

# UEP Switchgear Ltd.

# QUALITY & HEALTH & SAFETY MANUAL

**APPROVAL.**

approved by:



Date: 12-08-21

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## 2 DISTRIBUTION OF THE QUALITY/HEALTH & SAFETY MANUAL

- All employees have a responsibility for the quality of the company's services.
- The only Controlled copy of this Manual is held on the main computer server
- Back-up copies are issued to personnel listed below.
- It is the responsibility of all personnel on the distribution list to ensure that they and the workforce directly under their control are familiar with and have access to this Manual and the associated Procedures that directly relate to the activities carried out.
- Controlled copies of this Manual will not be issued to Customers.
- When requested by our customer's a copy of this Manual may be issued on the authority of the Directors but it is to be clearly marked as Uncontrolled and will not be kept up to date.

Copy #1	QH&S Manager	Graham Reeves
Copy #2	Health & Safety Director	James Green

### 3 INTRODUCTION

- UEP Switchgear Ltd (UEP) is a privately-owned independent builder of high-performance bespoke switchgear which has been established for over 30 years.
- The company also trades as Underwoods Engineered Products and also owns Weirgrove Automation Ltd, which trades as Weirgrove Power Management Systems.
- The company produces at their factory in Mildenhall a full range of LV Switchgear solutions up to 6300amps, Motor Control Centres, Intelligent Power Management Systems, Sub distribution equipment, Metering, Monitoring and Load Shedding Systems.
- UEP has a fully trained team of Sales and Design Engineers based at the Mildenhall factory, a regional office in Havant, or home based.

## 4 CONTEXT OF THE ORGANISATION

### 4.1 GENERAL REQUIREMENTS

#### **BS EN ISO 9001: 2015, BS EN ISO45001 Standards.**

The Context of the organisation is relevant to the organisation's purpose and strategic direction, more akin to a business management system as opposed to isolated Quality & Health & Safety Management Systems.

UEP Switchgear shall establish and maintain a Quality, Health & Safety management system, which is centred on continual improvement.

To ensure a management system is in place to oversee and implement the following measures to achieve this objective.

The company has put in place measures which monitor and measure the effect of external and internal issues which may affect the business

- o A SWOT Analysis is on file which monitors the Strengths, Weaknesses, Opportunities and Threats to the business in terms of legal, technical social & economic.
- o A Risk Register is used which assesses the main risks to the business. and the action plans required minimising the risks to a level that is more controllable.
- o Any business faces potential threats, either natural or man-made. The Company has in place a robust contingency plan covering crisis management and business continuity planning. UEP Switchgear realise that disaster can strike at any time. It could result from computer data loss, fire, flood, fraud, terrorist attack, theft or a pandemic. Research has shown that small and medium size enterprises are particularly at risk.

### 4.2 UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

#### 4.2.1 CUSTOMERS

The company is primarily an added value packaged systems builder and as such its prime business objective is to provide a level of service that meets their customers' requirements.

The company strives to understand the customer's current and future needs and applies a flexible approach to fulfil customer requirements.

Monitoring and analysing Customer Feedback ensures that the company is able to assess and evaluate the customer perception of the service levels provided.

#### 4.2.2 SUPPLIERS

UEP Switchgear purchase and use products supplied by some of the world's leading suppliers of electrical and electronic product.

#### 4.2.3 STAFF

It is essential that the organisation has the right customer focused staff on board who are able to work within a team to deliver the overall objective of service excellence to the customer.

The company is committed to provide the resources to ensure that all staff are trained

to the necessary level to operate efficiently and safely. This may take the form of product training, health & safety training or commercial training.

#### **4.2.4 LOGISTICS**

Finished UEP LV Switchboards and associated components are sent out to customer's specified delivery locations by carefully selected external transport /logistics companies.

The service levels of these transport companies are monitored closely

#### **4.2.5 CERTIFICATION BODIES**

The ISO Management Systems are key to the business, NQA are the Certification Body which authorise our Registration to the ISO Standards. NQA regularly audit the systems at UEP to ensure compliance with the current standards.

The company must ensure that all requirements of the Standards are met, as failure to do so may lead to loss of Registration.

#### **4.2.6 OTHER INSPECTION BODIES**

The HSE has the power to inspect and implement measures that may seriously affect the business should the company not meet the required criteria.

The company is aware that any breaches of the Health& Safety Regulations could result in prohibition orders, fines, closures and in some cases court actions and imprisonment.

The Fire Service are also a body which acts as an enforcement service to ensure that Fire Regulations are met.

#### **4.2.7 LANDLORDS**

The company needs to ensure that it complies with the terms of the lease.

The period of the lease should be adequate for the need of the company going forward.

#### **4.2.8 THE BANK**

The Group understands that a healthy and constructive relationship with the Bank is a vital to the company.

#### **4.2.9 LOCAL COUNCILS**

The company must ensure that it complies with the local council rules and regulations which apply to the business.

#### **4.2.10 NEIGHBOURS**

In the course of business problems may arise with traffic congestion, parking and unloading at factories or sites.

In these cases, the company must monitor the situation and liaise with neighbouring sites to ensure that does not affect the day to day-to day running of the business and more importantly site safety is not compromised

In fact, the number of people or organisations that need to be considered are endless, vat officials, Inland Revenue, police, auditors, Emergency Services to name a few.



#### 4.3 DETERMINING THE SCOPE OF THE ISO MANAGEMENT SYSTEMS

- The Quality System specifies the management objectives, policies, organisation and systems that have been developed to ensure compliance with the statutory and regulatory requirements of BS EN ISO 9001: 2015 and BS EN ISO 45001:2018, to enhance customer satisfaction and ensure continual improvement covering the following activities/process of the business.
  - The design, manufacture, test, installation and commissioning of low voltage switchgear and the associated sub-distribution equipment.
  - The design, manufacture, test, installation and commissioning of control and information systems.
- The relevant inspection activities and controls for non-conforming goods, materials and services together with provision for analysis and evaluation, support these processes.

