Bader Malan Limited
Neville House, 17 Richmond Close, Bookham Nr. Leatherhead
Surrey KT22 9NX
Email: Info@badermalan.co.uk
Company Registration Number 4329913

1. Purpose

The purpose of this Documented Management System (DMS) is to establish a structured approach to managing the operations of Bader Malan Ltd, ensuring that all activities are performed in a controlled, consistent, and effective manner, in line with the company's objectives, legal and regulatory requirements, and industry best practices.

2. Scope

This DMS applies to all employees, contractors, and third parties involved in the operations of Bader Malan Ltd. It covers all business processes, including but not limited to quality management, information security, environmental management, health and safety, and customer service.

3. Management System Structure

The DMS is structured as follows:

1. **Policy Documents:** High-level statements of the organization's commitment to various management areas (e.g., Quality Policy, Information Security Policy, Environmental Policy).
2. **Procedures:** Step-by-step instructions on how to perform specific tasks or activities (e.g., Recruitment Procedure, Incident Management Procedure).
3. **Work Instructions:** Detailed guidance for completing specific tasks (e.g., How to Use the Customer Relationship Management System).
4. **Forms and Records:** Templates and records used to document evidence of compliance and performance (e.g., Incident Report Form, Training Attendance Sheet).

4. Key Policies and Procedures

The following are examples of key policies and procedures that may be included in the DMS:

- **Quality Management Policy:** Outlines the company's commitment to quality and continuous improvement.
- **Anti-Bribery and Corruption Policy:** Sets out the company's zero-tolerance stance on bribery and corruption.
- **Information Security Policy:** Details measures to protect data and information assets against risks and threats.

- **Health and Safety Policy:** Describes the organization's approach to ensuring a safe working environment.
- **Data Protection Policy:** Ensures compliance with the UK GDPR and Data Protection Act 2018.
- **Environmental Policy:** Demonstrates the company's commitment to minimizing its environmental impact.

5. Responsibilities

- **Top Management:** Responsible for establishing and maintaining the DMS, setting objectives, and providing the necessary resources.
- **Management Representatives:** Responsible for ensuring the effective implementation and maintenance of the DMS in their respective departments.
- **Employees:** Required to follow established procedures, participate in training, and report any issues or deviations.

6. Objectives and Targets

Define clear and measurable objectives and targets for each area covered by the DMS. Examples include:

- **Quality Objectives:** Improve customer satisfaction by 10% within the next year.
- **Information Security Objectives:** Reduce the number of information security incidents by 15% over the next 12 months.
- **Environmental Objectives:** Reduce paper usage by 20% by the end of the year.

7. Document Control

To ensure documents are kept up-to-date and available to all employees, the DMS includes a **Document Control Procedure**:

- **Document Identification:** All documents will have a unique identifier, version number, and approval date.
- **Approval:** Documents must be approved by a designated manager before they are issued.
- **Distribution:** Documents are distributed to relevant employees electronically via the company's intranet or other document management systems.
- **Review and Update:** All documents will be reviewed periodically (e.g., annually) and updated as necessary. Obsolete documents will be archived securely.

8. Internal Audits

- Conduct regular **internal audits** to assess the effectiveness and compliance of the DMS.
- The **Internal Audit Procedure** will outline how audits are planned, executed, reported, and followed up.
- Findings from audits will be documented, and corrective actions will be taken to address any non-conformities.

9. Management Review

- **Conduct management reviews** at planned intervals (e.g., quarterly or annually) to evaluate the suitability, adequacy, and effectiveness of the DMS.
- The review will consider internal audit findings, feedback from stakeholders, performance against objectives, and opportunities for improvement.

- Decisions and actions from management reviews will be documented and communicated to relevant personnel.

10. Continual Improvement

- The DMS will promote a culture of **continual improvement** by identifying areas for enhancement through audits, management reviews, feedback, and performance analysis.
- Implement **corrective actions** to address non-conformities and **preventive actions** to prevent future occurrences.

11. Training and Awareness

- All employees will receive appropriate training to understand their roles and responsibilities within the DMS.
- The **Training Procedure** will outline how training needs are identified, delivered, and evaluated.

12. Records Management

- Establish a **Records Management Procedure** to ensure that all records required to demonstrate compliance with the DMS are maintained and easily retrievable.
- Records will be retained for a specified period in line with legal and regulatory requirements and company policy.

13. Monitoring and Reporting

- Monitor key performance indicators (KPIs) to assess the effectiveness of the DMS and report regularly to management.
- Examples of KPIs include customer satisfaction rates, incident response times, and audit findings.

14. Communication

- Ensure clear and open communication about the DMS within the organization.
- Employees should be informed of any changes to the DMS, new policies or procedures, and the results of audits and management reviews.

15. Review and Revision of the DMS

- The DMS will be reviewed annually or whenever there are significant changes in operations, legal requirements, or industry standards.
- Any changes will be documented, approved by management, and communicated to all employees.

Approval and Implementation

This Documented Management System (DMS) is approved by the Board of Directors and is effective as of 14th August 2024.

Louise Nelligan

Director

Louise Nelligan

Director