

Introduction to the QHEST System



BRETT GROUP

QHEST (Quality, Health, Environment, Safety, Sustainably Together) is an integrated management system aiming to combine the requirements for quality, occupational health, environment, sustainability and safety into one comprehensible set of procedures that all Brett employees can follow. The Brett Group comprises: Brett Aggregates, Brett Concrete, **Capital Concrete**, Brett Landscaping and Building Products and Granite Products in Jersey.

Brett is a successful, established construction and building materials group – one of the largest independents in the UK. Our range of expertise has been developed for over 100 years, and our reputation is based on getting things done.

Building relationships has always been our priority. As we continue to grow, we are committed to staying in touch with the needs of all our customers – large and small, our people and the communities in which we work.

We've always felt strongly about building a long term, sustainable business and we now need to ensure we maintain and develop the relationships that are key to our future. At the heart of how we want to do business are the following three things:

INDEPENDENT

Being an independent company means we can take a long-term view, taking time to build trust and behave with integrity. Research has shown our customers said we are different from our 'plc' competitors. We need to use this advantage and act in a way that makes people want to do business with us.

We need to understand the statutory and non-statutory requirements relevant to our business so that we can conduct our business with integrity. We also need to understand the risks our business poses to the environment, to the health and safety of anyone coming into contact with our activities and to our ability to produce and continue to produce quality products and service. Operating to the QHEST system enables us to do this.

SERVICE

We believe in delivering what we say and we need to ensure this is true – every time. We need to work harder at being proactive, anticipating needs and being flexible, in other words, to provide the service our customers believe we can deliver.

By operating to the QHEST procedures we can be sure that Brett standards are met and that these standards are met every time. Consistency of good performance as a group is vital to our success.

IN TOUCH

Lots of our customers felt that we take the time to be connected with all those who know Brett and that we employ very good people. It's important that we really listen to our customers and understand what they want by putting ourselves in their shoes. We want to be closer to our employees, our customers and all of the people who come into contact with Brett.

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Being “in touch” and getting closer to our employees, customers and all of the people who come into contact with Brett means that we need to stay in touch with all regulatory and non regulatory requirements applicable to the operations undertaken by the Brett Group. Requirements include environment, planning, licensing and occupational health & safety of employees, contractors, visitors and local communities.

We are sincere about these issues and serious about our responsibilities. All our people are trained to understand our policies and to put them into practice every day.

QHEST SYSTEM

The senior leaders of the Brett Group take accountability for the effectiveness of the QHEST Management System ensuring that it is suitably implemented, maintained and improved in line with business needs, legislation and following periodic system review. The QHEST System provides a tool for our people to understand and to follow in order to comply with the requirements for product quality, health and safety and environmental concerns.

Brett employees have designed the system to ensure that the procedures work in practice and state what we do. These are not aspirations; these are the way in which we undertake our business.

QHEST DOCUMENTATION

The QHEST system uses a common hierarchy of documents

Policies

A suite of Brett Group Policies comprising an overarching Leadership, Sustainability and Responsible Sourcing Policy supported by specific policies which form the general statement of intent towards managing:

- Safety, Health and Environment
- Quality
- Ethical issues
- Energy, Water, Waste & Resource Management
- Transport
- Employee Training & Competence
- Community Liaison, Consultation & Complaints

This suite of policies have been written by Brett Group Board members and authorised by the Group Chairman. The Policies are reviewed annually.

Procedures

These detail how to go about a particular task. Health, safety, environment and production related requirements have been included as necessary and statutory and non-statutory requirements are included where relevant. By working to the QHEST procedures the main requirements both statutory and non-statutory can be met. QHEST procedures have been written to reflect legal requirements as a minimum.

