Quality Assurance Manual

1.0 INTRODUCTION & MISSION STATEMENT

1.1 INTRODUCTION:

Burnertech Combustion Engineer's Ltd was formed in 2000 to satisfy customer requirements for pre-mix burners and burner assembly products. This business has developed well and is expanding successfully.

Additional capabilities have been added to the organization to include burner and burner system development, design and manufacture.

There is also a sister company Burnertech Combustion Engineers which specialises in installation, servicing and repair of burner systems.

The company is owned in partnership by the Managing Director.

This Quality System relates to the full range of company activities.

1.2 MISSION STATEMENT:

Burnertech Combustion Engineer's Ltd is committed to the provision of products of an assured quality and reliability which fully meet the requirements of the customer and any applicable approvals body, in a cost effective manner, and within agreed timescales.

2.0 POLICY, SCOPE and OBJECTIVES

2.1 POLICY:

Burnertech Combustion Engineers Ltd is engaged in the design, development, manufacture, assembly and testing of gas burner products for customers who demand a high level to timescales and standards they can have confidence in.

This requires a continuous pro-active approach and awareness and appreciation of the customer’s needs and expectations at all times.

To be successful and to continue to be successful, we must meet the increasing demands and expectations of our customers in a cost effective manner, and be constantly aware of the changing demands in the market place in which we operate.

We must also be aware of the changes in regulatory requirements both nationally and internationally. It is important that due consideration is given to the Ecological aspects that our products may have and continue to strive for the most “eco-friendly” products achievable.

The achievements can only be attained by the establishment of a Quality Management System dedicated to “Right First Time” approach, that meets the requirements of B.S. EN ISO 9002: 2000.

We must also embrace the philosophy of “Continuous Improvement” in order for the company to be “World Class” in our field.

It is a prime requirement of our Quality Management System that all employees be individually responsible for the quality of their own work, are fully aware of the System, and participate fully in its successful operation.

It is essential that all employees are totally committed to the fulfillment of this Quality Policy.

Signed

David T. Bell
Managing Director/Proprietor

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

This policy is provided and explained to each employee by the Managing Director or Quality Manager in order that the company's objectives are fully understood.

The full commitment of all the company's employees is essential.

To achieve and maintain the required level of assurance the Managing Director retains responsibility for the Quality System with routine operation controlled by the Quality Manager.

2.2 SCOPE:

The scope of the company's Quality Management System encompasses the manufacture, assembly and testing of various fuel burner products at:

Unit 2A, Osman House, Prince Street, Bolton, BL1 2NP

2.3 OBJECTIVES:

The objectives of the Quality Management System are:

a) To maintain an effective Quality Assurance System complying with International

Standard ISO9002: 2000.

b) To achieve and maintain a level of quality which enhances the Company's reputation with customers.

c) To ensure compliance with relevant statutory and safety requirements.

d) To endeavor, at all times, to maximize customer satisfaction with the services provided by Burnertech.

3.0 DEFINITIONS

The terms and descriptions used in this Manual are generally defined within ISO9002 - Quality Systems.

Additional definitions apply for items not covered by the documents:

Site - Any location, other than the Company's established premises, where work is undertaken as part of a formal contract

4.0 QUALITY MANAGEMENT SYSTEM

4.1 STRUCTURE:

The Quality Assurance System applies to all activities of the Company, and has been developed in accordance with ISO9002. The Quality Assurance System is fully documented and structured in 3 levels:

Level 1 : Quality Assurance Manual

This document defines the quality policies of the company and references the appropriate procedures.

Level 2 : Quality Manual of Procedures

These documents describe the administrative and general procedures operated by the company to ensure overall compliance with B.S. EN ISO 9002: 2000, and describes what is done to satisfy the company Quality Policy.

Level 3 : Work Instructions

Specific customer requirements are identified and documented during the contract review process. Work instruction documents indicate how specific operations and quality checks are performed to satisfy those requirements. These are issued, where appropriate, to the relevant staff.