#### 4.4 THE QUALITY SYSTEM AND ITS PROCESSES

- The company maintains Quality Management/ Health & Safety Systems in accordance with the requirements of the standards.
- The process determines the inputs and outputs and the resources required to ensure continued improvement.
- The interaction and sequence of the processes are defined in (Appendix 1)
- How the process is managed is defined in (Appendix 2)

##### 4.4.1 DOCUMENTATION REQUIREMENTS/QUALITY /HEALTH & SAFETY MANUAL/CONTROL OF DOCUMENTS.

The ISO management system includes documented statements of a Quality/Health & Safety Policy and objectives, this Manual documents procedures in accordance with **BS EN ISO 9001: 2015** and **BS EN ISO 45001** for the management of the quality system, and documented procedures relating to the company's business operations. Quality records produced during the implementation of the company's operations and quality management activities are also included in the system.

This Manual describes the company and the scope of activities it undertakes, together with a description of the interaction between the various processes. The Manual is amended and controlled as described in Procedures Manual.

Any exclusions from the requirements of **BS. EN. ISO 9001: 2015** are identified in the following section "Operational Planning and Control".

The company has established and implemented a documented procedure for the control of documents, particularly those documents relating to the Quality Management System. This documented procedure will provide the control to ensure that all documents are reviewed, updated, and authorised, and that current versions of documents are available at the point of use. It also ensures that documents are legible and readily identified.

## 5 LEADERSHIP

### 5.1 LEADERSHIP AND COMMITMENT

#### BS EN ISO 9001: 2015, BS EN ISO45001 REQUIREMENTS

Senior management has provided evidence of its commitment to the principles of quality / health & safety management by;

- Taking accountability for the effectiveness of the Quality / Health & Safety Management Systems
- Communicating to all Staff the importance of meeting Customer requirements throughout the course of their employment.
- Communicating the importance of quality management via the Quality Policy.
- Ensuring that the Management Systems are an integral part of the company business plan
- Promoting improvement by ensuring that Quality/ Health & Safety objectives are established through operational meetings, staff appraisals and contact with Customers.
- Conducting regular Management Reviews of the Quality/ Health & Safety Systems to ensure the management system achieves its intended results.
- Ensuring that sufficient resources are available and correctly used.
- Use of commercial training to ensure support to carry out management roles
- Promoting Risk based thinking and a processed approach.
- Ensuring by audit review, customer feedback and complaint analysis that continued improvement is achieved.
- Ensuring that the Group comply with all statutory and legal requirements.
- The company encourages employees to act responsibly and to do everything they can to prevent ill health or injury to themselves.

#### 5.1.1 CUSTOMER FOCUS

The Managing Director ensures that Customer requirements are determined and met through regular reviews with Customers and Staff. The Company recognises that Customer's perceived and actual requirements often change throughout the course of an order/project, and the Company always ensures that each Customer is provided with the relevant product/service in a constantly changing environment.

Customer Satisfaction is monitored to measure customer perception of the company's performance. Any questionnaires address key areas of the business and are rated in terms of performance.

These are sent for central review to the QH&S Manager and the analysis evaluated at the Management Review Meeting by senior management.

### 5.2 POLICY

#### 5.2.1 ESTABLISHING THE QUALITY POLICY

The company implements and maintains a quality policy which is appropriate to the purpose and context of the organisation.

The approved Company Quality Policy follows: -

## QUALITY POLICY

**UEP Switchgear Ltd** specialises in the following activities;

- o Design, manufacture, installation and commissioning of low voltage switchgear and the associated sub-distribution equipment. The design, manufacture, installation and commissioning of control and information systems.
- o The Company endeavours to satisfy or exceed Customer expectations and is committed to a policy of Quality Assurance throughout its activities, ensuring that the service/product quality satisfies the specific contractual obligations of our customers together with the standards of quality specified in BS EN ISO 9001:2015 and any other relevant documents which augment this standard including the adherence to Statutory and Regulatory requirements.
- o It is the policy of the company to supply products/services of a quality that will merit and earn customer satisfaction, thus enabling the company to retain our existing Customer's and to generate new customers through a policy of continuous improvement of our systems and working practices.
- o Systems are in place to assess the effectiveness of the quality system with regular meetings being held to review performance and set/review quality objectives with any additional quality objectives / measures introduced as considered necessary by the management in line with the company's business requirements. These reviews will also consider the continuing suitability of the Quality Policy.
- o All personnel share responsibility for the quality of the products/services supplied to our Customers and the company will provide reasonable access for our customer's representatives to discharge their quality responsibilities.
- o New and existing personnel are made aware of the company's quality policy either during ongoing training sessions or company induction.
- o The Managing Director has given the QH&S Manager full authority to carry out the quality policy of the company and all company personnel are required to cooperate with the QH&S Manager in carrying out this task.
- o This Quality Manual and the associated Procedures are approved by the undersigned as the authoritative documents relating to Quality within the Company.

Approved by: James Green  
(Managing Director)

Signed

Date:

## HEALTH & SAFETY POLICY

The Management of UEP Switchgear recognises its Health and Safety duties under the Health and Safety at work Act 1974, and concomitant regulations.

The Management is committed to ensure that the Group comply with all statutory and legal requirements.

The Company will encourage its employees to act responsibly and to undertake their duty to do everything they can to prevent ill health or injury to themselves, fellow workers and others and to that end has appointed Mr. James Green Safety Director to be responsible for the health and safety maintenance at the Group, to keep group procedures, workplace procedures (relating to health and safety) under constant review and to liaise with the Health and Safety Executive wherever necessary, so as to keep the group updated on any new legislation, EU directives, Regulations and British Standards affecting them in order to ensure compliance with same.

It is the intention of Group senior management to encourage all staff to adopt a program of continual improvement by setting objectives and providing the appropriate level of training, which will lead to a better standard of health & safety within the company

The Group consists of:

UEP Switchgear Ltd;  
Weirgrove Automation Ltd;

Signed.....  
Safety Director

### **5.2.2 COMMUNICATING THE QUALITY POLICY**

- The Quality Policy is displayed at the Mildenhall factory.
- The Quality Policy is available to all interested parties electronically or as a hard copy.
- The Quality Policy is available internally on the company's server.
- The Quality Policy is available from the website [www.uep.uk.com](http://www.uep.uk.com)

### **5.3 ORGANISATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES.**

An organisation chart illustrating the company structure is shown in Section 11 to this document and delegation is carried out through the organisation structure with the relative procedures defining the responsibilities for specific personnel.

