Keyo Agricultural
Health, Safety & Environmental
Management System
Manual

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1 Introduction

Keyo Agricultural is an agricultural services company specialising in catching and handling poultry and deploying forklift trucks on farms.

Keyo Agricultural has developed and implemented a health, safety and environmental management system (HSEMS) which uses ISO14001:2015 and ISO45001:2018 as frameworks that allow us to document and improve our practices re. health, safety and environmental management.

This manual describes the HSEMS and documents the authorities and responsibilities of personnel operating within the management system. The manual also provides references to procedures and activities that also comprise our HSEMS.

2 References

In addition to ISO14001:2015 and ISO45001:2018 we also refer to other relevant British and/or international standards: -

ISO 14004, Environmental management systems — General guidelines on principles, systems and support techniques

ISO 14031, Environmental management — Environmental performance evaluation — Guidelines

ISO 14044, Environmental management — Life cycle assessment — Requirements and guidelines

ISO 14063, Environmental management— Environmental communication — Guidelines and examples

ISO 31000, Risk management — Guidelines

IEC 31010, Risk management — Risk assessment techniques

3 Definitions

This document does not introduce any new definitions but relies on the terms and vocabulary commonly used in health, safety and environmental management.

4 About Our Organisation

4.1 Organisational Context

Keyo Agricultural has undertaken analyses of itself and its stakeholders to determine the strategic direction of the company. This involves: -

- Understanding our core services, and the scope of the management system
- Identifying “interested parties” (stakeholders) who receive our products and services or who may be impacted by them, or those parties who may otherwise have a significant interest in our company.
- Identifying key internal, external and environmental issues which are documented in the HSE Issues Log.

4.2 Relevant Interested Parties

The issues determined in section 4.1 above are identified through an analysis of risks facing Keyo Agricultural and its interested parties. Interested parties are those stakeholders who receive our services, or who may be impacted by them, and other parties who have a significant interest in our company. These include: -

Interested Party	Needs and Expectations
Employees	Information, instruction and training, emergency arrangements at head office and on site
Director / owner	Clear information re. HSEMS performance
Customers (farms)	Good working practices on site
Customers (supermarkets)	Good working practices on site, compliance with environmental legislation
Suppliers	Clear information re. purchasing requirements
Sub-contractors	Information, instruction and training, emergency arrangements on site
Insurers	Accurate information about company activities and incidents.
External certification bodies (Red Tractor, ISO, ITSSAR, RSPCA, UKNHA)	Good working practices on site, compliance with environmental legislation and standards
Regulators (DEFRA, Red Tractor, RSPA, EA, HSE, HMRC, BPC, GLAA)	Good working practices on site, compliance with legislation
Local communities and neighbours	Good working practices at head office and on site to minimise environmental impacts
Activists	Good working practices at head office and on site to minimise environmental impacts
Emergency Services	Accurate and timely information and good access in the event of an emergency
Next of kin	Timely information in the event of an accident

4.3 Management System Scope

Based on the analysis of the issues and requirements identified in Sections 4.1 and 4.2, Keyo Agricultural has established the scope of our management system as follows: -

“Catching and handling of poultry and deployment of forklift trucks”.

The boundaries of the scope are head office and farm sites.

4.4 Health, Safety & Environmental Management System and its Processes

Keyo Agricultural has implemented a health, safety and environmental management system (HSEMS) that has established, documented and implemented our processes, policies and objectives, whilst satisfying the requirements of ISO14001:2015 and ISO45001:2018.

The HSEMS consists of the HSE Management Systems Manual, Health and Safety Policy, Environmental Policy, procedures, risk assessments, SSWs and associated documented information.

Key HSEMS documents are managed via the Master Document Register.

5 Leadership & Governance

5.1 Leadership and Commitment

The Director demonstrates his leadership and commitment to the development and implementation of the HSE management system and continually improving its effectiveness by: -

- taking accountability of the effectiveness of the management system;
- ensuring that policies and objectives are established for the management system and are compatible with the strategic direction and the context of the organisation;
- ensuring the integration of the management system requirements into the organisation's other business processes;
- promoting the process approach;
- ensuring that the resources needed for the management system are available;
- ensuring effective conformance to the management system requirements;
- ensuring that the management system achieves its intended results;
- promoting continual improvement;

5.2 Policies

See the separate Environmental Policy and Health and Safety Policy documents.