4.2 QUALITY PLANS:

Quality Plans are developed as controlled conditions to identify the quality requirements of a particular product and to specify such items as staff responsibilities, training requirements, specific documentation, work instructions, equipment required, certification and testing requirements, etc.

5. Org5.0 ORGANIZATION: The operational structure of the company is as outlined here:

6.0 AUTHORITY & RESPONSIBILITIES

6.1 AUTHORITY

6.1.1 All staff are allocated with authority to perform their allocated responsibilities. The following provides a summary of the principal responsibilities of each job role, and these are clarified in greater detail within the Operating Procedures.

6.1.2 All staff share the authority and responsibility of identifying noncompliance or possible improvements, and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent recurrence.

6.1.3 The Managing Director continually reviews the company's resources to ensure that adequate staff, equipment and materials are available to meet customer requirements.

6.2 RESPONSIBILITIES

6.2.1 Managing Director

- The control and organization of Burnertech Combustion Engineers Ltd, together with the profitability and quality of the products provided.
- Approval of the Quality Assurance System
- Management Review
- Design Control

- Supplier Selection & Purchasing
- Contract Management & Control
- Training

6.2.2 Purchasing Manager

- Procurement of adequate resources
- Contract Review and Order Processing

6.2.3 Production / Planning Manager

- Planning and Co-ordination
- Control of Production and Measuring Equipment

- Maintenance of Support Stores
- Processing of Sales Orders

6.2.4 Quality Manager (ISO9002 Management Representative)

- Development, implementation and maintenance of the Quality Management System
- Internal Audit
- Resolution of Quality Assurance System Discrepancies
- Analysis of quality issues

6.2.5 Technical Manager

- Control of new projects
- Control of technical documentation
- Control and maintenance of Technical Change System

6.2.6 Finance Manager

- Control of Finance, Accounts and Warehouse Operations
- Supplier Selection and Purchasing

7. MANAGEMENT REVIEW and INTERNAL AUDIT

7.1 POLICY:

Management review of the suitability and effectiveness of the Quality System take place at least twice per year. During the management meetings actions are allocated and minuted to record the development of the Company's management system.

The objectives of Management Review are:

a) To establish that the Quality (Management) System is achieving the expected results and meeting the Company's requirements, continuing to conform to the Standard, continuing to satisfy the customers needs and expectations, and functioning in accordance with the established Operating Procedures.

b) To expose irregularities or defects in the System, identify weaknesses and evaluate possible improvements.

c) To review the effectiveness of previous corrective actions, and to review the adequacy and suitability of the management system for current and future operations of the Company.

d) To review any complaints received, identify the cause and recommend corrective action if required.

e) To review the finding of internal/ external audits and identify any areas of recurring problems or potential improvements.

f) To review the reports of nonconforming items and trend information to identify possible improvements.

Internal audits of the Quality System are undertaken at least once per annum to confirm that the function concerned is adhering to the Company's Procedures.

A comprehensive Audit Programme is compiled at least a year in advance however, should particular needs be identified, the frequency of audit may be increased at the discretion of the Quality Manager.

Audits are undertaken by auditors who are trained in auditing and not directly responsible for the functions being audited within that Company. Nonconformance observed is brought to the attention of the person responsible, and is recorded, documented and subject to timely corrective action to ensure full rectification.

7.2 REVIEW OF THE QUALITY MANAGEMENT SYSTEM:

The Quality Management System is reviewed by management on a regular basis to ensure its continued effectiveness.

7.3 INTERNAL QUALITY AUDITS:

The Quality Management System is audited internally at regular intervals according to a published audit plan.

Results of internal and external quality audits are included in the reviews of the Quality Management System.

8. CONTRACT REVIEW

8.1 POLICY:

The Company offers both standard products and specialist services to meet each customer's needs. Standard products are displayed in a catalogue for customer selection. Specialist service requirements differ from one customer to another (and from one contract to another), therefore each tends to be quoted for the specific contract.

Once a proposal is accepted by the customer, or an order is placed, it is recorded and reviewed to establish that the requirements of the order are adequately defined and documented, any differences from the proposal are resolved, and the Company is capable of fully satisfying the customers requirements.

In addition to the original order/ contract specification the customer may also request

addition/ variation work to be undertaken by the Company. In these circumstances the work content is documented and agreed with the customer prior to execution to ensure that no ambiguity exists.

The Company operates on a computerized order processing system to ensure rapid fulfillment of customer orders.

8.2 RECEIPT OF ORDERS

Orders received are reviewed, documented and controlled to ensure that the customer's requirements are fully understood, and to ensure that adequate resources are available to satisfy the order.

In the event that the customer's requirements are unclear, or if ant doubt exists as to the precise details, the customer is contacted to clarify and resolve the outstanding matters.

8.3 AMENDMENTS TO ORDERS

All changes requested by the customer are referred back to the original order and the nature of the change is reviewed, evaluated and documented.

9. DOCUMENT & CHANGE CONTROL

9.1 POLICY:

All documentation utilized within the Company related to the management system itself, or to the execution of individual customer contracts is controlled to ensure that it is issued to the appropriate personnel, under the correct level of authority, is revised and reissued as necessary, and all obsolete versions are removed from the point of use.

Such documentation typically includes:

Specifications, Customer Orders, Plans/ Drawings,
Quality Assurance Manual/ Operating Procedures,
National/ International Standards and Codes of Practice.

The Quality Assurance Manual, Procedures and Quality Plans are maintained by the Quality Manager who ensures that the appropriate items, at the correct revision levels, are issued to all who need them within the Company.

National/ International Standards, Codes of Practice are maintained by the Technical Manager who ensures that appropriate documents are available within the Company, and are issued at the correct revision levels. External suppliers of documentation are contacted regularly to ascertain that the documents held remain current.

The distribution of standard documents is controlled and recorded on Distribution Lists, which also show the current issue status. The Distribution Lists are reviewed and updated

as changes occur.

All changes to documents are reviewed and approved by the person responsible for the original issue and, where appropriate, the nature of the change is indicated on the document. Master copies of the revised documents are retained as records of the changes and renewed as necessary to ensure clarity.

Each contract has a File which contains all relevant information. Information is also held on the company's computer system for ease of access and manipulation.

9.2 APPROVAL AND ISSUE

Burnertech Combustion Engineers Ltd has established and maintained procedures to formally review, control, approve and issue all data and documentation, which affects the quality of the products it delivers. .

9.3 CHANGE CONTROL

Changes to documentation or product are controlled by the Technical Changes system.

10. DESIGN CONTROL

10.1 POLICY: All Design activities are strictly controlled to ensure that the design output information complies with customer / contract requirements, and all design input data.

Design activities are planned and normally executed by specialists and are subject to regular management, review and verification by the Sales Director, and where relevant, agreement with the Customer.

The design input and output items are documented, and where ambiguity exists, will be clarified and documented. All items of design documentation and notes are recorded in a design project file. Design output documentation is produced and reviewed to ensure that it:

- meets the design input,
- references the design input or appropriate criteria,
- and identifies all of the characteristics which are critical to the safe and effective operation of the system(s).

Design output is reviewed and approved by the Sales Director, and is also provided to the Customer for approval prior to use. Validation of the design is achieved during commissioning of the system to confirm compliance to the customer's requirements.

The designer is required to specify any inspections or tests which may verify the design, by practical means, at the earliest possible stage of development.

All changes to the design criteria, input or output are subject to strict review and documentation control procedures.

11. PURCHASING

11.1 POLICY: Suppliers of products, materials and services, where unspecified by a customer contract, are selected on their ability to meet the company's requirements given due consideration to the quality, statutory obligations, timescale and cost.

