



# THE EGLIN MANUAL

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## 1 INTRODUCTION TO WP EGLIN LTD

**WP Eglin** was established in 1880. It is an independent British company operating from Sowerby Bridge in West Yorkshire, UK.

The company specialises in the design development, manufacture and installation of seating and related furniture for use in a number of sectors including:

- Education where Eglin products are widely used in schools from Primary, Junior & Infants, through to High and Specialist Schools and Colleges throughout the UK. Products suitable for use in school classrooms, libraries, staff rooms, offices, 6th form study rooms, computer suites, pupil support units, textile rooms and teacher training centres are available as standard or to customer requirements.
- International Public Waiting Areas such as Airports, Railway Stations and other Transport Interchanges and Public Buildings of all kinds.

The company is committed to a culture of continual improvement and since its establishment has acquired a reputation for prompt professional service, provided by:

- highly skilled staff;
- management which is committed to customer satisfaction;
- continual development and improvement of its integrated business management system.

## 2 POLICIES AND OBJECTIVES

### 2.1 Policies

The company has organized its business processes as an integrated management system encompassing all its operational functions as The Eglin System. This provides a controlling mechanism for Quality Assurance, Environmental Management, Health & Safety and the day-to-day running of the business. All the company's Policies and operational procedures are maintained within this system, in accordance with the requirements of PAS99 wherever practical.

### 2.2 Objectives

The company's business objectives are documented in The Eglin Objectives document which is reviewed and, if necessary, revised annually. Performance against The Eglin Objectives are regularly reviewed at staff meetings and / or Management Review.

## 3 Scope & Exclusions

### 3.1 Scope

The Eglin System covers all aspects of the business, which currently includes:

- Design & development of seating and lounge solutions to customer requirements;
- Manufacture of seating and lounge furniture in metal and wood;

- Installation of seating and lounge furniture to customer requirements.

### 3.2 Exclusions from ISO9001

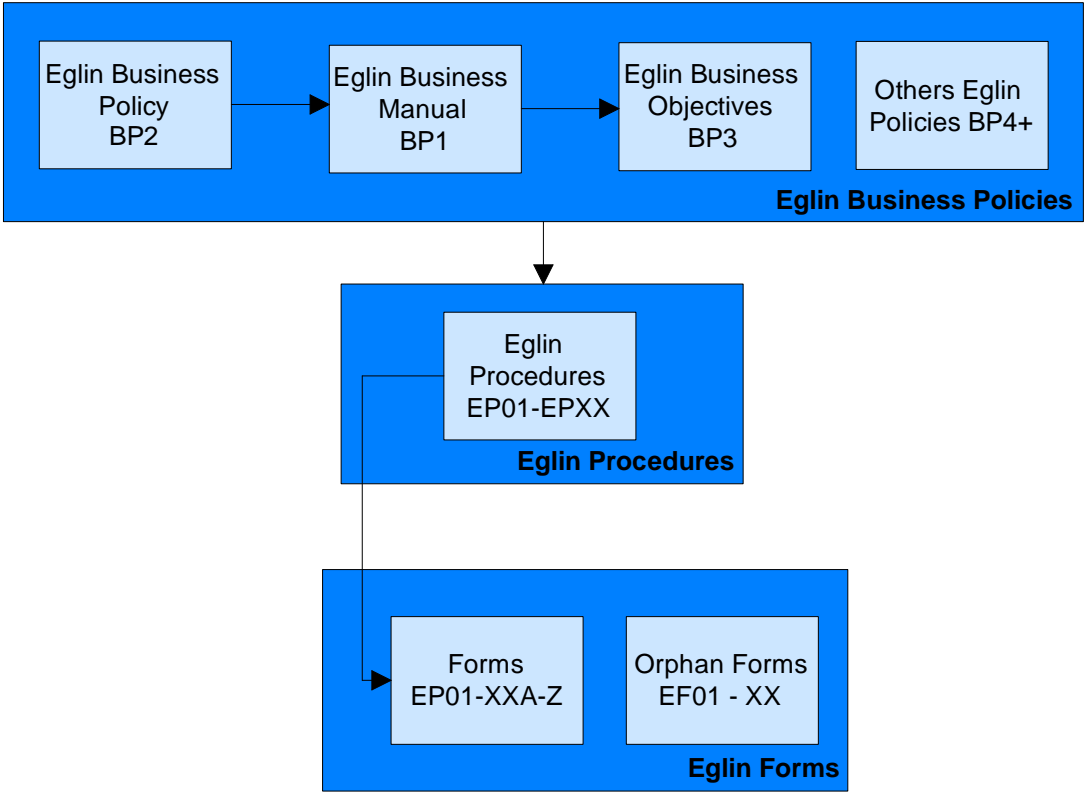
The Eglin System operates in accordance with the requirements of ISO9001, ISO14001 and OHSAS18001 under the integration requirements of PAS99, except for those requirements which fall outside its business activities.

There are no processes, the output of which cannot be verified, **ISO9001:2008 clause 7.5.2** is therefore not applicable.

There are no activities, products or services which require post delivery services, other than normal Customer liaison. **ISO9001:2000 clause 7.5.1.f** is therefore not applicable.