5.3 Roles, Responsibilities and Authorities

The following overall HSEMS responsibilities and authorities are assigned as follows:

Responsibility	Assigned To
Senior management lead for the HSEMS and ensuring that the management system conforms to applicable standards	Director
Management of the HSEMS	Health and Safety and Training Manager
Administration of the HSEMS	Health and Safety and Training Manager
HSE issues at head office and on site	Director and Managers
Reporting on the performance of the management system and providing opportunities for improvement for the management system	Health and Safety and Training Manager
Ensuring that the integrity of the management system is maintained when changes are planned and implemented	Director and Managers
Ensuring that activities are conducted in line with processes / procedures within the management system.	Director and Managers
Complying with all HSEMS requirements	All employees and sub-contractors
Internal audits and providing ISO and H&S advice and support	MWQA Limited

The Director has overall SMT responsibility for the Keyo Agricultural management system.

The Health and Safety and Training Manager is responsible for the day-to-day management and administration of the HSEMS and will be supported by a suitably qualified external ISO consultant to develop, implement and internally audit the HSEMS.

5.4 Consultation and Participation of Employees (H&S)

Keyo Agricultural is committed to ensuring that employees and sub-contractors are consulted about health and safety issues. Consultation and participation mechanisms include toolbox talks, Safety Culture “Heads Up”, input into risk assessments, weekly communications meetings and monthly compliance meetings.

6. Planning

6.1 Actions to Address Risks & Opportunities

6.1.1 General

Keyo Agricultural considers risks and opportunities when taking actions within the management system, as well as when implementing or improving the management system; likewise, these are considered relative to services.

Environmental risks and opportunities are recorded in the HSE Issues Log.

6.1.2(a) Environmental Aspects

Keyo Agricultural has determined the key environmental aspects of our activities and their associated environmental impacts. These are recorded in the environmental aspects and impacts register.

Environmental Aspects and Impacts Assessment Procedure

- The environmental aspects and impacts assessment is documented on the Environmental Aspects and Impacts Register.
- All relevant activities, processes and outputs that can have an impact on the environment should be considered, including normal, abnormal and emergency activities.
- The environmental aspect(s) relating to the activity are determined.
- The associated environmental impacts are also identified.
- An impact ranking is calculated by multiplying the quantity of the aspect by the consequence of the impact using the scoring matrix in the register form.
- Existing control measures are identified and recorded.
- The impact ranking is re-calculated considering the existing control measures implemented.
- The risk or opportunity of the environmental aspect is recorded.
- Any additional control measures required are recorded.
- The environmental aspects and impact register is updated as required and at least annually.

6.1.2(b) Hazard Identification and Assessment of Risks and Opportunities

Keyo Agricultural carries out a process of hazard identification to ensure that all employees and sub-contractors can work safely. This is done through conducting risk assessments for work and site activities.

HSE Risks and opportunities are documented in the HSE Issues Log.

6.1.3 Compliance Obligations

Keyo Agricultural has determined and has access to all its legal compliance obligations with regards to health, safety and environmental issues. These compliance obligations are documented in the compliance obligations register which is updated by an external consultant. Evaluation of compliance requirements is undertaken during the management review.

6.1.4 Planning Action

Keyo Agricultural plans actions to address relevant business risks and opportunities to minimise risks and to reduce its environmental impacts. Actions taken are proportionate to the risk and the environmental impact.

The Action tracker is used to manage any significant H&S changes which is monitored by the management team during weekly meetings.

6.2 Health, Safety & Environmental Objectives

HSE objectives are documented and are formally reviewed during management review meetings.

7 Support

7.1 Resources

Resources at Keyo Agricultural include specialist skills, infrastructure, technology, work equipment, work premises and financial resources. The Director and Managers are responsible for managing all resources and ensuring that they are deployed effectively.

7.2 Competence

Where required, competency training and monitoring is conducted in-house, although for more specialist skills, external training courses are utilized. The effectiveness of training is evaluated and recorded. Staff training is recorded on a training matrix which covers staff and all contractors. All staff and sub-contractors are fully trained i.e. Poultry Passport, FLT and first aid training.

7.3 Awareness

Staff and sub-contractors are made aware of environmental issues and the HSEMS via online training, briefings and toolbox talks.

7.4 Communication

7.4.1 Internal Communication

Internal communications include the company website, Safety Culture, noticeboards, online training and toolbox talks, memos and meetings.