A list of approved suppliers and sub-contractors is maintained which is compiled on the following criteria:-

a) Previous performance in supplying to similar specifications and requirements.

b) Stocking of high volume standard items conforming to a relevant British Standard, or supplied with a statement of conformity.

c) Compliance with an approved third party product/ quality registration scheme.

d) Recommendation by other similar purchasers or manufacturers of equipment.

e) A trial order and evaluation of performance.

All supplies and sub-contracts are subject to an authorized Purchase Order providing full clarification of the type and extent of supply.

Should a supplier, not appearing on the Approved Suppliers List be proposed, they will be analyzed by capability and subject to acceptance on the authority of the Managing Director.

12. CUSTOMER SUPPLIED ITEMS

12.1 POLICY: All customer supplied ("free issue") products or materials are verified, documented, stored and maintained in accordance with established procedures.

Damaged, unsuitable or incorrect products or materials are documented and notified to the customer.

13. PRODUCT IDENTIFICATION & TRACE ABILITY

13.1 PRODUCT IDENTIFICATION

All parts, materials, products, data and documentation are adequately identified during all stages.

The identification of materials/ equipment, where it is not obvious, is confirmed by the presence of a manufacturers/ suppliers part number or description label, or other marking

for each item. The identification of the item may be on the packaging or on the item itself, and this identification remains in place for as long as possible, provided it does not hamper effective use of the item. Materials and consumables are not identified by the company where they are obvious to a trained/ experienced employee, however, should a risk of misinterpretation exist between two or more types of material these will be marked in a suitable manner to ensure that no ambiguity exists.

All items with serial numbers are recorded individually.

Materials and goods received, whether the property of the company or others, will, as far as practicable, be protected and their quality preserved until such time as they are transferred to a customer, or disposed of to a third party. The objective is to prevent deterioration and damage whilst in storage, or in the process of transportation, installation, commissioning or maintenance.

13.2 TRACE ABILITY

Trace ability is afforded by the use of serial numbering of products, and by the records maintained as part of the Quality Management System.

14. PROCESS CONTROL

14.1 POLICY: All activities which directly affect the quality of the products delivered by Burnertech Combustion Engineers Ltd are planned, performed, verified, recorded and controlled in accordance with documented procedures, quality plans and work instructions.

Work instructions are provided by the agreed contract specification and any documents referenced therein, alternatively work is performed in accordance with nationally accepted codes of practice (e.g. BS6701).

15. GOODS INWARD INSPECTION

15.1 POLICY: All stores areas are maintained as secure as practical. All items received by the Company are identified and verified in accordance with the requirements of the Delivery Note and Purchase Order, and are inspected for correct identity, quantity and any signs of damage.

Purchasing documentation stipulates that all purchased products must conform to Burnertech Combustion Engineer's specifications. This being the case, goods inward inspection is limited to monitoring only.

Records are maintained so that in the event of subsequent nonconformity, the relevant batches can be identified and suitable action taken.

Monitoring includes the verification that all items supplied including delivery notes, certificates of conformity, etc, match the original purchase order. Partly complete orders

are identified. Incorrect or nonconforming items are identified and the relevant supplier notified.

16. INSPECTION AND TESTING

16.1 IN-PROCESS INSPECTION

In process inspections are carried out at specified stages to ensure that the Work Instruction operations completed meet the required criteria. The stages at which the inspections are performed are identified under the relevant Quality Procedure.

If required by the customer, the customer's representative may witness in-process inspections.

Additional inspections may also be applied at the request of customer, but only following the relevant review process.

16.2 FINAL INSPECTION & TESTING

All work produced is subject to final inspection and test to ensure that:

a. The appropriate in process inspections have been performed and that the required records are in place to demonstrate such.

b. The completed product performs and conforms in all respects to the specified requirements.

16.3 RECORDS

Records are retained of all inspections and tests carried out at all stages. The records identify the type of inspection/test performed, the date and person responsible.