The Managing Director is responsible for the existence of a Quality System and Health & Safety System that satisfies the requirements of both BS EN ISO 9001: 2015 and BS EN ISO 45001:2018 together with any other related standards ensuring that specific contractual requirements are met and that any statutory or legal requirements affecting the service are complied with.

The QH&S Manager is the company's management representative on quality matters and is responsible for implementing and maintaining the Quality System in accordance with the procedures, reporting to the management on the performance of the quality system and for ensuring that channels exist which allow quality problems to be recorded, analysed and solutions found.

The QH&S Manager is the company's representative on Health & Safety matters and is responsible for implementing and maintaining the Health & Safety System in accordance with the procedures, reporting to the management on the performance of the Health & Safety system and for ensuring that channels exist which allow quality problems to be recorded, analysed and solutions found.

The company employs external Safety Consultants to advise on all areas of Health & Safety.

The company believes that the organisation structure, quality related job descriptions and the relevant procedure(s) reflects the verification requirements which are needed within the company and that the resources available are considered to be adequate to carry out the management, inspection, testing and monitoring of the service where necessary to ensure compliance with the requirements of the Customer.

### **5.4 CONSULTATION & PARTICIPATION OF WORKERS.**

The Company ensures that all members of staff have an input into the Health & Safety Management System as follows.

All staff are encouraged to, as part of departmental meetings, complete a Participation /Consultation Form which engages them with the system and provides an opportunity for them to formally raise any issues they may have.

## 6 PLANNING

### BS EN ISO 9001: 2015, BS EN ISO 45001 REQUIREMENTS

#### 6.1 ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES

##### 6.1.1 PLANNING

Planning takes into consideration the requirements, and needs of all interested parties, drawing on information from customer feedback, customer complaints to meet customer and supplier expectations.

Analysis of audit results both internal and external and subsequent actions arising ensure there is continual improvement within the quality system.

##### 6.1.2 RISK ASSESSMENTS

Risk assessments are conducted.

The Company has established a documented procedure that described how action is taken to prevent non-conformities recurring and to ensure that the preventive action is appropriate to the nature of the non-conformity. Records of preventive action and effectiveness will be maintained and reviewed at the management review.

UEP Switchgear Ltd. Have established, implemented and shall maintain documented procedures to identify health & safety hazards relative to its activities, products and services.

The QH&S Manager shall review Risk Assessments to ensure adequacy under normal, abnormal and potential emergency conditions. Ensuring that any changes within the organisation, which may affect new or existing risk assessments on file are considered.

Consideration has been given to reducing the risk according to the following hierarchy when determining controls:

- Elimination
- Reduction by Design or Substitution
- Isolation by Physical barrier
- Engineering Controls
- Personal Protection
- Discipline

Hazard Identification & Risk Assessment controls apply to all personnel having access to the workplace, including temporary staff, sub-contractors and visitors.

##### 6.1.3 DETERMINATION OF LEGAL REQUIREMENTS AND OTHER REQUIREMENTS

The Company has in place a well maintained and documented procedure to ensure compliance to its statutory and legal requirements to which the organisation subscribes.

The UK Regulations, which are relevant UEP Switchgear business, have been identified and maintained on a register. Copies of the current Regulations are found and obtained from The Office of Public Sector Information.

The Company ensures that the Regulations are kept updated by the following methods:

- Monthly correspondence from NQA's "In Touch" app and regular updates from the company's external Safety Consultants, "Safety & Training Services" who provide updates and information in respect of current legislation.

The Company carries out a review of the Regulations and updates the register where necessary twice a year.

The QH&S Manager is responsible for updating the register upon receipt of any changes made.

## **6.2 QUALITY OBJECTIVES AND PLANNING TO ACHIEVE THEM**

### **6.2.1 OBJECTIVES.**

Objectives which relate to both Quality and Health & Safety have been established for the Company and these are reviewed and adjusted at the Management Review Meetings.

Planning activities, procedures and responsibilities are defined and documented in procedures stored on the main server, which is available to all personnel for training and reference purposes.

Objectives are sequentially numbered and indexed.  
Each objective has the following content:

- Task
- Area of Responsibility
- Completion target date
- Progress section
- Closing signature field

### **6.2.2 PLANNING OF CHANGES**

Management Review Meetings discuss and determine action relating to on-going or new Quality Objectives.

Feedback determines whether the objective should remain open or whether it has achieved or failed to meet its target.

Progress is noted and Objectives closed out at these meetings.

All locations are encouraged to set objectives which relate to local branch issues

## 7 SUPPORT

### BS EN ISO 9001: 2015, BS EN 45001 REQUIREMENTS

#### 7.1 RESOURCES

##### 7.1.1 GENERAL

It is the policy of UEP Switchgear to determine and provide resources needed to establish and improve the management systems and to manage the company, process and projects.

To ensure that the customer requirements are met, customer satisfaction is achieved and that there is continual improvement of the quality management system ensuring that the appropriate quality objectives are met.

##### 7.1.2 INFRASTRUCTURE

The Managing Director is responsible for the provision of adequate equipment, systems, facilities and buildings to enable the product/services supplied to our Customers to be provided in accordance with their requirements

#### 7.2 PEOPLE

UEP Switchgear shall select and assign personnel whose activities ensure the conformity of the product and/or services provided based on applicable education, training and experience.

The determination of training needs, the provision of training and the evaluation of the effectiveness of the training provided is evaluated on a continual basis.