7.4.2 External Communication

Keyo Agricultural determines the need to communicate information externally to our interested parties, as defined in Section 4.2, regarding the effectiveness of our HSEMS. The various processes or means of external communication may include as appropriate:

Interested Party	Methods of Communication
Employees	Emails, meetings, day-to-day conversations, public server, training sessions, toolbox talks
Director / owner	Emails, meetings, day-to-day conversations
Customers (farms)	Site visits, emails, meetings, discussions, customer feedback
Customers (supermarkets)	Site visits, emails, meetings, discussions, supplier audits, customer feedback
Suppliers	Purchase orders, emails, telephone conversations
Sub-contractors	Emails, meetings, day-to-day conversations, training sessions, toolbox talks
External certification bodies (Red Tractor, ISO, ITSSAR, RSPCA, UKNHA)	External audits, emails, meetings, telephone conversations.
Regulators (DEFRA, Red Tractor, RSPA, EA, HSE, HMRC, GLAA)	Regulatory visits
Local communities and neighbours	Dialogue as required
Activists	Dialogue as required
Emergency Services	Telephone calls, verbal discussions
Next of kin	Telephone calls, verbal discussions

7.5 Documented Information

7.5.1 Management System Documents

Keyo Agricultural ensures that our management system includes the documented information that is required to be maintained and retained by the ISO standards, and additionally, any documented information identified by our organisation that demonstrates the effective operation of our HSEMS.

Keyo Agricultural applies the following criteria to all types of documented information to assess whether the information is necessary for demonstrating the effectiveness of our HSEMS, and whether it should be formally controlled.

1. Communicates a message internally or externally;
2. Provides evidence of process and product conformity;
3. Provides evidence that planned outputs were achieved;
4. Provides knowledge sharing.

Should any of the above criteria apply, Keyo Agricultural ensures that this information is retained and/or maintained as a form of 'documented information'.

7.5.2 Creating & Updating

Keyo Agricultural ensures that when we create documented information it is appropriately identified and described (e.g. title, date, reference / version number) and is available in an appropriate format (e.g. language, software version, graphics, etc.) and on appropriate media (e.g. paper, electronic). All documented information is reviewed and approved for suitability and adequacy.

7.5.3 Controlling Documented Information

Documented Information is stored on the public drive and is managed via a Master Document Register.

8 Operation

8.1 Operational Planning & Control

Keyo Agricultural has established and implemented documented plans and procedures that describe its key processes.

SSWs are in place for key work activities which are communicated to staff and sub-contractors via Safety Culture.

8.1.2 Eliminating Hazards and Reducing H&S risks

Keyo Agricultural has established processes for the elimination of hazards and reduction of health and safety risks.

Risk Assessment Procedure

- Risk assessments are completed on a risk assessment form.
- Risk assessments should only be completed by competent personnel.
- Hazards involved in the work activity must be identified and recorded e.g. via an inspection of the workplace.
- Groups of people or individuals who are at risk from the hazard are recorded.
- An initial risk level (risk = severity x likelihood) is calculated using the risk scoring tables in the risk assessment form.
- Existing control measures are identified and recorded e.g. via inspection of the workplace and associated documentation.
- Any additional control measures required are recorded.
- The person responsible for the actioning additional control measures and completion target dates are recorded.
- The completion date for the additional control measures is recorded.
- A final risk level (risk = severity x likelihood) is calculated using the risk scoring tables in the risk assessment form taking into account existing and additional control measures.

8.1.3 Management of change (H&S)

Keyo Agricultural has established processes for the implementation and control of planned changes that impact H&S performance. The company reviews the consequences of unintended changes and takes action to mitigate any adverse effects.

8.1.4 Procurement (H&S)

Keyo Agricultural has established processes to control the procurement of products and services to ensure their conformity to our health and safety requirements.

Management of contractors / sub-contractor is documented in the arrangements section of the H&S policy.

Contractors follow all Keyo Agricultural risk assessments and SSWs and their training is managed via the company Training Matrix.

8.2 Emergency Preparedness and Response

Keyo Agricultural has established the procedures required to prepare for and respond to potential emergency situations e.g. fires and spills. These are documented via the fire evacuation procedure and within the spill's procedure.

Staff and sub-contractors work in line with customer emergency procedures when working at customer sites.

9. Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

Data which is monitored, measured, analysed and evaluated environmental objectives, the outcomes from internal and external audits, environmental performance data and non-conformances, corrective actions and complaints. The company also evaluates its compliance with legal and other obligations.