17. PRODUCTION & MEASURING EQUIPMENT

17.1 POLICY:

Production and measuring equipment held is maintained in good condition, and capable of safe and effective operation within a specified tolerance of accuracy. Test and measuring equipment is regularly inspected or calibrated to ensure that it is capable of accurate operation, by comparison with external sources traceable back to National Standards.

Electrostatic protection equipment is utilized when handling sensitive components, and this equipment is regularly checked to ensure that it remains fully functional.

17.2 SUITABILITY OF EQUIPMENT

Suitable and appropriate inspection, measuring and test equipment is provided to ensure

that the company is able to fulfill its contractual obligations.

17.3 CONTROL OF EQUIPMENT

All inspection, measuring and test equipment used to verify the conformance of work that affects quality is identified and included in the company calibration system and satisfies the requirements of B.S. EN 10012-1: 2003.

Equipment is kept in a sound condition, and this, together with the calibration system, ensures the validity of inspections and tests carried out are not rendered subjective or be otherwise uncertain.

18. INDICATION OF INSPECTION STATUS

18.1 POLICY: As goods are inspected, the status is defined by location in stores, with all non-conforming items being placed in a reject area or marked as reject for review. The status of work in progress is established by markings or associated documentation recording the inspections undertaken and their acceptability.

Procedures ensure that the inspection and test status of all products is identified at all stages and that records are retained.

19. CONTROL OF NON-CONFORMING ITEMS

19.1 POLICY:

Once non-conforming items have been noticed they are identified by location, associated documents, or specific markings to prevent their inadvertent use. All non-conforming items and customer complaints are subject to review and rectification by nominated personnel. The type and extent of non-conformity is documented in order to establish trends and identify possible areas for improvement.

The corrective action required to prevent recurrence is evaluated, documented, and its effective implementation is monitored.

All rectification is subsequently re-inspected to ensure complete customer satisfaction.

All employees are encouraged to suggest improvements in methods, materials, suppliers, and sub-contractors. The Company has established procedures for review of all activities in order to identify and evaluate all possible improvements in methods/ materials and its procedures.

19.1 IDENTIFICATION

All products and materials that are found to be non-conforming are identified to prevent use or further work. Where appropriate non-conforming products or materials are segregated.

Non-conforming products also includes those discovered and returned by the customer.

19.2 REVIEW AND DISPOSITION

Designated and authorized staff review and investigate the causes of non-conformance, agree on the disposition of the items and, where appropriate, specify preventive action to eliminate reoccurrence.

Products that are repaired or re-worked are re-introduced into the process at the same stage, or earlier if appropriate, at which the original non-conformity was found

Records of the non-conformities, and of the reviews are retained.

20. PREVENTATIVE & CORRECTIVE ACTION

20.1 PREVENTATIVE ACTION

Designated and authorized staff review and investigate all corrective actions to ascertain their effectiveness and whether further preventative action is required and appropriate.

Preventative action includes changes to processes, documentation, equipment and training, and amendments to the Quality Management System itself.

The effectiveness of the preventative actions undertaken are evaluated at each review of the Quality Management System.

20.2 CORRECTIVE ACTION

Procedures ensure that appropriate corrective action is taken to rectify all identified non-conformances that affect quality. These non-conformances include those identified by inspection and test activities, internal audits, or those identified by the customer either by formal complaint or by other means.

Corrective action also includes the disposition of non-conforming product and materials.

Records of corrective actions are retained for further review.

21. HANDLING, STORAGE, PACKAGING & DELIVERY

21.1 HANDLING:

All materials and product are handled in a manner that affords adequate protection from damage or deterioration. Handling methods are specified in quality plans and also take into account the Health & Safety of staff.

21.2 STORAGE & PRESERVATION:

Designated storage areas for materials and product are provided. These areas allow for identification of status and afford adequate protection and preservation from deterioration and damage. Receipt and dispatch from such areas can only be done by designated staff.

Regular stocktaking activities assess the condition as well as the quantity of items stored.

