

Verified Capability Report

"Quality", "Health & Safety",
"Environment"
and
"Competence & Training"

Company:	Altena Group B.V.
FPAL Supplier No:	10049434
Visit Location:	Waalwijk
Verification Date:	22 May 2019
Site Contact:	Guus Euwen
Report Issued:	30 May 2019
Assessor:	Herman Beltman

FPAL VERIFY REPORT GUIDANCE AND CONDITIONS

General Information

This report reflects the detailed findings and scoring from the FPAL Verify process which supports the FPAL Advanced Registration scheme for elements relating to the management of "Quality", "Health & Safety", "Environment" and "Competence & Training".

The process involves a verified assessment of the supplier's Advanced Registration Questionnaire (ARQ) submission for the appropriate elements following a site visit to their premises to validate the application and implementation of the systems being described. The visit will also incorporate the collection and verification of information additional to the initial ARQ submission. The scoring scheme is intended to be transparent to both the supplier and any potential purchaser, and the supplier will be kept apprised of the scores achieved during the verification visit as well as being given an indication of potential areas of improvement. The report has an Executive Summary that contains the overall assessment together with highlight comments on each section.

The visit's scores for "Health & Safety", "Environment" and "Competence & Training" are used to update the supplier's online Advanced Registration Profile which will then carry the Verify indicator flag.

Scoring Guide

Within the Executive Summary, each element is given a percentage score which combined and weighted to provide the overall equivalent ARQ score.

Responses to questions may be assessed and scored using three methods, as indicated by the "Range" column:

Y/N: This is applied where clear, factual responses can be made. Y (Yes) is confirmation that the activity is actually done, based on the evidence on the day of the assessment; N (No) means that the activity is not done, or that insufficient evidence is available to verify implementation. It should not be assumed that "Y" represents 'good' practice and "N" bad practice ; also, some questions may not be applicable.

0/1: These are similar to the above, in that a 1 indicates a positive response and 0 a negative response; unlike the basic Y/N response, they have a direct impact on the supplier's score.

0/n: Where n is a number >1 that reflects the significance of the question; these questions allow a degree of compliance to be assessed by FPAL. For the larger scoring questions, maximum marks are reserved for class leading responses - for example, a score of 2/4 should be read as adequate, 3/4 as good and 4/4 as excellent (i.e. there is nothing more that could be done).

Supplier Acceptance

FPAL undertakes the verification process in a consultative manner where the FPAL assessor(s) works with the Supplier to accurately reflect the status of their Quality, Health & Safety, Environmental and Competence & Training systems. A key part of this process includes the acceptance of the report findings prior to it being issued to the supplier or a sponsoring purchaser.

Report Validity

This report has a validity period of up to two years from the date of the site visit, after which time access to the report through the online system will be removed. After this time, or at any intervening period, the supplier (or a sponsoring purchaser) may request a Verify re-assessment.

Indemnity and Exclusion

Both Purchasers and Suppliers agree to use the FPAL Verify service and make use of the resultant information entirely at their own risk, and subject to the FPAL Service Level Agreement.

REPORT SUMMARY

Supplier: Altena Group B.V.

FPAL No: 10049434

Site: Waalwijk

Contact: Guus Euwen

Date: 22 May 2019

Assessor: Herman Beltman

Overall Assessment Comments

General: The audit was focussed on Altena Cleaning B.V. in Waalwijk which is part of the Altena Group of companies specialising in the emptying, cleaning and gas free delivery of petrochemical process equipment and plants. Altena applies a "Cleaning without loss of containment" method which is an emission-free alternative to industrial cleaning. The Altena Group is aware of its Environmental responsibility and have adopted Corporate Social Responsibility principles (MVO/FIRA) and committed to reduction of the CO2 Footprint.

Quality: The Directors / Owners of the Altena Group and hence Altena Cleaning B.V. are very much involved in the Customer relations and determination of the Customer's requirements. Quality control is arranged through project plans which include detailed work instructions to take (cleaning) chemical and process samples which are analysed in the Altena Cleaning mobile laboratory.

Health & Safety: The Altena Group Risk Assessment processes are robust based on the generic RI&E covering all the work activities of the Waalwijk location premises and the Functional RI&E for the work activities on (client) work locations. For the specific Project work activities TRA's are prepared and generally controlled under the (client) PTW system of the specific work location.

Environment: The Environmental Aspects Register covers all the activities and environmental risks. Opportunities are identified to realise environmental impact reductions. The "No Entry" method (no requirement to open process equipment, vessels or piping pipelines) is an example of such an opportunity and prevents emissions to atmosphere.

Competence & Training: The Competence and Training processes are managed using the "AFAS" HRM software system. The stringent BRL-100 and other standard requirements are embedded in the competence and training matrix and embedded in the Job Descriptions covering not only educational and training but also organisational and functional competence aspects.

Audit Type

2 day Verify audit

QUALITY

		Scores
0.1	Leadership and Commitment The Altena Group Senior Managers and Directors/Owners commitment towards sound QHSE management is evident in the organisation. There is a comprehensive documented QHSE and business budget / improvement plan to achieve the objectives in place, covering all the divisions including Altena Cleaning B.V.	87%
0.2	Policy Documentation and Availability The integrated Altena Group QHSE Policy, the "Intentieverklaring Kwaliteit, Arbo en Milieu" is comprehensive and is effectively communicated to all staff and other (external) stakeholders.	93%
0.3	Organisation, Responsibilities, Resources, Standards and Documentation The Altena Group has recently undergone an organisational restructuring where roles and responsibilities have been redefined. Staff have been suitably trained in all aspects of QHSE management. The assessment of suppliers and contractors are controlled by the "selectie en beoordeling van leveranciers" procedure where the suppliers are evaluated and categorised. The QHSE standards are identified as part of the preparation of the Project QHSE Plans.	84%
0.4	Customer Focus and Operational Controls The Directors / Owners of the Altena Group and hence Altena Cleaning B.V. are very much involved in the Customer relations processes. Through clarification meetings, the exact customer's requirements are verified and where appropriate improvement proposals provided. Design of process equipment interfaces and tie-ins are carried out including HAZOP's.	80%
0.5	System, Quality Control, Process and Procedures The integrated QHSE management system quality control is fully geared to monitor the quality of the chemical cleaning aspects by taking regular process and chemical samples and analysing this in the mobile laboratory units which are located on the Customer sites.	80%
0.6	Performance Monitoring, Actions, Management Review and Improvements The comprehensive Risk Register which is reviewed at regular intervals during the Management Team meetings and the Management Review include KPI's related to Stakeholders / Client management and other QHSE and Business Performance KPI's.	78%

0.7	Auditing and Review The QHSE management system is regularly reviewed in accordance with the Internal Audit schedule and ensures that all processes are audited within 3 years. If there are weaknesses identified the frequency of review and audit maybe increased to ensure timely implementation of remedial actions.	90%
0.8	Certification The Altena Group and Altena Cleaning B.V.QHSE management system are certified to ISO9001:2015.	80%
Equivalent Advanced Registration Questionnaire Score		8.3

HEALTH AND SAFETY

		Scores
8.1	Leadership and Commitment The Altena Group Senior Managers and Directors/Owners commitment towards sound QHSE management is evident in the organisation. There is a comprehensive documented QHSE and business budget / improvement plan to achieve the objectives in place, covering all the divisions including Altena Cleaning B.V.	87%
8.2	Policy Documentation and Availability The integrated Altena Group QHSE Policy, the "Intentieverklaring Kwaliteit, Arbo en Milieu" is comprehensive and well communicated to all staff and other (external) stakeholders.	93%
8.3	Organisation, Responsibilities, Resources, Standards and Documentation The Altena Group has recently undergone an organisational restructuring where roles and responsibilities have been redefined. Staff have been suitably trained in all aspects of QHSE management. The assessment of suppliers and contractors are controlled by the "selectie en beoordeling van leveranciers" procedure where the suppliers are evaluated and categorised. The QHSE standards are identified as part of the preparation of the Project QHSE Plans.	89%
8.4	Hazards and Effects Management The Altena Group Risk Assessment processes are robust based on the generic RI&E covering all the work activities of the Waalwijk location premises and the Functional RI&E for the work activities on (client) work locations. For the specific Project work activities TRA's are prepared and generally controlled under the (client) PTW system of the specific work location. The Arbo dienst carries out regular preventive health monitoring surveys (PMO). Appropriate PPE are issued and timely replaced to all staff. There is a comprehensive Drugs and Alcohol Policy in place covering prescribed drugs as well as the test procedures.	86%
8.5	Planning and Procedures The Integrated QHSE management system is well documented and there are regular procedure reviews carried out in conjunction with the internal audit schedule. The maintenance and inspection of the equipment is well managed using the "Gereedschapbeheer.nl" webtool where barcoding and smartphones are used for easy access and application.	90%

8.6	Implementation and Performance Monitoring QHSE tours are regularly conducted, once per month by Managers and inspections once every quarter. The "MORE App "is used which incorporates a checklist and generates reports as well as follow up of actions. The More App is also used to report near-miss and other incidents and observations which are raised during the "OOG" rondes, an equivalent to Stop programs. Actions are registered in the KAM actielijst (QHSE action list) and reviewed during the monthly KAM Management Team review meetings. Incidents are investigated using the Fine & Kinney or Tripod methods.	72%
8.7	Auditing and Review The QHSE management system is regularly reviewed in accordance with the Internal Audit schedule and ensures that all processes are audited within 3 years. If there are weaknesses identified the frequency of review and audit maybe increased to ensure timely implementation of remedial actions.	90%
8.8	Certification The Altena Group QHSE management system is certified to the highest VCA level "Petrochemie".	80%
Equivalent Advanced Registration Questionnaire Score		8.4