Health and safety monitoring methods include: -

- Safety briefings are completed before every catch by the Team Foreman
- Area Managers do site visits at least month and these are recorded on Area Manager Catching Inspection forms.
- Area Managers complete competency checks on site annually.
- Monthly workshop inspections are completed.
- Monthly site H&S audits are completed by an external consultant
- Accidents, incidents, near misses are monitored
- Health surveillance program is in place for staff and sub-contractors

9.1.2 Evaluation of Compliance

Conformance with legislation is reviewed and evidence of evaluation is maintained through internal audits and management reviews. External consultants periodically evaluate our compliance with all applicable legal requirements, obligations including other requirements to which we subscribe via the Compliance Obligations Register.

Evaluation of compliance with health, safety and environmental legislation will be undertaken at least annually or sooner if applicable legislation changes or new legislation is introduced that applies to the company.

9.1 Internal Audit

Internal audit results are critical inputs that help to assess the effectiveness of our management system. Our internal audits use risk-based thinking and the notion of continual improvement as the main drivers. Internal audits are conducted at planned intervals to determine whether the management system conforms to our organization’s planned arrangements and to the requirements of ISO14001:2015 and ISO45001:2018.

The internal audit program is based upon a strategy that considers the status and importance of each process that comprises our management system. The audit frequency is based upon process performance trends, results from previous audits, levels of customer satisfaction, rates of non-conformity and corrective action, etc. to ensure that our organization focuses on the aspects that affect product and process conformity the most.

The criteria, scope, frequency and methods of each audit are defined in our audit plan. The selection of trained auditors and their subsequent impartial conduct ensures objectivity throughout the audit process.

Internal Auditors ensure that:

1. The results of each audit are reported to the Director.
2. That timely appropriate corrective action is undertaken where required.
3. The company retains documented information such as audit reports as evidence of the effective implementation of the audit program in respect of each audit.

9.3 Management Review

The management system is reviewed by senior management at least annually and will be documented via management review minutes. The HSEMS management review will cover: -

- Status of actions from previous management reviews
- Changes in external and internal issues relevant to the HSEMS
- The needs and expectations of interested parties
- Legal and other requirements
- Risks and opportunities
- Significant environmental aspects
- The extent to which the HSE policies and objectives have been met
- Review of the environmental policy and the health and safety policy
- Incidents, non-conformities and corrective actions
- Monitoring and measurement results
- Fulfilment of environmental compliance obligations
- Results of evaluation of compliance with legal requirements and other requirements
- Results from internal and external audits
- Consultation and participation of employees (H&S)
- Adequacy of resources
- Relevant communications with interested parties
- Opportunities for continual improvement

10 Improvement

10.1 General

The overall effectiveness of continual improvement program is assessed via the internal audit and management review processes.

10.2 Incidents, Non-conformities & Corrective Action

All incidents including accidents, near misses and damage incidents must be reported to management ASAP and will be investigated. An accident reporting function is in place via Safety Culture.

All HSE non-conformities will be managed via the Corrective Actions Log which will document the root cause of the non-conformity and the corrective action required.

All nonconforming conditions that are identified are investigated as above and these shall also form be reviewed at Management Review meetings.

Accident, Incident, Near Miss Investigation Procedure (H&S)

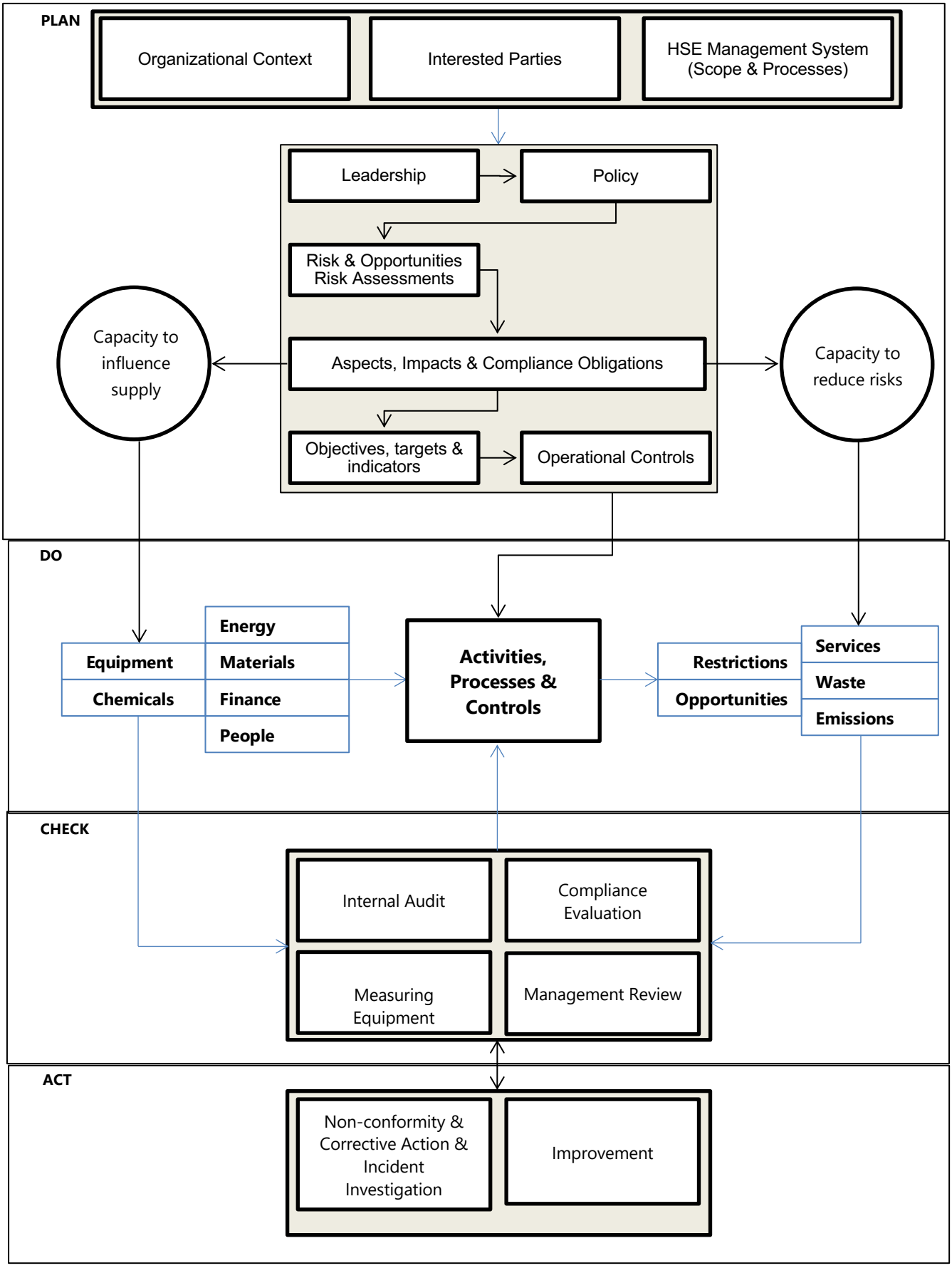
- It is the policy Keyo Agricultural to investigate all incidents.
- Incident investigations are recorded on an Accident, Near Miss, Incident Investigation form.
- Full details of the person involved in the incident must be recorded.
- Details about the incident must be recorded e.g. date and time of the incident, incident location, a full description of the incident, a description of any conditions or activities that may have contributed to the incident w.g. Environment / Weather / Ground Conditions / Light levels etc.
- A root cause analysis is completed.
- Corrective actions to prevent re-occurrences are determined.
- Steps taken and who took the actions and expected completion dates are recorded
- The person involved in the incident and their manager must sign and date page 1 of the Accident Report form.
- The person involved in the incident must give a statement and sign and date page 2 of the Accident Report form.
- The completed Accident Report form must be reviewed by the Directors and stored securely at head office.

Environmental Incident Investigation Procedure

- It is the policy Keyo Agricultural to investigate all environmental incidents.
- Incident investigations are recorded on an Incident Investigation form.
- Full details of the person involved in the incident must be recorded.
- Details about the incident must be recorded e.g. date and time of the incident, environmental damage details, incident location, machinery involved, activities of the person involved in the incident, and remedial action taken.
- The person involved in the incident must give a statement.
- The investigator must identify the root cause and corrective / preventive actions arising from the incident and record these on the Incident Investigation form.
- The completed Incident Investigation Report form must be reviewed by the Director and stored securely at head office.

10.3 Improvement

Keyo Agricultural continually improves the effectiveness of its management system through the effective application of policies, objectives, auditing and data analysis, corrective and preventive actions and management reviews.

The overall effectiveness of the continual improvement program, including corrective actions taken, as well as the overall progress towards achieving improvement objectives, are assessed through our management review process.

Annex 1 HSE Management System Process Map