21.3 PACKAGING:

Packaging is considered to be a deliverable part of the product, and is specified in the relevant quality plans. Packaging should fully identify the product within, and provide adequate protection to the product from damage or deterioration.

21.4 DELIVERY:

Products are stored in designated areas in their specified packaging pending delivery to the customer.

To ensure that continued protection is afforded to products, delivery to the customer is achieved by company staff in company owned vehicles, or through sub-contractors selected from the list of Approved Sub-Contractors.

22. POLICY FOR RETURN OF GOODS

The Company shall not be liable for any consequential loss incurred by the buyer or any other person or company arising directly or indirectly out of any failure to meet any estimated delivery date. Unless otherwise agreed the Company may deliver by instalments and in such case each instalment shall be treated as a separate contract and any delay, default or non-delivery in respect of any instalment by the Company shall not entitle the buyer to cancel the remainder of the contract.

If the goods are not as ordered, or to specification or faulty, then the buyer may still reject the goods under The Sales of Goods Act.

22.1 NOT AS ORDERED / NOT TO SPECIFICATION:

1) It is reasonable for the buyer to open the outer packaging and inspect the goods. It is not acceptable to break any seals on the item itself.

2) If the buyer returns the items within 28 working days, the Company shall be responsible for the return cost of the goods.

3) If the returned goods received by the Company are not in a sellable condition, then the Company reserves the right to charge a restocking fee. Whether goods are returned in a sellable condition is to be judged by the company.

Before return of any item the buyer should obtain a Corrective Action Request No. (CAR)

from Burnertech Customer Support Team. (support@burnertech.co.uk)

Upon return of goods found to be not as ordered or to specification, the Company offers the following service: -

To make good the order by replacement of the returned items within 10 working days from commencement of the CAR, or in agreed instalments.

22.2 FAULTY GOODS:

The Company accepts no responsibility for any consequential loss caused to the buyer for the receiving of faulty goods. Faulty goods received shall be dealt with as outlined below. Whilst every effort shall be made to keep any delivery date, time of delivery shall not be of the essence.

Before return of any item the buyer should obtain a Corrective Action Request No. (CAR) from Burnertech Customer Support Team. (support@burnertech.co.uk)

The Company cannot accept any returned goods found to fall into one or more of the following categories: -

1) The goods are in some way physically damaged by the buyer, a 3rd party agent on behalf of the buyer, or in return transit to the Company.

2) The goods or parts thereof are not identifiable as being sold to the customer by the Company.

3) The goods are found to have been repaired by the buyer or a 3rd party agent other than with specific authority from the Company.

4) The goods are outside the warranty limit.

5) The goods have been returned without authority from the Customer Support Team.

Upon return of goods found to be faulty, the Company offers the following service: -

To return the repaired item, or a working replacement of equal or better specification to the customer within 30 days from the commencement of the CAR. However in all cases the Company will endeavor to return goods within 7 working days of receipt. If, after 30 days, a replacement cannot be sent for whatever reason, a full refund will be given if requested at the current market value of the item. If this is not ascertainable, then a refund will be given for the value of the nearest equivalent item.

Faulty non-repairable items returned within 30 days will be refunded or exchanged for an identical product or nearest equivalent product. Over 30 days from the date of purchase, faulty items still covered by warranty and a replacement cannot be supplied for whatever reason, a full refund will be given if requested at the current market value. If this is not

ascertainable, then a refund will be given for the value of the nearest equivalent item.

Except as may be implied by law, where the buyer is dealing as a consumer, in the event of any breach of these conditions by the Company the remedies of the buyer shall be limited to damages which shall in no circumstance exceed the price of the goods, and the Company shall under no circumstances be liable for any indirect, incidental or consequential damages.

23. RECORDS

23.1 POLICY: Storage facilities are allocated which ensure that all stored records are identifiable and retrievable, and the storage areas are free from damp and other agents which could cause premature deterioration.

Where records are maintained on computer magnetic media, and these are subject to "back-up" at regular intervals, with the "back-up" information being stored in a protected location to ensure security from loss/ damage of active data.

All records are retained for a minimum of 2 years.

24. TRAINING

24.1 POLICY: Burnertech Combustion Engineers Ltd ensures that all personnel carrying out activities that affect quality are provided with training so that work is performed according to the required standards and levels of expertise required.

The continual training needs of staff are assessed and suitable training provided as required.

Records of training, and of the original qualifications and training of staff employed are maintained and reviewed.

The policy of the company is to ensure that all personnel are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively. The company generally procures and recruits employees capable of meeting the technical, skill, experience and educational requirements of the company's activities.

All staff and senior employees are responsible for recommending the training needs of others, and for ensuring that all employees allocated specific tasks are suitably qualified and experienced to execute those tasks. Once training needs are identified these are provided under the responsibility of the Managing Director.

Full records are maintained of all training undertaken by employees.

25. HEALTH & SAFETY

25.1 POLICY: The primary objective of Burnertech Combustion Engineers Ltd is to provide

and maintain a safe and healthy working environment in which our research and manufacture operates. To this end health and safety awareness is promoted at every level, maintaining a high profile for health and safety issues across the company. The company aims for continuous improvement in the standards of care that applies in every activity that is done within the company.

The company takes its health and safety responsibilities seriously. Staff are provided with such information, training, supervision, and support, as is necessary for them to carry out their work safely and to minimize the opportunities for accidents and occupational ill health.

The terms of the company Health & Safety Policy make it clear that all members of the company have health and safety duties and responsibilities. Staff, for their part, are responsible for ensuring that they comply with the requirements of the Health & Safety Policies of the company, and for working, at all times, in a manner which is safe for themselves and for others.

The identification of hazards and assessment of risks is both a legal requirement and central to the success of the company Health & Safety Policy. All the activities and facilities are subjected to the risk assessment process and all staff are required to participate in this process. If the company is to maintain a safe and healthy working environment, cooperation and commitment at all levels is essential.

The company Health & Safety Policy is accessible to all staff. The Policy applies throughout the company and to all its activities.

26. RISK ASSESSMENT

26.1 POLICY: Burnertech Combustion Engineer's Ltd is committed to the completion of suitable and sufficient assessments of the risks to the Health & Safety of company employees and to others who may be affected by the company activities, in compliance with the Management of Health and Safety at Work Regulations 1999.

The policy is required to enable the company to comply with the Management of Health and Safety at Work Regulations, and to define the activities of the company to comply with regulations made under the Health & Safety at Work Regulations.

The company undertakes to:

- Identify all hazards with a potential to cause harm to its employees and others who who may be affected by the company activities.
- Evaluate the probability and severity of potential injury or damage.
- Establish appropriate procedures for controlling exposure to any special risk, including the stoppage and resumption of work.
- Nominate competent persons to implement the procedure for evacuation from the workplace and restrict access to the danger area for all who have not received adequate instruction.

- Analyse options for eliminating, reducing or controlling any identified risks and take appropriate action.
- Review the assessments periodically and particularly where they may no longer be valid, due to changes in technology, methods, processes, staff, etc.
- Keep records of the significant findings of risk assessments and identify employees who may be at risk.
- Provide appropriate heath surveillance where there may be a potential adverse heath condition associated to the work.
- Appoint competent persons to assist in complying with the statutory duties for Health & Safety.
- Provide the necessary training for appointed persons.
- Provide employees or visitors working on company premises with comprehensive information on risk, preventative and protective measures, emergency procedures and competent persons.
- In addition carry out specific risk assessment in accordance with other Regulations and Codes of Practice.

27. SERVICING

27.1 SERVICE REQUESTS & CONTROL OF SERVICING:

Burnertech Combustion Engineers Ltd sister company Burnertech Combustion Engineers provides servicing to those of its customers who request it.

All contracts for servicing undergo the standard conditions of that company.