##### 7.2.1 SAFETY DIRECTOR

The Safety Director has the overall responsibility for implementing the group Health and Safety Policy and will ensure: -

- a) Compliance with the Health and Safety at Work Act 1974 and all relevant legislation applicable to the group's operations;
- b) Ensure that all employees are made aware of the requirement placed upon them by this policy and that the group complies with the requirements of the Health and Safety (Consultation with Employees) Regulations 1996;
- c) Ensure a safe place and safe system of work in doing so determine and assess the risks involved to provide the safe practices;
- d) The allocation of sufficient resources to ensure that the requirements of the policy and legislation can be fulfilled;
- e) The provision of sufficient and suitable training to all employees to enable them to undertake their responsibilities without risk to their own or other persons safety and health;



- f) The monitoring of the effectiveness of the policy, working practices and management in order to provide amendment and review of that policy;
- g) The provision of a system of audit and inspection to all systems, practices and places of work to which the group is involved;
- h) The appointment of only competent sub-contractors to assist with the group activities and ensure that they have made adequate provision for health and safety,
- i) That the activities of those sub-contractors appointed are suitably supervised to conform to the group health and safety policy and associated legislation;
- j) The introduction of suitable accident reporting procedures, initiate accident investigations, review all accident reports and introduce appropriate remedial measures and practices as required;
- k) That matters of health and safety are addressed arising from all project progress meetings,
- l) That suitable First Aid and Welfare Facilities are provided as applicable and are compliant with legislation;
- m) The provision of adequate disciplinary procedures to ensure compliance with the group policy,
- n) That suitable measures and procedures are put into place to achieve compliance with the Construction (Design and Management) Regulations 2007, and the Electrical Equipment (Safety) Regulations 1994.
- o) That a personal example is set by complying with the requirements of the group health and safety policy.

### **7.2.2 DEPARTMENT MANAGERS**

Have the responsibility with regard to the Group health and safety to: -

- a) Be conversant with group health and safety policy, together with legislation applicable to the group's operations;
- b) Ensure employees are made aware of the group policy and understand the importance of complying with its requirements;
- c) Provide for the identification of hazards and risks associated with any project and ensure the issue of relevant documentation relating to that identified;
- d) Ensure a safe place and safe system of work for any place of work and project;
- e) Ensure sufficient and suitable training is provided to all employees to enable them to undertake their responsibilities without risk to their own or other person's safety and health;
- f) Ensure the induction and provision of training to all new employees;

- g) Ensure that all necessary information and instruction is given to employees, sub-contractors and others affected by group activities, to complete their health and safety;
- h) Ensure that only competent persons are suitably trained and of appropriate experience when deployed in the execution of group activities;
- i) Implement the necessary resources to provide and permit safe working practices in respect of all group activities;
- j) Ensure for the provision all personal protective equipment as appropriate to safeguard employees and others undertaking or involved in group activities;
- k) Monitor activities on site to ensure supervisory staff and employees comply with their duties and responsibilities required by the group policy and legislation;
- l) Ensure a provision for regular inspection and/or audit of all operational areas (including the factories) and/or sites to ensure compliance with health and safety legislation;
- m) Ensure that only sub-contractors assessed as competent are deployed and are aware of the group safety policy;
- n) Monitor appointed sub-contractors to ensure that activities are undertaken competently and are adequately resourced and do comply with group policy;
- o) Ensure that accident reporting procedures are consistently followed;
- p) Provide for the implementation of emergency procedures in line with client requirements and to the satisfaction of site operations with provision of induction and training to all affected by the emergency procedures developed during group activities;
- q) Provide suitable first aid and welfare facilities on site for all persons engaged on group/branch activities.
- r) Discipline employees as required to ensure compliance with the group policy.
- s) Implement systems and procedures to fulfil compliance with the group's duties under the Construction (Design and Management) Regulations 2007 and the Electrical Equipment (Safety) Regulations 1994.
- t) Ensure adequate resources are provided to disseminate and receive health and safety information in compliance with the Health and Safety (Consultation with Employees) Regulations 1996;
- u) Ensure group compliance with the Special Waste Regulations 1996;

### **7.2.3 QUALITY, HEALTH & SAFETY MANAGER**

The QH&S Manager is the Management Representative with responsibility for the following:

- a) The introduction & implementation of BS EN ISO45001 to UEP
- b) Document Control, to ensure the update and distribution of the Health & Safety Manual, Procedures and documentation including the Health & Safety Policy
- c) Ensure that there is an internal Audit schedule in place and that auditing is carried out independently with all procedures covered.
- d) Ensure that Legislation Records are retained on file and are kept updated to the current level.
- e) Ensure that all appropriate documentation and records are held on file, both centrally and at Branch level where necessary to the correct retention period.
- f) Ensure that all information is made available for measurement analysis at Review Meetings.
- g) Acts as liaison with External Authorities, Customers and other interested parties
- h) Acts as a reference point on issues of Health & Safety for all staff

#### **7.2.4 SAFETY REPRESENTATIVE**

The Safety Representatives role within the company is that of a mediator. Should any member of staff with a complaint or suggestion feel that it is been ignored or no response or action taken through the usual channels.

The Safety Representative may be approached and has direct access to the Group Safety Director

#### **7.2.5 SAFETY CONSULTANT**

UEP Switchgear employs external Safety Consultants, who are employed to provide technical assistance, advice and bespoke training on all matters relating to Health & Safety.

UEP Switchgear receive, via the QH&S Manager, regular updates, alerts and relevant information from Safety Training Services.

### **7.3 ENVIRONMENT FOR THE OPERATION OF PROCESS**

The Managing Director is responsible for the provision and maintenance of a suitable working environment commensurate with the products/services being provided.

#### **7.3.1 MONITORING AND MEASURING RESOURCES**

- The company has a documented procedure which covers monitoring and measuring equipment.
- All equipment which needs inspecting is logged and sent for calibration.
- Test Certificates and Test Records are kept on file.

#### **7.3.2 ORGANISATIONAL KNOWLEDGE**

A key business area of the company is in High Technology products. These products are subject to revision level changes and updates on a regular basis to keep pace with current technology levels.

Manufacturer's product training, electronic updates, newsletters and meetings ensure that all departments are aware of the latest technology as this impacts on not only purchasing, sales and technical support but the information and technical advice we provide to ensure that our customers are provided with product that is current and the best solution to meets their requirements.

The company realises the importance of customer information being fed back to advise of the position of the client, whether this be financial or how much work they have or potential projects many of which have links to other accounts.

This information is fed back via the UEP Switchgear sales team and discussed at both branch and managers meetings.

The key factor in this area is the close relationships between UEP Switchgear, our customers and our Supply Partners

#### **7.4 COMPETENCE.**

All personnel who are engaged by the company share responsibility for the quality of their own work and inspection procedures exist where necessary to ensure continuing good workmanship.

#### **7.5 AWARENESS.**

All new personnel are given Health & Safety Induction Training and Quality awareness training.

New personnel are made aware of the company's method of operation and specific responsibilities at the commencement of employment and have to demonstrate a satisfactory level of competence in the tasks for which they are employed to the satisfaction of the Managing Director before being released to work unsupervised on any activity affecting safety or the quality of the component / service supplied to our Customer's.

Records are maintained of individual skill/competence levels and trade/technical qualifications, where applicable, with appraisals undertaken for all personnel to identify training needs appropriate to the needs of the individual and the company.

The training requirements of the company are reviewed on a regular basis.

#### **7.6 COMMUNICATION.**

Various avenues of communication exist within the company and these are covered under their respective procedures

#### **7.7 DOCUMENTED INFORMATION**

##### **7.7.1 GENERAL.**

The company has documented procedures which cover the various processes within the business.

A legal register of statutory requirements relative to the business is held and maintained at the head office.

Training records of all staff are held and maintained at by Department Managers.

Copies of Management Review Meeting Minutes, Audits and documentation relevant to the standard are held and maintained.

##### **7.7.2 CREATING AND UPDATING**

All documentation created specifically for the standard is listed. Each document carries a unique number and an issue status; this is revised as the document is updated.

- All procedures are 'Prepared by' & 'Authorised by' and signed.
- Amendments to procedures are recorded and dated.
- Both Electronic and paper copies are maintained on file.
- Regular Audits approve the suitability and adequacy of the documentation.

### ***7.7.3 CONTROL OF DOCUMENTED INFORMATION***

Records of all business activities are maintained on the Computer System or in the relevant Record Files.

The Quality and Procedures Manuals, Internal and External Audits, Training and Management Reviews are retained by the Management for a minimum period as detailed in the Procedure.

The data is backed up and downloaded to storage devices and held in secure off-site locations.

### ***7.7.4 DOCUMENT DISTRIBUTION***

Documentation distribution is detailed in the Document Control Procedure  
These records are suitably stored so as to ensure preservation and easy retrieval

Control changes are laid out detailed in the Document Control Procedure.

The QH&S Manager is responsible for authorising all changes to the Manual and Procedures. Both Manual and Procedures carry a page number and issue status and amendment schedules. The issue list determines how many copies are issued and to whom.

Any external documentation such as customer drawings that the company may be required to work to should carry a revision level which is monitored and updated by the respective sales branch for each order.

## 8 OPERATION

### BS EN ISO 9001: 2015, BS EN ISO 45001 REQUIREMENTS

#### 8.1 OPERATIONAL PLANNING & CONTROL

The Company has established its processes for product/service realisation, which are set out in documented procedures. Exclusions from the requirements of BS EN ISO 9001:2015 / BS EN ISO 45001 are identified at the planning stage and are listed in the scope.

The planning activity is demonstrated by the existence of these operating procedures. The Records relating to service provision, both paper and electronic, are subject to the documented procedure describing the control of quality records.

All *enquiries* are reviewed by the Sales and Estimating Team to ensure that the company can meet the customers' requirements before being processed in accordance with the procedures.

All *orders* are reviewed by the Sales and Estimating Team to confirm that the requirements are adequately defined and are as quoted before being actioned in accordance with the procedures.

In respect to Health & Safety the company has a documented procedure, which identifies its operations and activities, which take into consideration:

- Activities, which have significant risk involved.
- Compliance with legal and statutory requirements
- Activities relating to objectives and targets.

These activities include:

- The purchase or transfer of goods & services & use of external resources.
- Hazardous Tasks.
- Hazardous materials.
- Maintenance of safe plant and equipment.

Operational controls are reviewed at Management Review Meetings

#### 8.2 EMERGENCY PREPAREDNESS AND RESPONSE

UEP Switchgear has a documented Procedure to ensure that Risk Assessments are carried out to identify potential accident and emergency situations.

High-risk areas have been assigned Safety Objectives and targets to ensure control and improvement is in place.

Emergency procedures and response procedures are communicated to all concerned.

Records are kept of equipment tests and fire drills are logged.

All accident records are maintained in accordance with the documented procedure.

These procedures are monitored and maintained by formal documented internal Audits and reviewed at the Management Review Meetings.

### ***8.3 REQUIREMENTS FOR PRODUCTS AND SERVICES***

#### ***8.3.1 CUSTOMER COMMUNICATION***

Procedures also exist to handle changes to orders and where order conditions differ from normal methods of operation with any variations agreed being recorded on the appropriate documentation in accordance with the procedures.

Assessment of any additional resource's, including equipment and manpower, which is considered necessary, is carried out during the review of the enquiry or at the review of the order.

Sales information is obtained from customer feedback which is then used to improve the service levels to the customer.

#### ***8.3.2 TERMS & CONDITIONS***

UEP Switchgear Ltd, Terms & Conditions which clearly define our operating code are available to customers on the website. [www.uep.uk.com](http://www.uep.uk.com).

#### ***8.3.3 REVIEW OF REQUIREMENTS FOR PRODUCTS AND SERVICES***

UEP Switchgear have a documented procedure for determining customer requirements. Contract review is carried out on orders received to ensure that the customer's order requirements are met and that UEP's statutory and regulatory requirements are met.

UEP Switchgear have an experienced and well-trained Sales and Estimating Team which is able to advise customers of any details which may be wrong or omitted from purchase orders.

#### ***8.3.4 VARIATIONS AND CHANGES TO REQUIREMENTS FOR PRODUCTS AND SERVICES***

Changes to the original order requirements for product or delivery requirements are reviewed by the Sales and Engineering Departments before being actioned. Updated order coverage will be requested from the customer as a matter of course and hardcopy records maintained.

### ***8.4 DESIGN & DEVELOPMENT***

Design Control criteria and requirements are included in the Operational Procedure and addresses the following areas:

#### ***8.4.1 PRODUCT DESIGN & DEVELOPMENT PLANNING***

Including the assignment of the design activities, technical interfaces with the customer and the arrangement of the Contract & Production Meeting.