Work Instructions

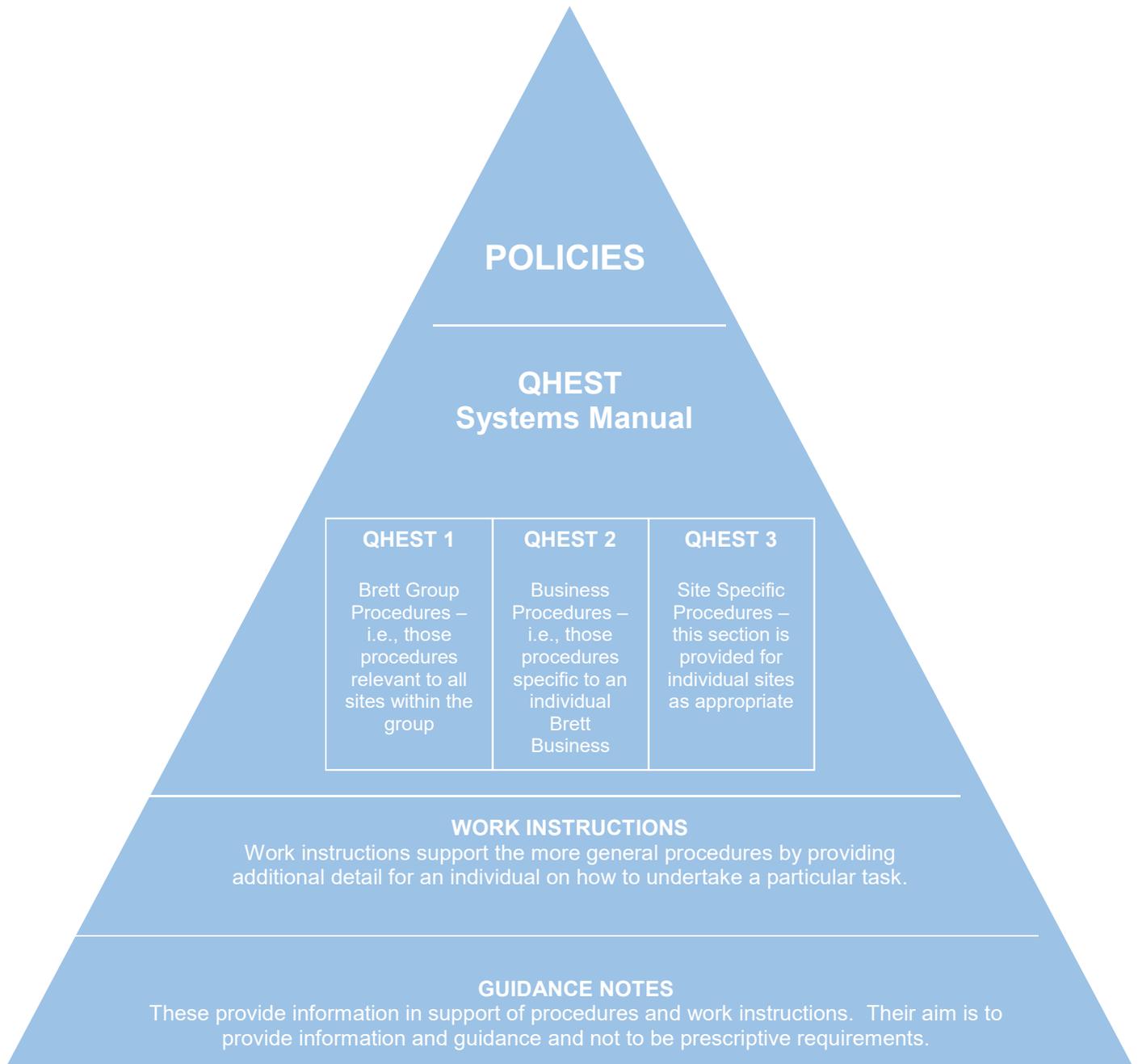
Work instructions support the more general procedures by providing additional detail for an individual on how to undertake a particular task.

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Guidance Notes

These provide information in support of procedures and work instructions. Their aim is to provide information and guidance and not to be prescriptive requirements.



QHEST MANUAL

The manual itself is divided into 5 sections;

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INTRODUCTION	Contains introduction to the system and Group Policies
QHEST 1	Contains Brett Group Procedures – i.e., those procedures relevant to all sites within the group
QHEST 2	Business Procedures – i.e., those procedures specific to an individual Brett Business
QHEST 3	Site Specific Procedures – this section is provided for individual site or department managers to add in procedures specific to the scope and operation of their site or department function or business activities
QHEST 4	Guidance Notes – provide additional and supporting information for QHEST Procedures

The system has been developed to meet the requirements of the following internationally recognised standards:

- BS EN ISO 14001:2015, Environmental management systems. Requirements with Guidance for use
- BS EN ISO 9001:2015, Quality management systems - Requirements
- OHSAS 18001:2007, Occupational health and safety management systems – Specification
- QSRMC Quality and Product Conformity Regulations 2003 (EN 206-1)
- BES 6001 Responsible Sourcing of Construction Products

A programme of audits is produced to ensure that the system is being operated correctly and to ensure that the system is effective in its implementation.

Where an individual Brett business deems there is benefit in holding certification to a specific or all the above standards the system is audited by an accredited external body to confirm conformance. If conformance to the standards is demonstrated the site is certified to the relevant standard.

External surveillance audits by a third party accredited body, and registration to the internationally recognised standards helps us to demonstrate to our stakeholders the continued commitment to the management of quality, health & safety and environmental issues and the Brett Group’s commitment to continually improving its performance in these areas.

Interaction of Processes

The Brett Group has adopted the international methodology known as Plan-Do-Check-Act (PDCA).

Plan	Establish the objectives and processes necessary to deliver results in accordance with the Brett Policies
Do	Implement the processes

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Check	Monitor and measure processes against the Brett Policies, objectives, targets, legal and other requirements and report the results
Act	Take actions to continually improve performance of the QHEST Management System

The following diagram details how this Plan-Do-Check-Act methodology is utilised in practice:

