review a risk assessment or environmental aspect may be prompted by one or more of the following:

- Dynamic risk assessments.
- Dynamic environmental aspect assessments.
- Specific customer requirements, including changes to agreed requirements.
- Implementation of new processes or technologies (including those undertaken internally or by contractors) or where substantial changes are made to existing processes or technologies.
- Observed or reported human behaviours.
- Accidents and incidents.
- The competencies of persons involved change.
- Legal or other requirements affecting the validity of existing risk assessments.
- A regulatory or compliance authority (e.g. HSA, EPA, Local Authority) requests it.
- A review planned or unplanned, of safety audits, safety statistics or other relevant data which may arise.

The process for conducting and recording risk assessments and environmental aspects assessments is detailed in document QEHS-PRO-14 Risk Assessment Methodology. The results of assessments are analysed with hazards / impacts ranked in terms of severity to facilitate the prioritisation of actions.

Results may be used in the development and improvement of our QEHS and where required, QEHS documentation will be updated and communicated accordingly. Risk Assessments and Method Statements (RAMS) are contained for each job, in each crew folder. Every crew member & crew supervisor responsible for the project in hand must sign on to the RAMS section to achieve an understanding of the risks involved in the task being undertaken.

In terms of service delivery, we ensure that customer requirements are clearly understood at the outset of each project and relevant regulatory requirements are considered. Where necessary, we will seek clarifications or expert advice in this matter.

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Client requirements are reviewed internally. Prior to the commitment to deliver, all risks / issues associated with the delivery of the service are identified and addressed. Only when we are sure that we can deliver the product / service to a clients' requirements will we proceed.

The safety statement document QEHS-SS01 contains detailed method statements and completed risk assessments. This is reviewed bi-annually by our safety consultant ASafe Solutions and can also be added to by David Bolger, Operations Director, or Annmarie Bogler, QEHS Manager.

The work environment is affected by cold and wet weather. The contracts manager will assess whether rain forecast. This is conducted on a day-to-day basis. David Bolger, Operations Director or Macayla Flynn, Senior Supervisor are responsible for making this call.

A traffic management plan can identify any particular hazards to the road worker or road user, during the installation, operation and removal of the traffic management and, by using these guidelines, minimise the risks. David Bolger and Macayla Flynn decide when traffic management is required and will arrange with Traffic Management Team Ltd (TMT Ltd) for traffic management plans and traffic management operatives to be provided. Traffic management operatives must hold a Sign, Lighting and Guarding Ticket.

Management of Change

Significant changes within our company are managed on a planned basis and may involve the setting up of a project team and / or involvement of a management representative to ensure that all elements of the change are identified and addressed.

As part of this process, the management representative is consulted to ensure that not only are all operational matters addressed but that the integrity of the QEHS is not affected. Where changes to the QEHS are required to reflect changing processes or circumstances, the changes are proposed, reviewed, and agreed via documented management meetings, and ultimately are communicated to relevant personnel within the company.

Daily meetings are conducted between Steven Quinlan and David Bolger to review any issues that may have arisen during the working day.

Weekly management meetings are held every Wednesday morning at 10am where all aspects of the business are discussed and adequate planning is made for the upcoming week's work.

Below is a list of attendees:

- Steven Quinlan
- David Bogler
- Susan Clancy
- Macayla Flynn
- Annmarie Bolger
- Cathal Corrigan
- Ray Branagan

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QEHS objectives and planning to achieve them

The management team are responsible for ensuring that objectives are established which are measurable and consistent with the QEHS. In addition, objectives are meaningful and are intended to enhance the effectiveness and efficiency of the system. They are based on SMART principles (Specific, Measurable, Achievable, Realistic, Time-based).

Objectives are taken account of OHS, environmental and quality requirements, including the delivery of projects to specification, on time, within budget, with due care for the environment and with health and safety of employees, contractors, members of the public and others as a top priority.

The objectives are measured using various tracking methods such as:

- Weekly Turnover Analysis.
- Weekly Material Cost Analysis.
- Weekly Wages Cost Analysis.
- Weekly Subcontractor Cost Analysis.
- Weekly Costing Sheet to determine profit / loss.
- Weekly Work in Progress Update to track crew progress and productivity.
- Monthly Overhead Review
- Weekly Vehicle Review with reference to Tax / DOE / 13 week checks etc.

All the above are used to monitor and measure the effectiveness, continual improvement, conformity and compliance of the QEHS.

Prior to the annual management review meeting, an Improvement Programme “QEHS-OF-15 Objectives & Targets” is drafted based on company trends but may also be shaped by corrective actions, preventive actions, accident and incident records, management meetings and staff inputs.

This is reviewed in detail at the management review where amendments are finalised and approved. The final programme will include focussed means to achieve the objectives, responsibilities, and deadlines. Performance and progress against the programme are reviewed at management meetings, internal audits and ultimately at the management review meeting. Objectives are documented and communicated to all relevant parties.

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Support

Resources

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
7.1-7.5.3	7.1-7.5.3	7.1-7.5.3

Management have identified the principal resources required for meeting requirements as:

- Finance
- Human resources
- Transport
- Plant and equipment
- Offices and yard
- I.T and communications equipment

When sourcing these resources, due consideration is given to the effects each will have on our ability to meet requirements across the 3 standards and beyond.

Competence

Staff competence is identified on the "[QEHS-OF-028 Competence Matrix](#)". Details stored for each employee include:

- Name.
- Position.
- Start date.
- Induction date.
- Details of expiry dates for tickets and certificates.

Management ensure staff recruitment is conducted with the primary focus being on the selection of appropriately qualified and experienced staff who are competent in their area or who are suitable candidates for training in a particular area.

Staff are closely supervised during the early months of their employment to establish whether they are suitable for the position or whether they require additional help in meeting expectations.

Records retained for staff upon commencement of work include (as appropriate):

- CVs
- Professional certificates
- Operational and safety certificates and tickets
- Induction records

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Awareness

To ensure staff are aware of the consequences of their activities, behaviours and the OH&S benefits of improved personal performance, staff undergo a company induction which covers these aspects, the QEHS policy, the company safety statement, and other relevant elements of the QEHS.

Staff are made aware of the implications of not conforming to QEHS requirements through various means including company induction, staff reviews, staff meetings, toolbox talks and other informal meetings.

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Communication

Topics which the company deem necessary to be communicated are detailed in the table below.

Topic	Communicated to	Timing
Roles and responsibilities	All staff	Upon commencement of employment
Procedures and policies (as applicable)	Staff to whom procedures and policies directly apply	Before commencement of activities covered by those procedures or policies
Safety Developments and changes which affect the QEHS.	Relevant staff	Scheduled as appropriate.
Company rules	All staff	Upon commencement of employment
Objectives and targets (where relevant)	Staff with specific responsibility All staff (notice board)	At time of approval / sign-off
Project deliverables / specifics (including changes to same)	Staff directly affected or involved	Before commencement of project and immediately after any changes occur
Customer communications or feedback (including complaints, requirements etc)	Staff directly affected or involved	On receipt of feedback (Within a reasonable timeframe) As appropriate (Communications initiated by Citius)
External communications (e.g., legal updates, industry news etc.)	Staff directly affected	On receipt of communication (Within a reasonable timeframe)
Audit / inspections results	Crew Leader Management Clients	At time of audit Upon completion of typed report If requested

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Where communications require a response or other action, it will be managed by the management representative and requirements for any response or action will be dependent on the circumstances of the communication. Where deemed necessary by the management representative, records of these communications will be recorded in the customer feedback folder.

The details of significant environmental aspects and other QEHS information are not communicated externally unless requested.

Consultation takes place formally and informally regarding issues affecting health & safety and environmental management. These also form an important part of regular meetings that take place.

If staff have any queries or issues in relation to safety, health, and welfare they can contact the QEHS consultant, their line manager or the contracts manager.

Staff have been informed of their right to select a safety representative from amongst their number.

The daily completion of the JSSP is the primary source for supervisors, crew leaders, and crew members to conduct on-site safety checks. Important components of the JSSP include:

- Crew Detail.
- Hazards Identified & Controls Identified.
- CAT Serial Number Identified.
- Section for Supervisors to complete to ensure On-Site Checks.
- Site Left Safe Signature of Crew Leader.
- Visitors Section to be completed by visitors & Supervisor.
- Deliveries / Grab Drivers section to be signed.

The JSSP is handed in for the week each Friday. It is scanned along with the Paperwork Pack into the QEHS Performance, Crew Paperwork Folder and must remain in our possession either via Hard or Soft copy for a period of 7 years. A hard copy is filed weekly into the Paperwork Pack folders. These folders are located in Susan Clancy's office.

The Site Audit Pro completed by the crew leader and sent to the site supervisor on a daily basis is the next daily record to contribute to Safety & Quality. It is here that the supervisor can ensure on-site operations meet the standards required. A site Audit Pro must contain below:

- Start of the day Photographs containing JSSP & Site Set Up Pre Works.
- Any Existing Damage Identified Pre Works.
- During Works Photographs.
- Site Left Safe Photographs at the end of the day.

The Site Audit Pro is sent daily to the Site Supervisor & Saved into the QEHS system, Performance folder and Site Audit Pro Folder.

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Documented Information

General

We are committed to meeting the requirements of ISO 9001, ISO 14001 and ISO 45001:2018
We have developed a comprehensive suite of documents which outline how we operate and manage our QEHS system in line with our stated scope (see [section 4.3](#)), including:

- QEHS Policy.
- QEHS objectives and programmes.
- QEHS Manual.
- Documented procedures required by the standards to which we subscribe (see above).
- Documented procedures deemed necessary by Management for the effective management of the QEHS.
- Forms and records required to demonstrate conformance to stated requirements.

Creating & Updating

Documents (including this manual, QEHS procedures, the safety statement and relevant external documentation) are controlled via procedure QEHS-PRO-005. Records are controlled via QEHS-DOC-001. These procedures contain details on document identification and description, issue date and revision number. They also describe how documents are approved and reviewed.

The QEHS master copy is held in soft copy in the cloud & on the company server and with the use of Dropbox. Printed versions are permissible but may not be approved.

Control of Documented Information

The availability, suitability and protection of documentation is controlled via [QEHS-PRO-005](#) and [QEHS-DOC-001](#).

Regarding documentation, these procedures also address, as applicable, its: distribution, access, retrieval, use, storage and preservation, including preservation of legibility control of changes (e.g., version control) retention and disposition. Document control extends to documents of external origin.

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Operation

Clauses of the standards covered under this section of the QEHS System

ISO 9001	ISO 14001	ISO 45001:2018
8.1-8.7	8.1-8.2	8.1-8.2

Operational Planning and Control

The processes needed for the realisation and delivery of our product have been determined as per the next landscape orientated page.

These processes and planning around same are reviewed at site or project meetings to ensure their suitability. Such meetings are also used to ensure projects are appropriately resourced.

Quality objectives and requirements for the product are obtained usually from tenders or specifications, drawings, or similar documents.

At the tender stage, meetings are held to ensure the successful completion of the project. These meetings take account of the following aspects:

- Customer requirements.
- Local environmental & safety requirements.
- Legal and other requirements.
- The development of relevant QEHS processes and associated documentation.
- Acceptance criteria.
- Allocation of resources.
- At project / site level, product acceptance is handled via measures which include the following:
 - Checking of delivery dockets.
 - Checking of materials (cube tests and similar).
 - Onsite supervision.
 - Stage signoffs.

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Determination of requirements related to the product

Customer and product requirements are initially specified in tender documents, contracts, design drawings and other materials supplied by the client to us.

The contracts manager checks that the product requirements are determined under the following headings:

- Customer requirements.
- Statutory, legal and other (e.g., licensing) requirements.
- Requirements not stated by the customer but nonetheless necessary.

Where there is any omission or confusion regarding client requirements, a member of senior management will contact the client for clarification of matters.

Review of Requirements related to the Product

All project requirements are reviewed by the contracts manager to confirm that there is enough information / detail and to ensure that we can meet these requirements before committing to supply.

Legal and regulatory requirements are also taken into consideration at this stage. Any potential problems are discussed and resolved prior to committing to a contract.