## 4 BUSINESS SYSTEM STRUCTURE

4.1 The Business System is organized as an integrated set of documents, and is structured as follows:

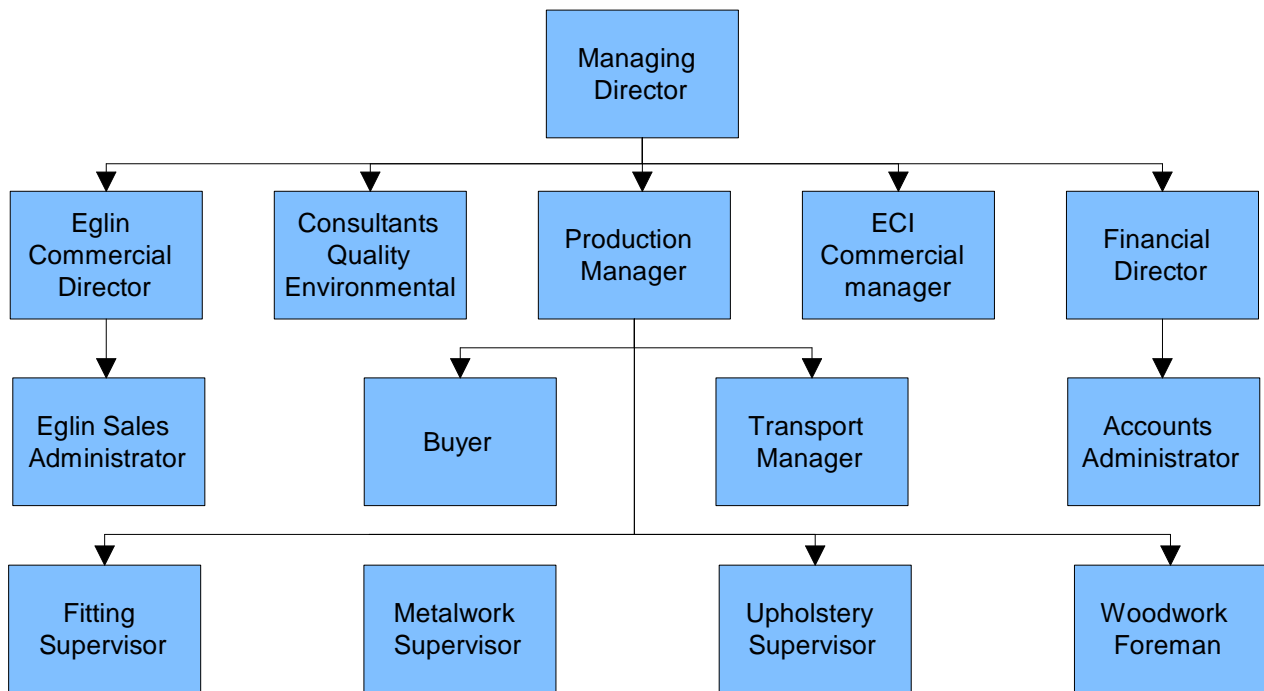


4.2 The Document Index EP1A lists all documentation used within the system, together with their current issue status.

## 5 MANAGEMENT STRUCTURE

### 5.1 Organisation Chart

The company's management is organised as depicted in the following structure:



## 5.2 Responsibilities

### 5.2.1 Managing Director

Reports to the Board of Directors, and is responsible for:

- employment and supervision of staff;
- company's business & quality objectives;
- the efficient operation and security of the Warehouse;
- ensuring there is:
  - sufficient office and storage space;
  - adequate resources for the establishment and maintenance of the manufacturing processes;
  - adequate product handling equipment;
  - a safe working environment suited to the type of work;
  - suitable and appropriate, well maintained equipment;
  - sufficient staff with the right qualifications and skills to meet the needs of the company;
  - adequate resource for any specific process or legislative requirement.

Specific Health & Safety and Environmental needs are given equal priority with other business objectives, including ensuring:

- employees are able to undertake their duties and responsibilities in a safe and healthy manner and without endangering the environment;
- that health & safety and environmental management arrangements function as intended;
- employees have a safe, pollution-free place of work;
- employees have comprehensible and relevant information on the risks they face and the preventative and protective measures that control those risks;
- there are effective arrangements in place for planning, organising, controlling, monitoring and reviewing preventative and protective measures;
- As a minimum, the Company's activity complies with current health & safety legislation.

### 5.2.2 – 6

Other reporting lines with individual responsibilities details only available upon application at this time. (To be updated in May 2009.)

**5.2.7 All employees** have a duty in the operation of the company's policies summarised as follows:

- to read and understand The Eglin Policies on Quality, Environment, Health and Safety and any others as may from time to time be adopted;
- to take reasonable care for the environment and the health and safety of himself/herself and other employees, contractors and visitors;
- to co-operate with the Company in enabling compliance with any duty imposed upon it by law;
- to make proper and effective use of anything which the Company is required to provide for his/her health and safety or welfare and care of the environment;
- reporting all quality, environmental, security or health & safety concerns to their line manager.

## 6. THE PROCESSES & THEIR INTERACTION

The Eglin Business Processes and their interaction within the Business are described on the following page.