#### ***8.4.2 ORGANISATIONAL & TECHNICAL INTERFACES***

Defining the way in which contract information is documented, transmitted and reviewed.

#### **8.4.3 DESIGN INPUT**

Ensuring that customer requirements are clearly defined and documented at the Contract & Production Meeting.

#### **8.4.4 DESIGN OUTPUT**

Ensuring that the design input requirements have been met and that all necessary documents and drawings contain the required information.

#### **8.4.5 DESIGN REVIEWS**

These are carried out at appropriate stages of the design to monitor the progress and that the input requirements are still being achieved.

#### **8.4.6 DESIGN VERIFICATION**

To ensure that the design undergoes formal assessment and approval by either Design Review or Drawing Approval by Qualification Testing.

#### **8.4.7 DESIGN VALIDATION**

Ensuring that the finished product conforms and performs to the users' needs and requirements.

Achieved by carrying out performance tests, trials and commissioning etc. when the product is installed at its place of use (i.e., under workshop/factory conditions).

#### **8.4.8 DESIGN CHANGES**

Ensuring that, when necessary, details of design changes are recorded, reviewed and actioned accordingly.

### **8.5 CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS & SERVICES**

#### **8.5.1 GENERAL PURCHASING**

The purchasing system is designed to control the quality of all purchased goods, materials and specialist services used in the provision of our services and it contains provisions to meet the following criteria.

Goods, materials and services are to be purchased from suppliers / sub-contractors who are on the 'preferred supplier list' and have either a satisfactory assessment to BS EN ISO 9000 series quality systems (*or to another appropriate Quality System Standard*) or who can demonstrate to the Managing Director or QH&S Manager, either by regular assessment or historical performance a satisfactory record of supplies to the company. It is sometimes, for commercial reasons, necessary to use suppliers which are not on the supplier list. The purchasing system is controlled by the Managing Director and is fully defined in the procedure Manual.

#### **8.5.2 ASSESSMENT/EVALUATION OF SUPPLIERS & SUB-CONTRACTORS**

All Suppliers/Sub-Contractors supplying goods, materials and specialist services, are assessed/evaluated by the Managing Director or the QH&S Manager to determine their acceptability based upon the criteria outlined above before being entered in the 'preferred supplier list'.



### **8.5.3 PURCHASING DATA**

Purchases are made using a purchase order that defines the required goods, materials or services together with any other applicable technical data.

### **8.5.4 VERIFICATION OF PURCHASED GOODS AND SERVICES**

It is the policy of the company to allow a facility for customer's representatives to have access to relevant quality documentation in relation to an order, or when required by the contract/order, to verify at source that purchased goods/services conform to the specified requirements.

Product is purchased for stock based on previous sales and potential forecasted sales information. Stock Orders are delivered to the Works in Mildenhall.

### **8.5.5 TYPE & EXTENT OF CONTROL**

The company uses minimum and maximum stock levels on all stock components which generate re-order quantities against stock orders raised. These are based on previous sales of the product and are reviewed on a regular basis.

UEP Switchgear usually requests access to their main suppliers' websites to place and track purchase orders. Price and availability may also be obtained from the same source.

### **8.5.6 INFORMATION FOR EXTERNAL PROVIDERS**

Purchase Orders are raised on the computer system for the supply of product, delivery instructions and associated costs are advised with the order.

Purchase orders will also note any non-standard tax and VAT arrangements in the pricing. Supplier's acknowledgements are checked against the purchase order to ensure accuracy of prices and lead times quoted.

Purchase orders are only raised by authorised personnel in the Production Department.

Non-Conforming suppliers Log Sheet monitor the performance of our suppliers.

## **8.6 PRODUCTION & SERVICE PROVISION**

### **8.6.1 CONTROL OF PRODUCTION & SERVICE PROVISION**

The company operates procedures that control the activities of the company. Quality of workmanship is achieved by training and written work instructions (*where the Managers consider this necessary*).

In cases where contract conditions or customer requirements are additional to or differing from the company's normally accepted practices, the more stringent requirements will take precedence and will be brought to the attention of all personnel by written instructions.

Machines and equipment used in the provision of the company's services undergo regular inspection and maintenance in accordance with the procedures under the control of the department managers.

If the customer requests, the company will issue a "Certificate of Conformity" to verify the condition of product or components despatched, detailing any concessions agreed and a statement on the conformance of the service to the required specification.

The Scope of this Quality Manual to BS ISO9001:2015, BS EN ISO 45001 does not include the requirement of Process Validation.

#### **8.6.2 IDENTIFICATION & TRACEABILITY**

The Company operates to procedures which ensure that goods, components, materials and proprietary items are adequately identified at all stages.

Where appropriate the traceability of individual batches of raw materials, components and proprietary items through to the finished product is maintained.

The company operates receiving inspection procedures, which are designed to minimise the risk of faulty goods, components or materials being inadvertently used.

All personnel are instructed to ensure that items are adequately identified throughout the storage and production activities within the Company.

Certificates of conformity/test certificates etc., supplied in relation to a Purchase Order are verified during the goods receiving procedures and retained in accordance with the procedures.

#### **8.6.3 PROPERTY BELONGING TO CUSTOMERS OR EXTERNAL PROVIDERS**

UEP Switchgear usually holds no property belonging to customers or suppliers. Issues relating to the ownership of materials, intellectual property and personal data are subject to the company's Terms & Conditions which are available on the website.

Every care is taken to ensure that any financial or personal data received as part of the ordering process is held securely.

The company is aware that all information relating to customers and suppliers should be regarded as confidential.

The company has its own shredding machines which are used to dispose of any documentation that is no longer required. An outside sheading specialist contractor is used to dispose of bulk archive material.

#### **8.6.4 MATERIALS HANDLING AND STORAGE**

Incoming goods/materials are identified by labelling or marking as appropriate during goods receiving activities and are retained in the original packaging or suitably protected from damage before being stored in the allocated storage areas to prevent damage and deterioration until required for use.

In-process and finished components/product is identified throughout the manufacturing process and suitably protected as necessary to prevent damage.