Where required, detailed site / location surveys are completed to ensure that specific requirements can be fulfilled.

Where changes to agreed specifications or requirements arise, they are confirmed in writing to the client and the relevant changes to the method statement are also made.

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Purchasing

Purchasing process

Purchasing is conducted using the SAGE software package.

The following information applies only to product / service-critical materials, plant or equipment e.g. concrete, tarmac, aggregate, and ducting.

The following persons are authorised to purchase on behalf of Citius:

- Steven Quinlan
- David Bolger
- Credit Controller Susan Clancy
- Operations Manager Macayla Flynn
- Health & Safety Manager Annmarie Bolger
- Site Supervisor David Hurley

A purchase order number must be used in the procurement of every good or service.

All creditor invoices received must quote the relevant purchase order number.

Purchases of these types of products or services are done via approved suppliers, a full list of which is contained in record QEHS-OF-016 Approved Suppliers List.

New and existing suppliers have been approved under one or more of the following headings:

- Historical performance.
- Industry reputation.
- Sole provider of the material / product / service.
- Client appointed.
- 3rd party certification (e.g., ISO 9001 etc.).
- Evidence of required training/competence.
- Price / location analysis.
- Approval following small initial order.

Credit terms

Suppliers are monitored on an ongoing informal basis by management. Where management feel there is a need for action to be taken against suppliers, details are forwarded by Susan Clancy to Steven Quinlan for discussion. These issues may be dealt with by way of a specially convened meeting or at other project or quality review meetings.

Where it is decided by management that a supplier is no longer suitable for use, they are marked on the Approved Suppliers List by strikethrough formatting. Such suppliers may not be used without the written consent of a director of the company or unless they successfully pass the approvals process again.

Citius operates a zero-credit term policy. All suppliers are paid on date of invoice receipt once the invoice has been matched against its corresponding purchase order and there are no discrepancies.

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Purchasing information

Information include on a Citius' purchase order includes all of the items listed below:

- Name of supplier.
- Address of supplier.
- Purchase order number.
- Purchase order date.
- Supplier account reference.
- Product / service code.
- Product description.
- Quantity ordered.
- Unit price.
- Net amount.
- Total net amount.
- Total VAT amount.
- Total gross amount.
- Crew specification.
- Site specification.
- Driver specification.
- Authorised signature of Susan Clancy, Credit Controller.

All completed and signed purchase orders are kept on file by Susan Clancy.

All purchase orders are matched against their respective delivery docket.

Once an invoice is received it is matched against its respective purchase order / delivery docket.

All matched invoices are then recorded in a batch excel file for month end processing.

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A payment notification is then completed by Susan Clancy and passed to Steven Quinlan for payment.

Product Verification

The Product is checked upon its arrival to our premises or site. The person receiving the product must check that the items delivered match those stated on the delivery docket before signing.

Control of production and service provision

To ensure our service and associated products meet requirements, we use the following:

- Client specifications (incl. drawings).
- Pre-project meetings.
- Ongoing project meetings.
- Method statements.
- Documented QEHS.
- Equipment which is suitable for our operations.
- Support by experts in support operations (safety, environment, quality, I.T, testing laboratories etc.).
- Test equipment.
- Maintenance programmes for critical equipment.

Validation of processes for production and service provision

Our production and service processes are validated through historical performance and day-to-day management including regular site visits and follow up with clients.

Identification and traceability

Identification of product is achieved by way of manufacturers' markings on products (e.g., utility piping, ironmongery etc.), bay markings in the yard or packaging labelling.

Traceability is achieved through daily work sheets.

Preservation of Product

It is our policy to ensure that all products and materials are protected from damage or loss through adherence to good practice in handling, storage, packaging, delivery, and installation. Products and materials delivered to our premises or to site are handled, stored, and used in accordance with industry standards, client requirements and best practice.

The standard of housekeeping and the physical maintenance of our premises and sites is such that damage through adverse environmental conditions, accidental damage, loss, or misplacement is minimised. Access to our stores and sites is strictly controlled.

Where damage occurs to material the issue is reported to the project manager who will ensure that replacement material is made available. Where appropriate, such issues are also addressed via the [Non-conformance and Corrective Action procedures QEHS-PRO-008](#).