ENVIRONMENT

		Scores
9.1	Leadership and Commitment The Altena Group Senior Managers and Directors/Owners commitment towards sound QHSE management is evident in the organisation. There is a comprehensive documented QHSE and business budget / improvement plan to achieve the objectives in place, covering all the divisions including Altena Cleaning B.V.	87%
9.2	Policy Documentation and Availability The integrated Altena Group QHSE Policy, the "Intentieverklaring Kwaliteit, Arbo en Milieu" is comprehensive and well communicated to all staff and other (external) stakeholders.	93%
9.3	Organisation, Responsibilities, Resources, Standards and Documentation The Altena Group has recently undergone an organisational restructuring where roles and responsibilities have been redefined. Staff have been suitably trained in all aspects of QHSE management. The assessment of suppliers and contractors are controlled by the "selectie en beoordeling van leveranciers" procedure where the suppliers are evaluated and categorised. The QHSE standards are identified as part of the preparation of the Project QHSE Plans.	89%
9.4	Hazards and Effects Management The Altena Group Environmental Aspects Register (Milieu Aspecten Register) covers all the activities and environmental risks where all risks with a score of 12 or higher are identified as Significant. The opportunities are identified to realise environmental impact reductions. Waste management is well organised where for example the "No Entry" method (no requirement to open process equipment, vessels or piping pipelines) prevents emissions to atmosphere. The applicable environmental legislative requirements are well defined.	89%

9.5	Planning and Procedures The Integrated QHSE management system is well documented and there are regular procedure reviews carried out in conjunction with the internal audit schedule. The emergency response plans are prepared together with the client and include the specific identified environmental aspects such as chemical spills and emissions to the air.	100%
9.6	Implementation and Performance Monitoring QHSE tours are regularly conducted, once per month by Managers and inspections once every quarter. The "MORE App "is used which incorporates a checklist and generates reports as well as follow up of actions. The More App is also used to report near-miss and other incidents and observations which are raised during the "OOG" rondes, an equivalent to Stop programs. Actions are registered in the KAM actielijst (QHSE action list) and reviewed during the monthly KAM Management Team review meetings. Incidents are investigated using the Fine & Kinney or Tripod methods.	75%
9.7	Auditing and Review The QHSE management system is regularly reviewed in accordance with the Internal Audit schedule and ensures that all processes are audited within 3 years. If there are weaknesses identified the frequency of review and audit maybe increased to ensure timely implementation of remedial actions.	73%
9.8	Certification The Altena Group QHSE management system is certified to ISO-14001:2015. Also The Altena Group has adopted Corporate Social Responsibility principles (MVO/FIRA) and committed to reduction of CO2, the CO2 Footprint.	80%
Equivalent Advanced Registration Questionnaire Score		8.6

COMPETENCE AND TRAINING

		Scores
10.1	Competence Assurance Processes The Competence and Training processes are managed using the "AFAS" HRM software system. The stringent BRL-100 and other standard requirements are embedded in the competence and training requirements. DNV-GL carries out the external verification and certification.	93%
10.2	Competence Application The Altena Group has well established Job Descriptions covering not only educational and training but also organisational and functional competence aspects. The "AFAS" system is used to keep all the training and competence records.	87%
10.3	Staff Selection The Altena Group uses its own recruitment search in conjunction with Employment Agencies and a process of selection interviews by HR and the Line Managers. The competence and training requirements are based on the established Job Descriptions and the Competence and Training Matrix.	93%

10.4	Training Needs There is a robust training needs identification and planning process in place to ensure that staff are and remain competent. Records are well maintained.	93%
10.5	Induction Provided for New Recruits There is a comprehensive Induction "Intake" program in place covering all the elements of the "Personeelshandboek". The QHSE Managers / Co-Owners interview new staff after 3 months to ensure that the new employee has a good understanding of the Company's Policy and other Business and QHSE requirements.	100%
10.6	Encouragement of Staff Development The Altena Group is a relatively small organisation where Competence and Training is important as well as providing further personal development when there are opportunities. In such cases a "POP" (Personal Development Plan) is prepared and the identified course or study is arranged. The POP is part of the appraisal process to identify opportunities and monitor progress.	80%
10.7	Effectiveness of Competence and Training Systems The Company's performance is closely monitored mainly through Customer's feedback and monitoring Customer's complaints. The FPAL Feedback tool is used but the Customers response rates are disappointing.	80%
10.8	Communication of Business Goals The Altena Group communicates it's Company's Vision, Mission, Values, Policies and standards through the Induction, the internal training program as well as sharing news on "Insite" /Sharepoint. Also the regular team meetings as well the year end "Get together " event staff are appraised on the Company's Performance and Business / QHSE Goals.	84%
10.9 - 10.12	Brought Forward and Certification Scores The ISO-9001:2015, ISO14001:2015, VCA-P and the BRL-100 standards competence requirements ensure that an adequate competence management system is in place.	75%
Equivalent Advanced Registration Questionnaire Score		8.7

Supplier Acceptance Comments

Accepted without comments

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QUALITY

	Range	Score
0.1 Leadership and Commitment	15	13
(a) Top managers are personally involved in quality management:	0/4	3
Setting objectives?	Y/N	Y
Setting targets?	Y/N	Y
Actively monitor progress towards targets?	Y/N	Y
Place quality values in relation to other business values?	Y/N	Y
(b) Top managers promote a positive quality culture:	0/3	3
Accountability acknowledged?	Y/N	Y
Responsibilities defined for senior management?	Y/N	Y
Responsibilities defined for other management?	Y/N	Y
Responsibilities defined for other supervision?	Y/N	Y
Responsibilities defined for other staff?	Y/N	Y
(c) Top management communication of quality:	0/3	3
Company values?	Y/N	Y
Objectives and targets?	Y/N	Y
Quality performance?	Y/N	Y
(d) Quality improvement plan to achieve quality objectives:	0/5	4
Plan established?	Y/N	Y
Plan published?	Y/N	Y
Priorities set?	Y/N	Y
Responsibilities identified?	Y/N	Y
Performance indicators identified?	Y/N	Y
Progress measured against plan?	Y/N	Y
Progress communicated throughout company?	Y/N	Y
Progress on target?	Y/N	Y

Comments for this section:

The Altena Group Senior Managers and Directors/Owners commitment towards sound QHSE management is evident in the organisation. There is a comprehensive documented QHSE and business budget / improvement plan to achieve the objectives in place, covering all the divisions including Altena Cleaning B.V.

	<u>Range</u>	<u>Score</u>
0.2 Policy Documentation and Availability	15	14
0.2.1 Quality Policy Documentation	10	9
(a) Policy documentation:	0/4	3
Does the company have their quality policy documented?	Y/N	Y
Does it set the company values and direction regarding quality?	Y/N	Y
Does it set quality within the overall business context?	Y/N	Y
Does it commit to continual improvement?	Y/N	Y
Does it outline the basis for effective communication?	Y/N	Y
Does it seek the involvement of employees?	Y/N	Y
Does it say how and by whom its operation will be monitored?	Y/N	Y
Does it commit adequate financial and physical resources?	Y/N	Y
Does it state the period for policy review?	Y/N	Y
Does it have an appropriate signatory and date?	Y/N	Y
(b) Quality responsibility:	0/2	2
Is overall quality accountability identified?	Y/N	Y
Is this documented?	Y/N	Y
Is this at an appropriate level (state name and position below)?	Y/N	Y
Guus Euwen, QHSE Manager and Co-Owner.		
(c) Who is responsible for monitoring implementation of the quality policy?		
Astrid Kooij, QHSE Advisor and Internal Auditor.		
0/1	1	
Who is responsible for implementation on work sites?		
Project Managers, Supervisors and Foremen.		
0/2	2	
(d) Compatibility of client/supplier quality policies:	0/1	1
0.2.2 Availability of Policy Statements to Employees and Interested Parties	5	5
(e) Communication of policy:	0/3	3
Issue of policy document to all employees?	Y/N	Y
Notice boards?	Y/N	Y
Training?	Y/N	Y
Intranet?	Y/N	Y
Other:	Y/N	Y
Altena Group website, available to the public and other interested stakeholders.		

	Range	Score
(f) Communication of policy changes:	0/2	2
Issue of new document?	Y/N	Y
Notice boards?	Y/N	Y
Toolbox talks?	Y/N	Y
Meetings?	Y/N	Y
Training?	Y/N	Y
Email?	Y/N	Y
Personal letters?	Y/N	N
Other:	Y/N	N
N/A.		

Comments for this section:

The integrated Altena Group QHSE Policy, the "Intentieverklaring Kwaliteit, Arbo en Milieu" is comprehensive and is effectively communicated to all staff and other (external) stakeholders.

0.3 Organisation, Responsibilities, Resources, Standards and Documentation 45 **38**

0.3.1 Organisation - Commitment and Communication 5 **5**

(a) Company structure:	0/1	1
Quality organisation chart?	Y/N	Y
Clearly defined responsibilities?	Y/N	Y

(b) Communication meetings:	0/3	3
Regular meetings?	Y/N	Y
Formal Quality Management representative in attendance?	Y/N	Y
Meetings minuted?	Y/N	Y
Actions followed through?	Y/N	Y

Frequency of meetings:

Weekly (client) work location meetings (standstills), Monthly "Toolbox Plus" QHSE meetings with Foremen, Quarterly Management Team QHSE (KAM MT) meetings.

(c) Other consultation arrangements:	0/1	1
Newsletters?	Y/N	Y
Conferences?	Y/N	Y
Competitions?	Y/N	N
Intranet?	Y/N	Y
Suggestion scheme?	Y/N	Y
Department meetings?	Y/N	Y
Other:	Y/N	Y

"MORE"APP. A consultation/ communication and reporting tool which includes a "Registratie Ter Verbetering" (RTV) suggestions, near miss and other incidents reporting forms, checklists, inspection lists , and more..

	Range	Score
0.3.2 Quality Competence	10	9
(d) Formal competence scheme:	0/4	3
Management and supervision?	0/1	1
Technical / specialist skills staff?	0/1	1
Administration / support staff?	0/1	1
Contract / agency staff?	0/1	1
Regular reviews? State review period.	0/2	2
<div style="border: 1px solid black; padding: 2px;"> Through regularly held HR consultation meetings to review status of training and the yearly appraisal system. </div>		
0.3.3 Managers and Supervisors Quality Training	5	4
(e) General management/supervisor quality training:	0/3	2
Certifying/Regulatory/Professional body training (e.g. BSI/CQI)?	Y/N	N
Consultancy used?	Y/N	Y
Auditing training?	Y/N	Y
Internal quality awareness training?	Y/N	Y
Outline training given:		
<div style="border: 1px solid black; padding: 2px;"> Company Induction and VCA VOL. </div>		
Extent of training:	0/2	2
All managers?	Y/N	Y
All supervisors?	Y/N	Y
Site supervisors only?	Y/N	N
Office only?	Y/N	N
Other:	Y/N	N
<div style="border: 1px solid black; padding: 2px;"> N/A. </div>		
0.3.4 New and Existing Staff Quality Training	5	4
(f) Basic quality awareness:	0/2	2
Induction training?	Y/N	Y
Job specific training?	Y/N	Y
Refresher training?	Y/N	Y
Maintained up to date?	Y/N	Y
(g) Quality Management System understanding:	0/3	2
Induction training?	Y/N	Y
Refresher training?	Y/N	Y
Verifying understanding?	Y/N	Y

	Range	Score
0.3.5 Specialised Quality Training	5	5
(h) Specific training related to product/service provision? Outline training given: In accordance the specific function training requirements as defined in the training matrix.	0/2	2
(i) Is there a Specialist Quality Advisor? Detail their name and position: Astrid Kooij, QHSE Advisor and Internal Auditor.	0/3	3
Have they received suitable training? Outline training given: BsC Chemical Technology and Environmental Science, Hogere Veiligheidkunde (HVK). Radiation Protection level 5B. ISO-9001 Lead Auditor. ISO-9001:2015 Norm course.	Y/N	Y
Responsibilities defined/documentated?	Y/N	Y
Does the Quality Representative report to top management?	Y/N	Y
0.3.6 Assessment of Suitability of Suppliers and Subcontractors	10	7
Are suppliers or subcontractors used?	Y/N	Y
(j) Are there formal procedures for assessing suppliers' capability? Do these utilise questionnaires? Is performance history assessed? Are references checked? Are formal and ongoing records of performance maintained?	0/4 Y/N Y/N Y/N Y/N	3 Y Y Y Y
(k) Are subcontractor performance requirements clearly defined? In the main contract? In workpacks or equivalent technical instructions? Are regulatory requirements specified? Is performance against these standards monitored? Is the subcontractor's understanding verified? Are monitoring records maintained?	0/3 Y/N Y/N Y/N 0/3 Y/N Y/N	2 Y Y Y 2 Y Y
0.3.7 Performance Standards	5	4
(l) Are quality performance standards clearly defined? Are they appropriate? Are they communicated to all staff? Is staff understanding assured? Is performance verified?	0/2 Y/N Y/N Y/N Y/N	2 Y Y Y Y
(m) Is there a clear process for producing and communicating standards? If yes, outline the process: QHSE standards are identified and communicated as part of preparing Project QHSE plans.	0/1	0

	Range	Score
(n) Have regulatory requirements been clearly identified?	0/2	2
Are regulatory changes identified?	Y/N	Y
Is the effect of regulatory changes assessed?	Y/N	Y
Is there an appropriate technical library?	Y/N	Y

Comments for this section:

The Altena Group has recently undergone an organisational restructuring where roles and responsibilities have been redefined. Staff have been suitably trained in all aspects of QHSE management. The assessment of suppliers and contractors are controlled by the "selectie en beoordeling van leveranciers" procedure where the suppliers are evaluated and categorised. The QHSE standards are identified as part of the preparation of the Project QHSE Plans.

0.4 Customer Focus and Operational Controls	30	24
0.4.1 Customer Focus	15	13
(a) Senior management involvement?	0/5	5

Outline approach for determining customer requirements:

The Directors / Owners of the Altena Group and hence Altena Cleaning B.V. are very much involved in the Customer relations and determination of the Customer's requirements. Through the established tendering and request for quotation processes and clarification meetings, the exact customer's requirements are verified and where appropriate improvement proposals provided. The detailed requirements are embedded in the project scope of work and QHSE plans.

(b) When tendering, customer requirements determined, including quality, delivery and post-delivery activities?	0/5	4
Requirements not stated by the customer but necessary for specified or intended use identified?	Y/N	Y
Statutory and regulatory requirements considered?	Y/N	Y
Additional requirements considered?	Y/N	Y
Verification, validation, monitoring, inspection and testing considered?	Y/N	Y
Records produced?	Y/N	Y
(c) Contracts/orders reviewed?	0/5	4
Records to prove that contract/order requirements differing from those previously expressed are resolved?	Y/N	Y
Records retained to substantiate the contract review process and any actions arising from it?	Y/N	Y
Changes handled (documents updated/communicated)?	Y/N	Y

	Range	Score
0.4.2 Operational Controls	15	11
(d) Design	0/5	3
Are formal design activities involved?	Y/N	Y
If YES, outline the scope of design services and resources available:		
Detailed design aspects and related Risk Assessment such as HAZOP's of the interfaces and tie-ins of Altena's cleaning equipment and the Customer's Process equipment.		
Adequate design resources?	Y/N	Y
Design and development inputs?	Y/N	Y
Results of design and development:		
• reviews and any necessary actions?	Y/N	Y
• verification and any necessary actions?	Y/N	Y
• validation and any necessary actions?	Y/N	Y
• changes and any necessary actions?	Y/N	Y
(e) Scope of Provision	10	8
Outline scope of provision (products/services):		
Cleaning and de-contamination of industrial installations, as well as the provision of services thereto.		
Suitable company structure?	0/4	3
Client based working?	Y/N	Y
Project based working?	Y/N	Y
Control of incoming product?	0/4	3
Control of customer supplied product?	0/2	2
Comments for this section:		
The Directors / Owners of the Altena Group and hence Altena Cleaning B.V. are very much involved in the Customer relations processes. Through clarification meetings, the exact customer's requirements are verified and where appropriate improvement proposals provided. Design of process equipment interfaces and tie-ins are carried out including HAZOP's.		
0.5 System, Quality Control, Process and Procedures	25	20
0.5.1 Quality Management System	10	9
(a) Quality system documentation available?	0/1	1
Contents page?	0/1	1
System limitations or scope:		
All sites?	Y/N	Y
All products/services?	Y/N	Y
If NO, outline limitations:		
N/A.		

	Range	Score
(b) Processes to ensure regular procedure review? State period:	0/1	1
<div style="border: 1px solid black; padding: 5px;"> The internal audit procedure and schedule ensures that all the processes and procedures are reviewed at least every 3 years. Dependent on audit findings the review frequency may be increased to check if the follow up and improvements have been adequately implemented. </div>		
Master list to identify documents' revision status?	Y/N	Y
(c) Formal interface arrangements with clients/subcontractors (Bridging Documents)?	0/2	2
Inspection/Test Plans used?	0/1	1
(d) Ongoing system maintenance?	0/1	1
Consideration to standard or other regulatory revisions?	Y/N	Y
Reviews and approvals by same function that performed original review and approval?	Y/N	Y
Records retained?	Y/N	Y
(e) Control of documents:	0/3	2
Approval control?	Y/N	Y
Review and updating?	Y/N	Y
Identification of changes/revision status?	Y/N	Y
Accessibility and availability for use?	Y/N	Y
Legibility and identification?	Y/N	Y
External documents control?	Y/N	Y
Control of obsolete documents?	Y/N	Y
0.5.2 Quality Control	0/5	4
Outline methods:		
<div style="border: 1px solid black; padding: 5px;"> The Project Plans include detailed work instructions to take (cleaning) chemical and process samples which are analysed in the Altena Cleaning mobile laboratory. </div>		
Inspections?	Y/N	Y
Tests?	Y/N	Y
Calibration of test & measuring equipment?	Y/N	Y

	Range	Score
0.5.3 Processes and Procedures	10	7
Management system covers all activities?	0/5	3
Outline scope of formally documented management system: Cleaning and de-contamination of industrial installations, as well as the provision of services thereto.		
Formal procedures in circulation to address:	0/5	4
Control of documents?	Y/N	Y
Control of records?	Y/N	Y
Internal audit?	Y/N	Y
Control of nonconforming product/services?	Y/N	Y
Corrective action?	Y/N	Y
Risk and opportunities?	Y/N	Y
Comments for this section: The integrated QHSE management system quality control is fully geared to monitor the quality of the chemical cleaning aspects by taking regular process and chemical samples and analysing this in the mobile laboratory units which are located on the Customer sites.		
0.6 Performance Monitoring, Actions, Management Review and Improvements	45	35
0.6.1 Performance Monitoring	20	16
Outline monitoring conducted: The comprehensive Risk Register which is reviewed at regular intervals during the Management Team meetings include KPI's related to Stakeholders / Client management such as Client Complaints, the percentage of successful contract awards, financial performance, personnel absence due to sickness and more.		
Performance KPIs set?	0/3	2
KPIs address a range of relevant measures?	Y/N	Y
Measurement against KPIs	0/3	2
Recording of results?	Y/N	Y
Determining actions?	0/2	2
Reviewing non-conformities?	0/3	2
Determining cause of non-conformities?	Y/N	Y
Prevention of re-occurrence?	Y/N	Y
Performance trends reviewed?	0/2	2
Customer feedback/FPAL reports?	0/2	2
Customer complaints?	0/2	2
Test / Inspection failure rates?	Y/N	N
Rework rates?	Y/N	N
Delivery performance monitored?	0/3	2
% estimated on time delivery in last 12 months:		99%
Benchmarking?	Y/N	N
Business models?	Y/N	N

	Range	Score
0.6.2 Actions - NCR's / Corrective Action etc.	10	7
Status of Actions		
Number of currently open items:		0
Number raised in the last 12 months:		12
Percentage of actions currently open:		0%
Timely closure of actions?	0/4	3
Appropriate time set for addressing actions?	0/3	2
Action effectiveness reviewed?	0/3	2
0.6.3 Management Review and Improvements	15	12
Reviews:	0/5	4
Top management reviews conducted on at least an annual basis?	Y/N	Y
Date of last management review:		
June 2018 and planned June 2019 for 2018.		
Outline changes in last 12 months:		
Organisational changes with appointments of the new Directors.		
Inputs:	0/5	4
Annual objectives / plans?	Y/N	Y
Legal requirements?	Y/N	Y
Resource considerations?	Y/N	Y
Supplier issues?	Y/N	Y
Customer satisfaction?	Y/N	Y
Process / product conformity?	Y/N	Y
Audits?	Y/N	Y
Corrective Actions?	Y/N	Y
Follow-up actions from previous Management Reviews?	Y/N	Y
Changes / Recommendations for Improvement?	Y/N	Y
Outputs:	0/5	4
Confirm system effectiveness?	Y/N	Y
Address resource needs?	Y/N	Y
Actions verified for effectiveness?	Y/N	Y
Monitoring results circulated (head office / sites)?	Y/N	Y
Comments for this section:		
The comprehensive Risk Register which is reviewed at regular intervals during the Management Team meetings and the Management Review include KPI's related to Stakeholders / Client management and other QHSE and Business Performance KPI's.		

	<u>Range</u>	<u>Score</u>
0.7 Auditing and Review	10	9
(a) Audit programme for the Quality Management System?	0/1	1
Standard audited against:	0/1	1
ISO9001?	Y/N	Y
Other:	Y/N	N
N/A.		
Auditors qualified and experienced?	0/1	1
Auditors independent of area audited?	Y/N	Y
(b) Audit programme has appropriate scope and coverage?	0/4	3
Audits include remote sites?	Y/N	Y
Audits are appropriately comprehensive?	Y/N	Y
(c) Audit findings follow up:	0/2	2
Audit findings formally actioned?	Y/N	Y
Audit findings closed out within reasonable time scale?	Y/N	Y
Follow-up and close-out monitored?	Y/N	Y
(d) Review of audit programme:	0/1	1
Effectiveness reviewed by senior management?	Y/N	Y
Effectiveness reviewed at least annually?	Y/N	Y
Comments for this section: The QHSE management system is regularly reviewed in accordance with the Internal Audit schedule and ensures that all processes are audited within 3 years. If there are weaknesses identified the frequency of review and audit maybe increased to ensure timely implementation of remedial actions.		
0.8 Certification	15	12
0.8.1 Quality management system certification	0/10	8
Certified Quality Management System?	Y/N	Y
Certification Body accredited by UKAS, TÜV, ANAB or location equivalent?	Y/N	Y
Name of certification body:		
DNV-GL.		
Standard - ISO 9001?	Y/N	Y
Other:	N/A.	
Open NCR's?	Y/N	N
Covers all sites?	Y/N	Y
If working towards certification (new or updated), state current position:		
N/A.		
Date of last certification visit:		
June 2018.		

0.8.2 Product certification

- Is Product Certification applicable to the scope of supply?
- Specific Accreditation or Licences e.g. ASME, ATEX, PED?
- Approved by any Industry/Commodity Specific organisation e.g. API, TEMA?

Range	Score
0/5	4
Y/N	N
Y/N	N
Y/N	N

Outline product certification held:

N/A

Comments for this section:

The Altena Group and Altena Cleaning B.V. QHSE management system are certified to ISO9001:2015.

HEALTH AND SAFETY

	Range	Score
8.1 Leadership and Commitment	15	13
(a) Top managers are personally involved in H&S management:	0/4	3
Setting objectives?	Y/N	Y
Setting targets?	Y/N	Y
Actively monitor progress towards targets?	Y/N	Y
Place H&S values in relation to other business values?	Y/N	Y
(b) Top managers promote a positive H&S culture:	0/3	3
Accountability acknowledged?	Y/N	Y
Responsibilities defined for senior management?	Y/N	Y
Responsibilities defined for other management?	Y/N	Y
Responsibilities defined for other supervision?	Y/N	Y
Responsibilities defined for other staff?	Y/N	Y
(c) Top management communication of H&S:	0/3	3
Company values?	Y/N	Y
Objectives and targets?	Y/N	Y
Safety performance?	Y/N	Y
(d) Health and safety improvement plan to achieve H&S objectives:	0/5	4
Plan established?	Y/N	Y
Plan published?	Y/N	Y
Priorities set?	Y/N	Y
Responsibilities identified?	Y/N	Y
Performance indicators identified?	Y/N	Y
Progress measured against plan?	Y/N	Y
Progress communicated throughout company?	Y/N	Y
Progress on target?	Y/N	Y

Comments for this section:

The Altena Group Senior Managers and Directors/Owners commitment towards sound QHSE management is evident in the organisation. There is a comprehensive documented QHSE and business budget / improvement plan to achieve the objectives in place, covering all the divisions including Altena Cleaning B.V.

	<u>Range</u>	<u>Score</u>
8.2 Policy Documentation and Availability	15	14
8.2.1 Health & Safety Policy Documentation	10	9
(a) Policy documentation:	0/4	3
Does the company have their health and safety policy documented?	Y/N	Y
Does it set the company values and direction regarding H&S?	Y/N	Y
Does it set H&S within the overall business context?	Y/N	Y
Does it commit to continuous H&S improvement?	Y/N	Y
Does it outline the basis for effective communication?	Y/N	Y
Does it seek the involvement of employees and/or safety representatives?	Y/N	Y
Does it say how and by whom its operation will be monitored?	Y/N	Y
Does it commit adequate financial and physical resources?	Y/N	Y
Does it state the period for policy review?	Y/N	Y
Does it have an appropriate signatory and date?	Y/N	Y
(b) Health & Safety responsibility:	0/2	2
Is overall H&S accountability identified?	Y/N	Y
Is this documented?	Y/N	Y
Is this at an appropriate level (state name and position below)?	Y/N	Y
Guus Euwen, QHSE Manager and Co-Owner.		
(c) Who is responsible for monitoring implementation of the health & safety policy?		
Astrid Kooij, QHSE Advisor and Internal Auditor.		
0/1	1	
Who is responsible for implementation on work sites?		
Project Managers, Supervisors and Foremen.		
0/2	2	
(d) Compatibility of client/supplier health & safety policies:	0/1	1
8.2.2 Availability of Policy Statements to Employees and Interested Parties	5	5
(e) Communication of policy:	0/3	3
Issue of policy document to all employees?	Y/N	Y
Notice boards?	Y/N	Y
Training?	Y/N	Y
Intranet?	Y/N	Y
Other:	Y/N	Y
Altena Group website, available to the public and other interested stakeholders.		

	Range	Score
(f) Communication of policy changes:	0/2	2
Issue of new document?	Y/N	Y
Notice boards?	Y/N	Y
Toolbox talks?	Y/N	Y
Meetings?	Y/N	Y
Training?	Y/N	Y
Email?	Y/N	Y
Personal letters?	Y/N	N
Other:	Y/N	N
N/A.		

Comments for this section:

The integrated Altena Group QHSE Policy, the "Intentieverklaring Kwaliteit, Arbo en Milieu" is comprehensive and well communicated to all staff and other (external) stakeholders.

8.3 Organisation, Responsibilities, Resources, Standards and Documentation 45 40

8.3.1 Organisation - Commitment and Communication 5 5

(a) Company structure:	0/1	1
H&S organisation chart?	Y/N	Y
Clearly defined responsibilities?	Y/N	Y

(b) Communication meetings:	0/3	3
Regular meetings?	Y/N	Y
Formal H&S representatives?	Y/N	Y
Meetings minuted?	Y/N	Y
Actions followed through?	Y/N	Y

Frequency of meetings:

Weekly on (client) work location meetings (standstills), Monthly "Toolbox Plus" QHSE meetings with Foremen, Quarterly Management Team QHSE (KAM MT) meetings.

(c) Other consultation arrangements:	0/1	1
Newsletters?	Y/N	Y
Conferences?	Y/N	Y
Competitions?	Y/N	N
Intranet?	Y/N	Y
Suggestion scheme?	Y/N	Y
Department meetings?	Y/N	Y
Other:	Y/N	Y

"MORE"APP. A consultation/ communication and reporting tool which includes a "Registratie Ter Verbetering" (RTV) suggestions, near miss and other incidents reporting forms, checklists, inspection lists , and more..

	Range	Score
8.3.2 Health & Safety Competence	10	9
(d) Formal competence scheme:	0/4	3
Management and supervision?	0/1	1
Technical / specialist skills staff?	0/1	1
Administration / support staff?	0/1	1
Contract / agency staff?	0/1	1
Regular reviews? State review period.	0/2	2
Through regularly held HR consultation meetings to review status of training and the yearly appraisal system.		
8.3.3 Managers and Supervisors Health & Safety Training	5	5
(e) General management/supervisor H&S training:	0/3	3
IOSH Managing Safely?	Y/N	N
NEBOSH General Certificate?	Y/N	N
VCA or sector scheme?	Y/N	Y
Other:	Y/N	Y
VCA Basis and VCA VOL.		
Extent of training:	0/2	2
All managers?	Y/N	Y
All supervisors?	Y/N	Y
Site supervisors only?	Y/N	N
Office only?	Y/N	N
Other:	Y/N	N
N/A.		
8.3.4 New and Existing Staff Health & Safety Training	5	5
(f) Basic industrial H&S awareness:	0/1	1
Induction training?	Y/N	Y
Job specific training?	Y/N	Y
Refresher training?	Y/N	Y
Maintained up to date?	Y/N	Y
(g) H&S system understanding:	0/1	1
Induction training?	Y/N	Y
Refresher training?	Y/N	Y
Verifying understanding?	Y/N	Y
(h) Hazard awareness:	0/2	2
Risk assessment training?	Y/N	Y
Hazard identification & awareness training?	Y/N	Y
Focus on specific hazards?	Y/N	Y
Kept up to date with new hazards?	Y/N	Y

	Range	Score
(i) Emergency response training:	0/1	1
Introductory training?	Y/N	Y
Training for key roles?	Y/N	Y
Drills - own sites?	Y/N	Y
Drills - support for client sites?	Y/N	N
Outline drills conducted:		

There are 2 times per year "BHV" ER exercises carried out at the Altena Group premises in Waalwijk, one evacuation exercise and one exercise in cooperation with the Fire Brigade based on identified scenario's including Environmental and on Client work locations. ER exercises are held based on the Project and Client's ER plans.

8.3.5 Specialised Health & Safety Training 5 **5**

(j) Are there any special hazards?		
Asbestos?	Y/N	N
Ionizing/non-ionizing radiation?	Y/N	Y
Chemical or biological?	Y/N	Y
Confined space entry?	Y/N	Y
Working at height?	Y/N	Y
Ergonomic?	Y/N	Y
Noise?	Y/N	Y
Other:	Y/N	Y

Mercury and Hydrogen Fluoride (HF).

Is training (including emergency response) provided for these hazards? 0/2 **2**

(k) Have internal safety advisors been appointed?	0/1	1
Have they received suitable training?	0/2	2
NEBOSH General Certificate?	Y/N	N
NEBOSH Diploma?	Y/N	Y
IOSH?	Y/N	N
Other:	Y/N	Y

Hogere Veiligheidskunde (HVK).

8.3.6 Assessment of Suitability of Subcontractors / other Companies 10 **7**

(l) Are there formal procedures for assessing subcontractor capability?	0/4	3
Do these utilise questionnaires?	Y/N	Y
Is performance history assessed?	Y/N	Y
Are references checked?	Y/N	Y
Are formal and ongoing records of performance maintained?	Y/N	Y

(m) Are subcontractor performance requirements clearly defined?	0/3	2
In the main contract?	Y/N	Y
In workpacks or equivalent technical instructions?	Y/N	Y
Are regulatory requirements specified?	Y/N	Y
Is performance against these standards monitored?	0/3	2
Is the subcontractor's understanding verified?	Y/N	Y
Are monitoring records maintained?	Y/N	Y

	Range	Score
8.3.7 Performance Standards	5	4
(n) Are H&S performance standards clearly defined?	0/2	2
Are they appropriate?	Y/N	Y
Are they communicated to all staff?	Y/N	Y
Is staff understanding assured?	Y/N	Y
Is performance verified?	Y/N	Y
(o) Is there a clear process for producing and communicating standards? If yes, outline the process:	0/1	0
QHSE standards are identified and communicated as part of preparing Project QHSE plans.		
(p) Have regulatory requirements been clearly identified?	0/2	2
Are regulatory changes identified?	Y/N	Y
Is the effect of regulatory changes assessed?	Y/N	Y
8.3.8 Management of Working Hours		
Does the supplier monitor working hours?	Y/N	Y
Does this address all overtime hours worked?	Y/N	Y
Is overtime voluntary?	Y/N	Y
Is there a clear policy to meet the Working Time Directive?	Y/N	Y
Does the supplier ensure employees receive adequate shore breaks?	Y/N	Y
Are employees provided restitution time for any extra days worked?	Y/N	Y
Comments for this section: The Altena Group has recently undergone an organisational restructuring where roles and responsibilities have been redefined. Staff have been suitably trained in all aspects of QHSE management. The assessment of suppliers and contractors are controlled by the "selectie en beoordeling van leveranciers" procedure where the suppliers are evaluated and categorised. The QHSE standards are identified as part of the preparation of the Project QHSE Plans.		
8.4 Hazards and Effects Management	35	30
8.4.1 Hazards and Effects Assessment	15	13
(a) Is the company's hazard list commensurate with its activities?	0/2	2
Are there procedures to assess risks?	0/4	3
Are risk assessments recorded?	Y/N	Y
Are there generic risk assessments?	Y/N	Y
Are there process/task specific risk assessments?	Y/N	Y
Are there personal risk assessments?	Y/N	Y
Do risk assessments lead to measures to manage the hazards?	Y/N	Y
Are action levels defined?	Y/N	Y
Are risk assessments carried out by suitably qualified personnel?	Y/N	Y
Are occupational health hazards addressed?	Y/N	Y
Are hazardous materials identified and assessed (e.g. COSHH)?	0/2	2
Is assessment information made readily available?	0/1	1

	Range	Score
(b) Do risk assessments cover all activities?	0/2	2
Application of risk assessment process?	0/4	3
Are risk assessments quantitative?	Y/N	N
Are risk assessments qualitative?	Y/N	Y
Are risk assessments signed?	Y/N	Y
Are mitigation measures appropriate?	Y/N	Y
8.4.2 Exposure of the Workforce to Occupational Health Risks	10	8
(c) Occupational Health policy:	0/4	3
Is it documented?	Y/N	Y
Does it apply to all staff?	Y/N	Y
Is there a health promotion policy?	Y/N	Y
(d) Staff health monitoring:	0/4	3
Medicals prior to employment?	Y/N	N
Routine health monitoring for all staff?	Y/N	Y
Regular medicals for staff exposed to specific hazards?	Y/N	Y
Identify hazards:		
Mercury , Hydrogen Fluoride (HF) and other Volatile Organic Compounds.		
(e) Arrangements for monitoring sickness and absence:	0/2	2
Do these address work related illness?	Y/N	Y
8.4.3 Personal Protective Equipment	5	4
(f) Are personnel issued with all necessary PPE?	0/4	3
Are staff trained in its use and maintenance?	Y/N	Y
Are there suitable storage arrangements?	Y/N	Y
Is PPE issued free of charge?	Y/N	Y
Are there records of PPE issue?	Y/N	Y
Are there procedures to replace time dependent PPE?	Y/N	Y
Are PPE requirements clearly defined in work instructions, etc?	0/1	1

	Range	Score
8.4.4 Drugs and Alcohol Policy	5	5
(g) Drugs and alcohol policy:	0/2	2
Is it documented?	Y/N	Y
Are pre-employment drugs/alcohol tests done?	Y/N	Y
Is random drugs/alcohol testing done?	Y/N	Y
Is there evidence of testing?	Y/N	Y
Are drugs/alcohol prohibited from safety critical areas?	0/1	1
Does the policy address legal over-the-counter and prescription drugs?	0/1	1
Is contravention of the policy a disciplinary offence?	0/1	1
<p>Comments for this section:</p> <div style="border: 1px solid black; padding: 5px;"> <p>The Altena Group Risk Assessment processes are robust based on the generic RI&E covering all the work activities of the Waalwijk location premises and the Functional RI&E for the work activities on (client) work locations. For the specific Project work activities TRA's are prepared and generally controlled under the (client) PTW system of the specific work location. The Arbo dienst carries out regular preventive health monitoring surveys (PMO). Appropriate PPE are issued and timely replaced to all staff. There is a comprehensive Drugs and Alcohol Policy in place covering prescribed drugs as well as the test procedures.</p> </div>		
8.5 Planning and Procedures	20	18
8.5.1 Health & Safety Operations	10	10
(a) H&S system documentation available?	0/1	1
Contents page?	0/1	1
(b) Processes to ensure regular procedure review? State period:	0/1	1
<div style="border: 1px solid black; padding: 5px;"> <p>The internal audit procedure and schedule ensures that all the processes and procedures are reviewed at least every 3 years. Dependent on audit findings the review frequency may be increased to check if the follow up and improvements have been adequately implemented.</p> </div>		
(c) System addresses human factors?	0/2	2
(d) Formal interface arrangements with clients?	0/1	1
Formal interface arrangements with subcontractors?	0/2	2
(e) Emergency response procedures (own sites)?	0/1	1
Emergency response procedures (service specific on client sites)?	Y/N	N
Emergency response procedures (support for clients)?	Y/N	Y
(f) Ongoing system maintenance?	0/1	1

	Range	Score
8.5.2 Equipment Control and Maintenance	8	7
(g) Plant register?	0/2	2
Register identifies site by site?	Y/N	Y
Register includes third-party equipment?	Y/N	Y
Maintenance schedules?	0/2	2
Schedules up to date?	Y/N	Y
Third party inspection/certification as appropriate?	0/4	3
Critical plant identified?	Y/N	Y
Certification verified prior to mobilisation?	Y/N	Y
Inspection programme to ensure scheme maintained?	Y/N	Y
8.5.3 Road Safety Management	2	1
Is there a scheme for addressing risk of travelling by road?	0/2	1
Does it address all business journeys?	Y/N	Y
Does it address staff travelling to and from work?	Y/N	N
Comments for this section:		
The Integrated QHSE management system is well documented and there are regular procedure reviews carried out in conjunction with the internal audit schedule. The maintenance and inspection of the equipment is well managed using the "Gereedschapbeheer.nl" webtool where barcoding and smartphones are used for easy access and application.		
8.6 Implementation and Performance Monitoring	50	36
8.6.1 Performance Monitoring of Work Activities	10	10
(a) Safety tours:	0/2	2
Tours by senior managers?	Y/N	Y
Formal programme for safety tours?	Y/N	Y
Tours recorded?	Y/N	Y
Safety inspections:	0/2	2
Inspections by local supervision?	Y/N	Y
Formal programme/routine for inspections?	Y/N	Y
Inspections recorded?	Y/N	Y
STOP (or equivalent) used?	0/2	2
ASA (Advanced Safety Audits, or equivalent) used?	Y/N	N
Close-out mechanism for actions?	Y/N	Y
Results of tours and inspections reviewed by management?	Y/N	Y
(b) Monitoring results circulated?	0/2	2
Results passed to head office personnel?	Y/N	Y
Results circulated to site personnel?	Y/N	Y
Comments/feedback requested?	Y/N	Y
(c) Performance KPIs:	0/2	2
KPIs address a range of relevant measures?	Y/N	Y
Measurement against KPIs?	Y/N	Y

	Range	Score
8.6.2 Incident Investigation and Reporting	10	9
(d) Reporting and investigating incidents and near-misses:	0/5	4
All incidents reported (not just statutory reporting)?	Y/N	Y
Near-misses reported?	Y/N	Y
RIDDOR (or equivalent statutory) requirements addressed?	Y/N	Y
Reports include full details of incident?	Y/N	Y
Time, date and location?	Y/N	Y
Person(s) involved?	Y/N	Y
Injury or loss sustained?	Y/N	Y
Witness statements?	Y/N	Y
Report investigates root causes?	Y/N	Y
Reports uniquely identified/numbered?	Y/N	Y
(e) Persons leading investigations suitably qualified & experienced?	0/2	2
(f) Near-miss data collated and reviewed?	0/3	3
Near-miss data communicated to work force?	Y/N	Y
Reporting scheme appropriate?	Y/N	Y
8.6.3 Health & Safety Performance Records	30	17
(g) Exposure hours:	0/3	3
FAR (Fatal Accident Rate - per 100 million manhours worked):	0/8	8
FAR trend level or improving?	0/1	1
LTIF (Lost Time Injury Frequency - per million manhours worked):	0/8	2
LTIF trend level or improving?	0/1	1
TRIR (Total Recordable Incident Rate - per million manhours worked):	0/8	1
TRIR trend level or improving?	0/1	1

Comments for this section:

QHSE tours are regularly conducted, once per month by Managers and inspections once every quarter. The "MORE App "is used which incorporates a checklist and generates reports as well as follow up of actions. The More App is also used to report near-miss and other incidents and observations which are raised during the "OOG" rondes, an equivalent to Stop programs. Actions are registered in the KAM actielijst (QHSE action list) and reviewed during the monthly KAM Management Team review meetings. Incidents are investigated using the Fine & Kinney or Tripod methods.

	<u>Range</u>	<u>Score</u>
8.7 Auditing and Review	10	9
(a) Audit programme for the Safety Management System?	0/1	1
Standard audited against:	0/1	1
OHSAS18001?	Y/N	N
HS(G)65?	Y/N	N
Other:	Y/N	Y
VCA P (Petrochemie).		
Auditors qualified and experienced?	0/1	1
Auditors independent of area audited?	Y/N	Y
(b) Audit programme has appropriate scope and coverage?	0/4	3
Audits include remote sites?	Y/N	Y
Audits are appropriately comprehensive?	Y/N	Y
(c) Audit findings follow up:	0/2	2
Audit findings formally actioned?	Y/N	Y
Audit findings closed out within reasonable time scale?	Y/N	Y
Follow-up and close-out monitored?	Y/N	Y
(d) Review of audit programme:	0/1	1
Effectiveness reviewed by senior management?	Y/N	Y
Effectiveness reviewed at least annually?	Y/N	Y
Comments for this section:		
The QHSE management system is regularly reviewed in accordance with the Internal Audit schedule and ensures that all processes are audited within 3 years. If there are weaknesses identified the frequency of review and audit maybe increased to ensure timely implementation of remedial actions.		
8.8 Certification		
Third party certification of the health and safety management system:	0/10	8
Comments for this section:		
The Altena Group QHSE management system is certified to the highest VCA level "Petrochemie".		

ENVIRONMENT

	Range	Score
9.1 Leadership and Commitment	15	13
(a) Top managers are personally involved in environmental management:	0/4	3
Setting objectives?	Y/N	Y
Setting targets?	Y/N	Y
Actively monitor progress towards targets?	Y/N	Y
Place environmental values in relation to other business values?	Y/N	Y
(b) Top managers promote a positive environmental culture:	0/3	3
Accountability acknowledged?	Y/N	Y
Responsibilities defined for senior management?	Y/N	Y
Responsibilities defined for other management?	Y/N	Y
Responsibilities defined for other supervision?	Y/N	Y
Responsibilities defined for other staff?	Y/N	Y
(c) Top management communication of environmental:	0/3	3
Company values?	Y/N	Y
Objectives and targets?	Y/N	Y
Performance?	Y/N	Y
(d) Environmental improvement plan to achieve environmental objectives:	0/5	4
Plan established?	Y/N	Y
Plan published?	Y/N	Y
Priorities set?	Y/N	Y
Responsibilities identified?	Y/N	Y
Performance indicators identified?	Y/N	Y
Progress measured against plan?	Y/N	Y
Progress communicated throughout company?	Y/N	Y
Progress on target?	Y/N	Y

Comments for this section:

The Altena Group Senior Managers and Directors/Owners commitment towards sound QHSE management is evident in the organisation. There is a comprehensive documented QHSE and business budget / improvement plan to achieve the objectives in place, covering all the divisions including Altena Cleaning B.V.

	<u>Range</u>	<u>Score</u>
9.2 Policy Documentation and Availability	15	14
9.2.1 Environmental Policy Documentation	10	9
(a) Policy documentation:	0/4	3
Does the company have their environmental policy documented?	Y/N	Y
Does it set company values and direction regarding the environment?	Y/N	Y
Does it set the environment within the overall business context?	Y/N	Y
Does it commit to continuous environmental improvement?	Y/N	Y
Does it outline the basis for effective communication?	Y/N	Y
Does it seek the involvement of employees?	Y/N	Y
Does it say how and by whom its operation will be monitored?	Y/N	Y
Does it commit adequate financial and physical resources?	Y/N	Y
Does it state the period for policy review?	Y/N	Y
Does it have an appropriate signatory and date?	Y/N	Y
(b) Environmental responsibility:	0/2	2
Is overall environmental accountability identified?	Y/N	Y
Is this documented?	Y/N	Y
Is this at an appropriate level (state name and position below)?	Y/N	Y
Guus Euwen, QHSE Manager and Co-Owner.		
(c) Who is responsible for monitoring implementation of the environmental policy?		
Astrid Kooij, QHSE Advisor and Internal Auditor.		
Who is responsible for implementation on work sites?	0/1	1
Project Managers, Supervisors and Foremen.		
	0/2	2
(d) Compatibility of client/supplier environmental policies:	0/1	1
9.2.2 Availability of Policy Statements to Employees and Interested Parties	5	5
(e) Communication of policy:	0/3	3
Issue of policy document to all employees?	Y/N	Y
Notice boards?	Y/N	Y
Training?	Y/N	Y
Intranet?	Y/N	Y
Other:	Y/N	Y
Altena Group website, available to the public and other interested stakeholders.		

	Range	Score
(f) Communication of policy changes:	0/2	2
Issue of new document?	Y/N	Y
Notice boards?	Y/N	Y
Toolbox talks?	Y/N	Y
Meetings?	Y/N	Y
Training?	Y/N	Y
Email?	Y/N	Y
Personal letters?	Y/N	N
Other:	Y/N	N
N/A.		

Comments for this section:

The integrated Altena Group QHSE Policy, the "Intentieverklaring Kwaliteit, Arbo en Milieu" is comprehensive and well communicated to all staff and other (external) stakeholders.

9.3 Organisation, Responsibilities, Resources, Standards and Documentation 45 **40**

9.3.1 Organisation - Commitment and Communication 5 **5**

(a) Company structure:	0/1	1
Environmental organisation chart?	Y/N	Y
Clearly defined responsibilities?	Y/N	Y

(b) Communication meetings:	0/3	3
Regular meetings?	Y/N	Y
Nominated environmental representatives?	Y/N	Y
Meetings minuted?	Y/N	Y
Actions followed through?	Y/N	Y

Frequency of meetings:

Weekly (client) work location meetings (standstills), Monthly "Toolbox Plus" QHSE meetings with Foremen, Quarterly Management Team QHSE (KAM MT) meetings.

(c) Other consultation arrangements:	0/1	1
Newsletters?	Y/N	Y
Conferences?	Y/N	Y
Competitions?	Y/N	N
Intranet?	Y/N	Y
Suggestion scheme?	Y/N	Y
Department meetings?	Y/N	Y
Other:	Y/N	Y

"MORE"APP. A consultation/ communication and reporting tool which includes a "Registratie Ter Verbetering" (RTV) suggestions, near miss and other incidents reporting forms, checklists, inspection lists , and more..

	Range	Score
9.3.2 Environmental Competence	10	9
(d) Formal competence scheme:	0/4	3
Management and supervision?	0/1	1
Technical / specialist skills staff?	0/1	1
Administration / support staff?	0/1	1
Contract / agency staff?	0/1	1
Regular reviews? State review period.	0/2	2
Through regularly held HR consultation meetings to review status of training and the yearly appraisal system.		
9.3.3 Managers and Supervisors Environmental Training	5	5
(e) General management/supervisor environmental training:	0/3	3
Regulatory body training (e.g. EA or SEPA)?	Y/N	N
Certifying body training (e.g. BSI, Lloyds Register)?	Y/N	N
Recognised certificate/diploma?	Y/N	Y
Other:	Y/N	Y
VCA VOL.		
Extent of training:	0/2	2
All managers?	Y/N	Y
All supervisors?	Y/N	Y
Site supervisors only?	Y/N	N
Office only?	Y/N	N
Other:	Y/N	N
N/A.		
9.3.4 New and Existing Staff Environmental Training	5	5
(f) Basic industrial environmental awareness:	0/1	1
Induction training?	Y/N	Y
Job specific training?	Y/N	Y
Refresher training?	Y/N	Y
Maintained up to date?	Y/N	Y
(g) Environmental management system understanding:	0/1	1
Induction training?	Y/N	Y
Refresher training?	Y/N	Y
Verifying understanding?	Y/N	Y
(h) Hazard awareness:	0/2	2
Hazard identification & awareness training?	Y/N	Y
Focus on specific hazards?	Y/N	Y
Kept up to date with new hazards?	Y/N	Y

	Range	Score
(i) Emergency response training:	0/1	1
Introductory training?	Y/N	Y
Training for key roles?	Y/N	Y
Drills - own sites?	Y/N	Y
Drills - support for client sites?	Y/N	N
Outline drills conducted:		

There are 2 times per year "BHV" ER exercises carried out at the Altena Group premises in Waalwijk, one evacuation exercise and one exercise in cooperation with the Fire Brigade based on identified scenario's including Environmental and on Client work locations. ER exercises are held based on the Project and Client's ER plans.

9.3.5 Specialised Environmental Training 5 **5**

(j) Special hazards (e.g. chemical or biological)?	Y/N	Y
Material storage?	Y/N	Y
Waste?	Y/N	Y
Recycling?	Y/N	Y
Licences?	Y/N	Y
Noise?	Y/N	Y
Other:	Y/N	Y
Mercury and Hydrogen Fluoride (HF).		
Is training provided to address these aspects?	0/2	2

(k) Have internal environmental advisors been appointed?	0/1	1
Have they received suitable training?	0/2	2
NEBOSH, IEMA or equivalent?	Y/N	Y
Certifying or regulatory body training (e.g. BSI or EA)?	Y/N	Y
Recognised certificate/diploma?	Y/N	Y
Other:	Y/N	Y
BsC Chemical Technology and Environmental Science, Hogere Veiligheidkunde (HVK). Radiation Protection level 5B.		

9.3.6 Assessment of Suitability of Subcontractors / other Companies 10 **7**

(l) Are there formal procedures for assessing subcontractor capability?	0/4	3
Do these utilise questionnaires?	Y/N	Y
Is performance history assessed?	Y/N	Y
Are references checked?	Y/N	Y
Are formal and ongoing records of performance maintained?	Y/N	Y
(m) Are subcontractor performance requirements clearly defined?	0/3	2
In the main contract?	Y/N	Y
In workpacks or equivalent technical instructions?	Y/N	Y
Are regulatory requirements specified?	Y/N	Y
Is performance against these standards monitored?	0/3	2
Is the subcontractor's understanding verified?	Y/N	Y
Are monitoring records maintained?	Y/N	Y

	Range	Score
9.3.7 Performance Standards	5	4
(n) Are environmental performance standards clearly defined?	0/2	2
Are they appropriate?	Y/N	Y
Are they communicated to all staff?	Y/N	Y
Is staff understanding assured?	Y/N	Y
Is performance verified?	Y/N	Y
(o) Is there a clear process for producing and communicating standards?	0/1	0
If yes, outline the process:		
QHSE standards are identified and communicated as part of preparing Project QHSE plans.		
(p) Have regulatory requirements been clearly identified?	0/2	2
Are regulatory changes identified?	Y/N	Y
Is the effect of regulatory changes assessed?	Y/N	Y
Comments for this section:		
The Altena Group has recently undergone an organisational restructuring where roles and responsibilities have been redefined. Staff have been suitably trained in all aspects of QHSE management. The assessment of suppliers and contractors are controlled by the "selectie en beoordeling van leveranciers" procedure where the suppliers are evaluated and categorised. The QHSE standards are identified as part of the preparation of the Project QHSE Plans.		
9.4 Hazards and Effects Management	45	40
9.4.1 Hazards and Effects Assessment	20	17
(a) Is the company's hazard list commensurate with its activities?	0/4	3
Are there procedures to assess risks?	0/4	3
Are risk assessments recorded?	Y/N	Y
Are there generic risk assessments?	Y/N	Y
Are there process/task specific risk assessments?	Y/N	Y
Are there personal risk assessments?	Y/N	Y
Do risk assessments lead to measures to manage the hazards?	Y/N	Y
Are action levels defined?	Y/N	Y
Are risk assessments carried out by suitably qualified personnel?	Y/N	Y
Are hazardous materials identified and assessed?	0/2	2
Is assessment information made readily available?	0/2	2
(b) Do risk assessments cover all activities?	0/2	2
Application of risk assessment process?	0/4	3
Are risk assessments quantitative?	Y/N	N
Are risk assessments qualitative?	Y/N	Y
Are risk assessments signed?	Y/N	Y
Are mitigation measures appropriate?	0/2	2

	Range	Score
9.4.2 Waste Management	15	13
(c) Waste minimisation measures?	0/3	2
Energy reduction measures?	0/3	2
Minimise use of raw materials?	0/2	2
Minimise/eliminate use of threatened resources?	0/2	2
Waste segregation?	0/2	2
Material recycling?	0/2	2
Other (define):	0/1	1
the "No Entry" method, where there are no emissions to air.		
9.4.3 Environmental Permits, Licences and Regulations	10	10
(d) Appropriate Permits, Licences and Regulations identified and held?	0/5	5
Any non-compliance issues?	Y/N	Y
Appropriate controls in place?	0/5	5
Summarise Permits, Licences and Regulations involved and any points of specific interest or concern:		
BRZO + , the stored chemicals, Activiteitenbesluit Milieubeheer category "C"		
Comments for this section:		
The Altena Group Environmental Aspects Register (Milieu Aspecten Register) covers all the activities and environmental risks where all risks with a score of 12 or higher are identified as Significant. The opportunities are identified to realise environmental impact reductions. Waste management is well organised where for example the "No Entry" method (no requirement to open process equipment, vessels or piping pipelines) prevents emissions to atmosphere. The applicable environmental legislative requirements are well defined.		
9.5 Planning and Procedures	15	15
(a) Environmental Management system documentation available?	0/2	2
Contents page?	0/2	2
(b) Regular procedure review? State period.	0/1	1
The internal audit procedure and schedule ensures that all the processes and procedures are reviewed at least every 3 years. Dependent on audit findings the review frequency may be increased to check if the follow up and improvements have been adequately implemented.		
(c) System addresses human factors?	0/2	2
(d) Formal interface arrangements with clients?	0/2	2
Formal interface arrangements with subcontractors?	0/2	2
(e) Emergency response procedures (own sites)?	0/2	2
Emergency response procedures (service specific on client sites)?	Y/N	N
Emergency response procedures (support for clients)?	Y/N	Y

	Range	Score
(f) Ongoing system maintenance?	0/2	2

Comments for this section:

The Integrated QHSE management system is well documented and there are regular procedure reviews carried out in conjunction with the internal audit schedule. The emergency response plans are prepared together with the client and include the specific identified environmental aspects such as chemical spills and emissions to the air.

9.6 Implementation and Performance Monitoring	40	30
9.6.1 Performance Monitoring of Work Activities	10	7
(a) Environmental tours:	0/3	2
Tours by senior managers?	Y/N	Y
Formal programme for environmental tours?	Y/N	Y
Tours recorded?	Y/N	Y
Environmental inspections:	0/3	2
Inspections by local supervision?	Y/N	Y
Formal programme/routine for inspections?	Y/N	Y
Inspections recorded?	Y/N	Y
Close-out mechanism for actions?	Y/N	Y
Results of tours and inspections reviewed by management?	Y/N	Y
(b) Monitoring results circulated?	0/4	3
Results passed to head office personnel?	Y/N	Y
Results circulated to site personnel?	Y/N	Y
Comments/feedback requested?	Y/N	Y
9.6.2 Incident Investigation and Reporting	10	9
(c) Reporting and investigating incidents and near-misses:	0/5	4
All incidents reported (not just statutory reporting)?	Y/N	Y
Near-misses reported?	Y/N	Y
Reports include full details of incident?	Y/N	Y
Time, date and location?	Y/N	Y
Person(s) involved?	Y/N	Y
Loss sustained?	Y/N	Y
Witness statements?	Y/N	Y
Report investigates root causes?	Y/N	Y
Reports uniquely identified/numbered?	Y/N	Y
(d) Persons leading investigations suitably qualified & experienced?	0/2	2
(e) Near-miss data collated and reviewed?	0/3	3
Near-miss data communicated to work force?	Y/N	Y
Reporting scheme appropriate?	Y/N	Y

9.6.3 Measurement of Performance	Range Score	
	20	14
(f) KPIs identified?	0/3	2
KPIs address a range of relevant measures?	0/3	2
Measurement against KPIs?	0/3	2
Improvement plans/targets?	0/3	2
Achievement assessed against plans?	0/3	2
Measurement leading to improvement?	0/5	4

Comments for this section:

QHSE tours are regularly conducted, once per month by Managers and inspections once every quarter. The "MORE App "is used which incorporates a checklist and generates reports as well as follow up of actions. The More App is also used to report near-miss and other incidents and observations which are raised during the "OOG" rondes, an equivalent to Stop programs. Actions are registered in the KAM actielijst (QHSE action list) and reviewed during the monthly KAM Management Team review meetings. Incidents are investigated using the Fine & Kinney or Tripod methods.

9.7 Auditing and Review	15	11
(a) Audit programme for the Environmental Management System?	0/1	1
Standard audited against:	0/2	2
ISO14001?	Y/N	Y
Other:	Y/N	Y
CO2 Footprint, MVO/FIRA (Corporate Social Responsibility).		
Auditors qualified and experienced?	0/1	1
Auditors independent of area audited?	0/1	1
(b) Audit programme has appropriate scope and coverage?	0/5	3
Audits include remote sites?	Y/N	Y
Audits are appropriately comprehensive?	Y/N	Y
(c) Audit findings follow up:	0/3	2
Audit findings formally actioned?	Y/N	Y
Audit findings closed out within reasonable time scale?	Y/N	Y
Follow-up and close-out monitored?	Y/N	Y
(d) Review of audit programme:	0/2	1
Effectiveness reviewed by senior management?	Y/N	Y
Effectiveness reviewed at least annually?	Y/N	Y

Comments for this section:

The QHSE management system is regularly reviewed in accordance with the Internal Audit schedule and ensures that all processes are audited within 3 years. If there are weaknesses identified the frequency of review and audit maybe increased to ensure timely implementation of remedial actions.

Range Score

9.8 Certification

Third party certification of the environmental management system:

0/10

8

Comments for this section:

The Altena Group QHSE management system is certified to ISO-14001:2015. Also The Altena Group has adopted Corporate Social Responsibility principles (MVO/FIRA) and committed to reduction of CO2, the CO2 Footprint.
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COMPETENCE AND TRAINING

	Range	Score
10.1 Competence Assurance Processes	15	14
Does the company have a policy or formal statement on competence assurance?	0/3	3
- Is it documented and controlled?	Y/N	Y
- Is it widely available and generally understood at all levels?	Y/N	Y
Are there any plans to change the current process within the next two years?	Y/N	N
If YES, describe: N/A.		
Is there an owner assigned to the Competence Assurance Process?	Y/N	Y
If YES, who? Guus and Derk Euwen, Altena Group Directors and Co-Owners.		
Who has overall responsibility for competence assurance? Marleen Bruijns, HR, Competence & Training.		
Formal Competence Assurance Process?	Y/N	Y
If YES: Formal Competence Assurance Process	12	11
Standards used:	0/4	3
National standards?	Y/N	Y
- If YES, which awarding bodies are used? DEKRA and DNV-GL.		
Industry standards?	Y/N	Y
Corporate standards?	Y/N	Y
Based on unit of competence principles?	0/2	2
Are formal assessments conducted?	0/2	2
Are assessors trained?	0/2	2
- If YES, are Assessors and Internal Verifiers qualified to national standards?	Y/N	Y
Is internal verification carried out?	0/1	1
Is external verification carried out?	0/1	1
If applicable, do the processes address the competence of contract staff?	Y/N	Y
- Is this managed within the formal competence assurance scheme?	Y/N	Y
If NO, outline how contract staff competence is assessed: N/A.		
How long has the current system been in place? Since 2014.		

	Range	Score
If NO: Informal Competence Assurance Process	5	0
Process for assessment of competence:	0/3	0
- Formal assessment on completion of training course?	Y/N	N/A
- Assessment by supervisor after on-the-job training?	Y/N	N/A
- Annual performance appraisal?	Y/N	N/A
- Other:		
<input type="text" value="N/A."/>		
Is internal and/or external monitoring/auditing in place?	0/2	0
How long has the current system been in place?		
<input type="text" value="N/A."/>		
Comments for this section:		
<input type="text" value="The Competence and Training processes are managed using the 'AFAS' HRM software system. The stringent BRL-100 and other standard requirements are embedded in the competence and training requirements. DNV-GL carries out the external verification and certification."/>		
10.2 Competence Application	15	13
10.2.1 Competence requirements for each job:	0/6	5
<i>Select the option below (a, b, c or d) that best describes the extent to which there is a competence requirement for each job:</i>		
a) No competence requirements defined for any position.	Y/N	N
b) Competence requirements defined for some positions only.	Y/N	N
c) Competence requirements defined for key safety critical and technical roles.	Y/N	N
List positions for which competence requirements are defined:		
<input type="text" value="N/A."/>		
d) Competence requirements defined for all positions.	Y/N	Y
% of positions/job roles covered:		100%
% of personnel with competence records:		100%
% of personnel able to demonstrate are competent:		100%
Competence reassessed?	Y/N	Y
10.2.2 Competence records:	0/6	5
Examination results and/or certificates?	Y/N	Y
Training certificates?	Y/N	Y
Records of formal on-the-job assessments?	Y/N	Y
Competence matrix completed by a responsible person?	Y/N	Y
Staff appraisal records?	Y/N	Y
Individual portfolios of evidence, collated by employees?	Y/N	Y
Internal verification records?	Y/N	Y
External verification records?	Y/N	Y
Internal/external monitoring and/or auditing records?	Y/N	Y
Records maintained in electronic format?	Y/N	Y
Records maintained in hard copy format?	Y/N	N

	Range	Score
10.2.3 Job descriptions:	0/3	3
No job descriptions for any position?	Y/N	Y
Job descriptions for some positions only?	Y/N	Y
Job descriptions for key management and technical roles only?	Y/N	Y
List positions for which job descriptions exist:		
N/A.		
% of personnel with job descriptions:		100%
Job descriptions in place for all positions?	Y/N	Y

Comments for this section:

The Altena Group has well established Job Descriptions covering not only educational and training but also organisational and functional competence aspects. The "AFAS" system is used to keep all the training and competence records.

10.3 Staff Selection 15 14

Process for ensuring personnel are competent to perform assigned duties:

Competence matrices or documented requirements for key tasks?	0/6	5
OPITO Skills Screening, or similar, utilised?	Y/N	Y
Some form of regular appraisal to verify competence?	Y/N	Y
Identification of training/development to meet competence shortfall?	Y/N	Y

Staff selection processes cover all staff (including contract/agency)? 0/3 3
 How are selected staff deemed competent to perform their assigned duties (including contract staff employed for short-term cover)?

The Competence & Training Matrix and the Job Descriptions are the basis for recruiting and the selection of new staff. Employment Agencies are frequently used with internal process for personnel applied in combination with candidate interviews by HR and the Supervisors / Managers. Short duration contracts (7 months) are offered, often and initially through the Employment Agencies with opportunities to permanent employment after the initial contract / probation periods.

Once selected, arrangements in place to check and monitor task performance? 0/2 2

Process for assessing collective (i.e. balanced team) competence as well as individual competence? 0/2 2

- Outline:

During the recruitment interviews the candidates are assessed whether they fit in the organisation.

Staff assessed as competent for temporary assignments (e.g. holiday cover)? 0/2 2

- Outline:

The same requirements apply for permanent or temporary staff.

Comments for this section:

The Altena Group uses its own recruitment search in conjunction with Employment Agencies and a process of selection interviews by HR and the Line Managers. The competence and training requirements are based on the established Job Descriptions and the Competence and Training Matrix.

	<u>Range</u>	<u>Score</u>
10.4 Training Needs	15	14
10.4.1 To Ensure Training Needs are Identified and Met	10	9
Identification and implementation of training needs: <i>Select the option below (a, b, c or d) that best describes the company's approach to ensure training needs are met.</i>	0/6	5
a) No training needs identified and no training is available for employees.	Y/N	N
b) Ad hoc approach leading to training needs not being fully identified and applicable to only some employees.	Y/N	N
c) Annual training plans in place for majority of employees.	Y/N	N
d) Comprehensive staff appraisals, job evaluations and assessments are fully effective in identifying and implementing training needs for all employees.	Y/N	Y
Outline process for identifying and planning training needs for all staff (including contract/agency staff):		
The Competence and Training Matrix requirements are based on the Job Description requirements which in turn are based on Industry standards such as the Branch Organisation ORSIMA and the National standard BRL-100. The planning department monitors and plans the training accordingly.		
Processes in place to implement, monitor and review training provided? - Outline:	0/2	2
Informal process.		
Is there a process for participants to provide feedback on effectiveness?	Y/N	N
Appropriate refresher training provided?	0/2	2
% of employees with training plans in place:		100%
% success rate in achieving designated training plans:		100%
10.4.2 Training Records	5	5
Training records maintained?	0/4	4
- In electronic format?	Y/N	Y
- In hard copy format?	Y/N	N
Training records kept up to date?	0/1	1
% employees with training records in place:		100%
Comments for this section:		
There is a robust training needs identification and planning process in place to ensure that staff are and remain competent. Records are well maintained.		

	Range	Score
10.5 Induction Provided for New Recruits	5	<input type="text" value="5"/>
Induction process: <i>Select the option below (a, b, c or d) that best describes how support is provided for new employees, including contract staff:</i>	0/3	<input type="text" value="3"/>
a) No induction process for new employees.	Y/N	<input type="text" value="N"/>
b) Some staff induction takes place but is not documented or reviewed.	Y/N	<input type="text" value="N"/>
c) Induction process in place and documented but not subject to regular reviews.	Y/N	<input type="text" value="N"/>
d) Comprehensive induction scheme in place, fully documented and regularly reviewed to accommodate changes in operation/location.	Y/N	<input type="text" value="Y"/>
Does induction adequately address health and safety aspects e.g. aligned to industry standards such as Step Change, or equivalent?	Y/N	<input type="text" value="Y"/>
Does induction adequately address environmental aspects e.g. in accordance with ISO14001 / Environmental Management Systems?	Y/N	<input type="text" value="Y"/>
Induction records maintained? - If YES, outline the format:	0/1	<input type="text" value="1"/>
<input type="text" value="Electronic."/>		
% of employees who have received an induction:		<input type="text" value="100%"/>
Mechanism in place for verifying authenticity of training certificates for new starts? - If YES, outline the approach:	0/1	<input type="text" value="1"/>
<input type="text" value="VCA.NL Checks."/>		
Comments for this section:		
<input type="text" value="There is a comprehensive Induction 'Intake' program in place covering all the elements of the 'Personeelshandboek'. The QHSE Managers / Co-Owners interview new staff after 3 months to ensure that the new employee has a good understanding of the Company's Policy and other Business and QHSE requirements."/>		

	Range	Score
10.6 Encouragement of Staff Development	5	4
Development system: <i>Select the option below (a, b, c or d) that best describes how the company encourages staff to participate in further development:</i>	0/4	3
a) No system to encourage staff to develop themselves further.	Y/N	N
b) Skills development is encouraged but applied inconsistently - reactive approach and not formalised.	Y/N	N
c) Skills development formally applied with occasional participation in relevant professional associations.	Y/N	Y
d) Proactive approach to encourage skills development. Staff development plans and membership of professional associations reflect this.	Y/N	N
% of staff with personal development plans in place:		10%
% of staff with membership of relevant professional associations:		10%
Is the staff development process generally understood and operating openly?	Y/N	Y
Is the staff development process linked / part of the staff appraisal process?	Y/N	Y
Are personal development plans regularly reviewed/monitored?	0/1	1
Comments for this section:		
<div style="border: 1px solid black; padding: 5px;"> The Altena Group is a relatively small organisation where Competence and Training is important as well as providing further personal development when there are opportunities. In such cases a "POP" (Personal Development Plan) is prepared and the identified course or study is arranged. The POP is part of the appraisal process to identify opportunities and monitor progress. </div>		
10.7 Effectiveness of Competence and Training Systems	10	8
10.7.1 Enhance Company Performance by Ensuring Individuals are Competent and Suitably Trained	8	6
Is there a documented system in place to assess the effectiveness of the competence and training programme?	0/4	3
Is the development of people evaluated and monitored?	Y/N	Y
Is employee turnover monitored?	Y/N	Y
Is the effectiveness of the competence and training programme reviewed by senior management?	Y/N	Y
- Reviewed at least annually?	Y/N	Y
- If not, state frequency:		
<div style="border: 1px solid black; padding: 5px;"> N/A. </div>		
Is the FPAL Performance Feedback process utilised?	0/1	1
Are KPIs used to measure the effectiveness of the competence and training scheme (e.g. reduced staff turnover, high staff morale, reduced number of nonconformances, increased productivity/efficiency, positive customer satisfaction feedback, increased cost effectiveness)?	0/3	2
List KPIs used:		
<div style="border: 1px solid black; padding: 5px;"> Reduced staff turnover, Sickness Absence, Customer satisfaction. </div>		

	Range	Score
10.7.2 Indicators of Enhanced Company Performance	2	2
Provide examples of indicators of enhanced company performance: Success rate % of achieving contract awards. Customer complaints.	0/2	2
Comments for this section: The Company's performance is closely monitored mainly through Customer's feedback and monitoring Customer's complaints. The FPAL Feedback tool is used but the Customers response rates are disappointing.		
10.8 Communication of Business Goals	2.5	2.1
Communication process: Select the option below (a, b, c or d) that best describes how staff are made aware of company business goals:	0/2.5	2.1
a) Staff are not made aware of company goals.	Y/N	N
b) Staff are partially aware of business goals but training and development plans do not support these goals.	Y/N	N
c) Level of awareness of business goals throughout the company; training and development plans loosely support these goals.	Y/N	N
d) Full communication of business goals; staff training and development plans fully support these goals.	Y/N	Y
Comments for this section: The Altena Group communicates it's Company's Vision, Mission, Values, Policies and standards through the Induction, the internal training program as well as sharing news on "Insite" /Sharepoint. Also the regular team meetings as well the year end "Get together " event staff are appraised on the Company's Performance and Business / QHSE Goals.		
10.9 Competence Relating to Installation and Commissioning (Brought forward from 7.2) <input type="checkbox"/> tick here if not applicable	2.5	2.4
10.10 Competence Relating to Health and Safety (Brought forward from 8.32, 8.33, 8.34 and 8.35)	2.5	2.4
10.11 Competence Relating to Environment (Brought forward from 9.32, 9.33, 9.34 and 9.35)	2.5	2.4
10.12 Certification Score: (Additional score awarded for company certification for Competence and Training, if applicable) Certification details: BRL-100 by DNV-GL	0/10	6
Comments for 10.9 to 10.12: The ISO-9001:2015, ISO14001:2015, VCA-P and the BRL-100 standards competence requirements ensure that an adequate competence management system is in place.		