Methods of handling part and finished component/product are stated in the procedures, which refer to any equipment to be used where applicable.

It is the policy of the Company to identify any special handling requirements at the Contract Review stage.

Holding areas are also maintained and controlled for: -

- Non-Conforming Goods and Material
- Consignments awaiting despatch

The Department Manager or his appointed representative checks on a regular basis that the storage and working areas are clean and tidy and that raw materials, finished factored parts, in-process and finished component/product are adequately protected against damage and deterioration.

#### **8.6.5 PACKAGING/PRESERVATION/DELIVERY**

Goods/materials received are held in the original packing or suitably protected where appropriate until required for production or use.

Any special packing requirements for items purchased are specified clearly on the Purchase Order document, where applicable.

The packing requirements for our finished product is specified in Work Instructions where necessary, or Customer Special Instructions and can only be varied on the authority of the relevant Manager.

The Engineer carrying out the final inspection operation is responsible for the finished product quality and for ensuring that the packing and labelling meets the Customer's requirements.

The procedures define the actions to be taken in the event of non-conformities arising and the actions to be taken.

#### **8.6.6 POST-DELIVERY ACTIVITIES**

The company supplies all products to comply with its Terms & Conditions which are available on the website. These state the customer reporting process required should there be a problem with supply.

UEP Switchgear has a documented Customer Complaints Procedure to deal with any problem that a customer may have whether it be with product, pricing or delivery.

UEP Switchgear carry no product that has a lifespan; however, it is policy to rotate the stocks to ensure that the older product is sold first.

The company has a documented procedure for monitoring customer feedback.

#### **8.6.7 CONTROL OF CHANGES**

All changes to the Working Processes, Manual, Documented Procedures or Forms are logged. All documents which are issued and prepared by the QH&S Manager and are signed before release.

Documents are numbered with an issue status and any changes noted and dated in the Amendments Schedule Box.

#### **8.7 RELEASE OF PRODUCTS & SERVICES**

A review of processes and process capability is carried out during management review meetings to ensure that we can meet our Customer's requirements and maintain continuity of service.

#### **8.8 CONTROL OF NON- CONFORMING PRODUCT.**

The control of non-conformity in the Company is the subject of a documented procedure, which sets out how both internal and external non-conformities are processed. Customer complaints are logged and corrective and preventive action is subsequently recorded on the system.

## 9 PERFORMANCE EVALUATION

### BS EN ISO 9001: 2015, BS EN ISO 45001

#### 9.1.1 GENERAL

UEP Switchgear has established, implemented and shall maintain, a formal documented procedure to facilitate the qualitative and quantitative monitoring and measurement on a regular basis its operational activities that can have a significant health & safety hazard.

The procedure requires:

- Monitoring that the OH&S policy and objectives are being achieved
- That Risk Assessments have been implemented and are effective.
- Monitoring and measuring of training records to ensure that training is effective.
- That recording of data to facilitate a corrective and preventive action program is in place.
- That current legislation requirements are met
- Calibration records are maintained for equipment critical to the functioning of the OH&S Management System.
- A procedure is in place to record and monitor ill health and accidents.
- The generation of performance indicators to demonstrate continual improvement

The Company has developed a culture of continual improvement, and carries out monitoring and measurement activities as far as is possible in order to ensure that Customer satisfaction is achieved. This aspect includes the documented procedures relating to process activities. The Quality Management System is used as a management tool to ensure that the Company operates as efficiently as possible.

UEP Switchgear have developed procedural controls to facilitate, on a regular basis, an evaluation of the company's compliance with relevant legislation and regulations.

#### 9.1.2 CUSTOMER SATISFACTION

Customer satisfaction and feedback are controlled and recorded in accordance with the relative procedures. They are reviewed during the management review meetings to identify trends and where applicable decide on any specific areas that need to be improved

#### 9.1.3 ANALYSIS & EVALUATION

A documented Procedure exists to ensure that all relevant data is collected, analysed and reviewed to improve the performance of the company in meeting our Customers' requirements and the objectives set out in the quality policy and other related documents. Customer Feedback Questionnaire is used to ensure that all relevant information appertaining to the customer perception of the company's performance is obtained and analysed to improve performance.

Customer Complaints are recorded and categorised by each branch and are forwarded to the QH&S Manager for a 12-monthly review.

These statistics are discussed and recorded at the Management Review Meetings

Supplier Performance is recorded on the Non –Conforming Log Sheets

## **9.2 INTERNAL AUDITS**

### **9.2.1 AUDITS AND RECORDS**

All aspects of the Quality/Health & Safety System are internally audited on a regular basis to determine their compliance with procedures and BS EN ISO 9001: 2015 and BS EN ISO 45001 and to identify where corrective/preventive action or improvement may be required.

Head Office will be audited at least once per year on behalf of the Company by the QH&S Manager (*or a nominated third party*) who are suitably trained in auditing activities and the works in done in the same way.

Records of the audits are maintained by the QH&S Manager together with the details and verification of any corrective/preventive action(s) taken.

The frequency of these audits may be varied on the request of the Managing Director with this being recorded in the Management Review Minutes.

### **9.2.2 AUDIT RESULTS.**

The Company's Documented Audit Procedure includes an Internal Audit plan which indicates the time frame for audits and highlights when the audits have been completed. Internal Audits cover all the required elements of the standard.

Internal Audits are carried out by authorised and nominated personnel ensuring that objectivity and impartiality are maintained.

Measurements of Effectiveness of the audits are logged and corrective action taken where necessary.

Audit results are recorded, signed off when complete and held on file.

## **9.3 MANAGEMENT REVIEW**

Senior Management together with other personnel as considered necessary by the Managing Director meet **12 monthly** to review the effectiveness of the Management Systems and to take any necessary action to improve the existing methods and systems of working.

Records are maintained of each review meeting together with any corrective/preventive action(s) agreed and follows an agreed agenda.

Management Review Meetings are integrated with Health & Safety. All the required elements of the standard are covered and recorded within the Meeting Minutes.