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Client Property

Citius Ltd have informed our staff & contractors in Induction of the importance of respecting client property. Staff report to us any damage to any property or plant which occurs through a QEHS damage reporting process. All damages are investigated through this process by the Site Supervisor & QEHS Manager.

Instances of damage to client property are notified to the client and on completion of a damage report form, the details are recorded in the [Corrective Action Log \(QEHS-OF-010\)](#).

Customer or client property may be stored in the Citius Ltd yard. This property or materials will be held in a secure area and will be allocated only to the specific job it is for. The property or materials is collected after confirmation from the client via e-mail and delivered to the Citius Ltd yard. It is the responsibility of the operations manager to ensure that all property or materials are stored safely and correctly.

Operational Process

Procurement

- Tender Enquiry.
- Site Visit if Required to Assess Project.
- Pricing Document priced by David Bolger and Macayla Flynn.
- Check feasibility, profitability, ability to complete.
- Finalise & compile bid.
- Issue tender application.
- Win Tender – move to project preparation stage
- Lose Tender – review of tender application by David Bolger and Macayla Flynn.

Project Preparation

- All aspects of project discussed and agreed between David Bolger and Macayla Flynn.
- Crew appointed.
- Materials ordered.
- Licences where required applied for.
- Stats applied for, if areas of high transmission are on-site, Utility meeting to be arranged. .
- Risk Assessments checked.
- Method Statement drafted.

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Construction

- Pre Works-Videos and photographs taken by Mark Sallinger.
- Letter Drops to residents conducted by Mark Sallinger.
- On-site meeting between Citius Ltd and client.
- Walkthrough of works undertaken.
- Setting out of works completed.
- Earthworks / Excavations undertaken.
- Duct Laying/ Chamber Building undertaken.
- Reinstatement works completed.
- SAP undertaken throughout works.
- Snag list agreed between Citius Ltd and client and completed.

Handover

- Site meeting between Citius Ltd and client.
- Works approved.
- Handover complete.
- Purchase order requested from client by Steven Quinlan / Macayla Flynn.
- Invoice submitted. All invoices must quote purchase order number.

Operational Control

Operational controls are applied to all projects and include:

- The establishment of site boundaries.
- Access restrictions.
- Emergency response equipment (1st aid, spill kits, fire extinguishers).
- Method statements (as applicable).
- Site inductions.
- Statutory forms.
- Site inspections.

Each project is overseen at site level by a crew leader who is responsible for ensuring requirements regarding quality, safety, and environmental management.

All contractors and visitors to site must sign onto the site JSSP. Each worker on-site should also be made aware of the RAMS and sign onto them.

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Emergency preparedness and response

Clauses of the standards covered under this section of the QEHS System.

ISO 9001	ISO 14001	ISO 45001:2018
	4.4.7	4.4.7

Emergency situations are identified through corporate risk assessments and environmental aspects assessments. Where changes are envisaged or where existing assessments are thought to be inadequate, they are revised and updated accordingly.

Changes are communicated to persons affected by them. Emergency procedures are sent to each project in the site folder and are covered in on-site inductions.

Emergency responses are managed by the most senior member of staff on-site and it is that person's responsibility to complete an account of what occurred with the QEHS manager at the earliest convenience once the site has been made safe.

Each crew vehicle has a calibrated 9Kg Powder Extinguisher, 1st Aid Kit and spill kit. Each crew leader has taken part in a one day First Aid course to be able to administer first aid.

There is an AED Unit mounted in the Citius yard and crew leaders and management have been trained in its use.

Performance Evaluation Tools

- Client feedback – Meeting council representatives on-site pre and post works.
- Site Audits – Site Audit Tracker, Near Miss/Good Catch Tracker, JSSP, I Audit Pro App
- Internal Audits – Internal Audit Reports, Internal Audit Tracker.
- External Audits – RSA, ASafe Solutions, Insurance Company.
- Corrective Actions – Corrective Actions Log, Non-conformance Procedures.
- Management Weekly Meetings.
- Supplier product performance monitoring.

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Performance Management

Management is in frequent contact with staff and clients to ensure that targets are met.

Daily worksheets are completed and returned to Head Office each week via the weekly paperwork pack. These detail works completed and reconcile materials used. Paperwork packs are reviewed weekly by the QEHS Manager and a list of non-conformances is provided at the management meeting to be addressed by the operations team.

Site inspections are conducted by the Operations Team multiple times in any given day. These cover all aspects of the QEHS Standards. These are noted via a mini-audit section on the JSSP and by signing onto the JSSP.

Site Safety Audits are conducted at a minimum of two per week and should be conducted by the Site Supervisor and reviewed via the QEHS Manager. Any issues that are re-occurring or remain open are addressed at the management weekly meeting where a solution can be sought.

Environmental performance is managed via tracking spreadsheets and applications. Waste, fuel, electricity and waste transfer are monitored daily. This is discussed at management weekly meetings to ensure targets are met.

Evaluation of Compliance

Legal Requirements & Statutory Regulations are monitored through our Register of Legislation. Evaluation of compliance with these requirements are determined using:

- Internal QEHS Audits.
- Site Inspections.
- Calibration Log and Tracker.
- On Site reviews.
- Competence Matrix Tracker.
- Annual Register audit via ASafe Solutions.

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Management Review

Managerial review meetings are held annually and are attended by:

- Steven Quinlan Finance / Administration
- Susan Clancy Finance / Administration
- David Bolger Operations
- Macayla Flynn Operations
- Cathal Corrigan Operations
- David Hurley Operations
- Ray Branagan Marketing
- Annmarie Bolger Health & Safety / QEHS

The Objective of this meeting is to review all data relating to the performance of the QEHS over the proceeding 12-month period and to identify the need for changes, including policies, procedures, objectives & targets. Meetings are chaired by Annmarie Bogler, QEHS Manager.

Meeting Agenda

- Follow up actions from previous years review.
- Results of audits – internal and external.
- Evaluation of statutory compliance.
- External communication from interested parties.
- Company performance, QEHS performance and product conformity.
- Meeting of objectives and targets, achievements.
- Incident investigations.
- Preventative and corrective actions.
- External consultation results.
- Changes upcoming that could affect the QEHS System.
- Recommendations for Improvement.

Meeting Outputs

- QEHS policy review.
- Objectives and targets for the year ahead.
- Resources required.

Non-Conformity & Corrective Action

Corrective and preventative action is addressed through our QEHS-PRO-008 and managed through our good catch / near miss process.

Incident Investigation

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Incidents are recorded in the QEHS System and managed by the QEHS manager. Investigations are closed in a timely manner with collaboration with the operations team and the individual involved.

Accident & Incident Reporting

All accidents & incidents must be reported to Annmarie Bolger and David Bolger as soon as it is practicable after the accident / incident. An accident / incident report form must be completed at the earliest possible time by the most senior level individual on-site at the time of the accident. The accident / incident procedure which all staff are inducted in, and which a copy is held in the site folder must be followed.

The site supervisor will then take control and if required David Bolger / Macayla Flynn will assist. Annmarie Bolger will ensure that QEHS procedures have been followed for the benefit of the individual and the company.

In the event of a serious accident or incident, Steven Quinlan, company director should be notified immediately. Senior management will liaise and take control of the situation.

In the event of serious injury / fatality the HSA must be notified and the site immediately barriered off until they have completed an on-site investigation.

All the facts must be documented on the incident / accident report form as soon as possible.

Accident & Incident Closure

When all procedures have been followed a review will be conducted by the QEHS manager to close the investigation. Where necessary corrective actions will be noted and staff made aware via the management weekly meeting and toolbox talk.

Continual Improvement

The purpose of the QEHS Management System is continuous improvement for the business.

Our goal is to achieve this through ongoing, dynamic, daily review and improvement of all aspects of our procedures. To ensure suitability, adequacy, effectiveness, and efficiency it is important that all staff are invested into the QEHS Management System. In practice we evaluate and improve daily, and we are very proud of the effort that all staff undertake to grow and improve.

The responsibility & authority for improvement of the QEHS Management System rests with the Citius Management Team.

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