### **9.3.1 MANAGEMENT REVIEW INPUTS**

The Meeting has a set agenda which covers the following:

- 1) Minutes of previous meeting

- 2) Status of Management System
- 3) Customer Complaints
- 4) Quality Audits
- 5) Audit Analysis
- 6) Supplier Quality /Non-Conformity
- 7) Training
- 8) Stock Report
- 9) Objectives
- 10) Objective analysis
- 11) Customer Satisfaction/ Performance Measurement
- 12) Legislation/Evaluation of Compliance
- 13) Accident Analysis
- 14) Risk Assessments
- 15) Corrective and Preventive Action
- 16) Management Resources
- 17) Opportunities for Improvement
- 18) Communication
- 19) AOB

#### **9.3.2 MANAGEMENT REVIEW OUTPUTS**

The meeting discusses Opportunities for improvement which forms part of the agenda. Objectives are often raised to meet these opportunities. These objectives are discussed and closed out if the required level of achievement has been met.

Minutes of the meeting are produced and sent to all relevant parties as defined by the circulation List.

## **10 IMPROVEMENT**

### **BS EN ISO 9001: 2015, BS EN ISO 45001 REQUIREMENTS**

#### ***10.1 GENERAL***

The Company will continually improve the quality system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and management review.

#### ***10.2 NON-CONFORMITY & CORRECTIVE ACTION***

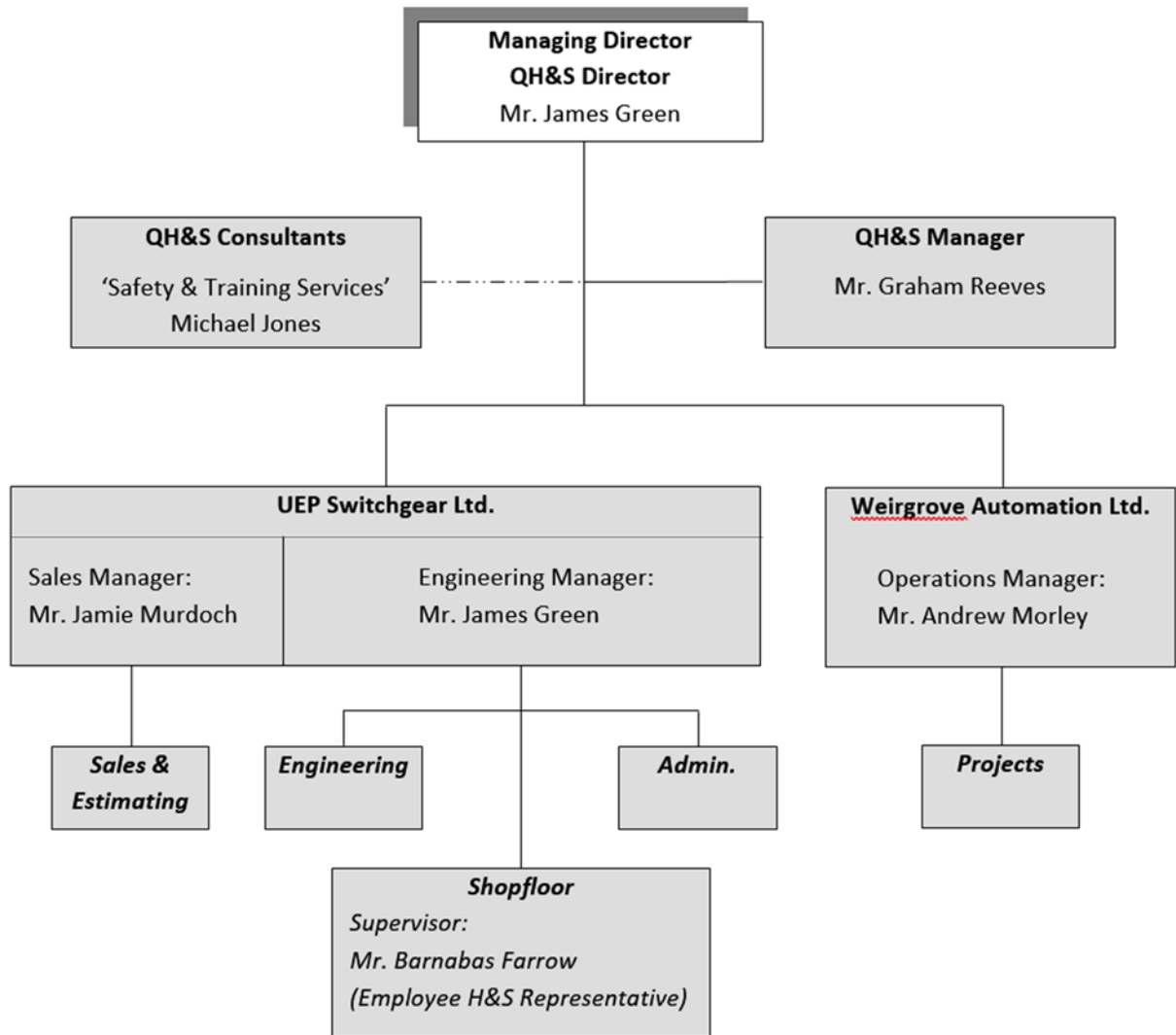
The Company has established a documented procedure, which describes how action is taken to correct non-conformities, and to ensure that the action is appropriate to the nature of the non-conformity. Records of corrective action and effectiveness will be maintained and reviewed at the management review.

Records of Supplier and product No-Conformities are recorded with the corrective actions noted.

#### ***10.3 CONTINUOUS IMPROVEMENT***

The company has a policy of continuous improvement using feedback from Audits, Customer Questionnaires and Non-Conforming log sheets. All input is addressed at Management Review Meetings and corrective actions minuted.

## 11 SAFETY ORGANISATION CHART





**12 AMENDMENT SCHEDULE & REVISION HISTORY.**

<i>Date</i>	<i>Section.</i>	<i>Content</i>	<i>Approved.</i>
May 2019	All	Merge 9001: 2015	Underwoods
January 2020	All	Merge ISO 45001:2018	Underwoods
June 2021	All	Rebranding of Q,H&S manual from "Underwoods Engineered Products Ltd." to "UEP Switchgear Ltd"	G.R