Guttridge

Control Manual

About Guttridge

With a foundation of 50 years of experience, Guttridge is a flourishing company, globally respected for delivering well-engineered, reliable materials handling solutions that continue to anticipate dramatically changing industrial needs.

We supply everything from single machines to fully integrated handling solutions and we manufacture in both stainless steel and mild steel, producing durable equipment for every material and eliminating the risk of contamination, where necessary. However, Guttridge isn't simply an off-the-shelf supplier. What sets us apart is our ability to design and build truly bespoke solutions for the specific application.

Our comprehensive range of bulk materials handling equipment includes:

- Bucket elevators

- Screw conveyors and dischargers

- Chain conveyors and dischargers

- Belt conveyors

- Load and discharge hoppers

- Vertical blenders and live bins

- Ancillary equipment such as spouting's and fittings, slide valves and diverters.

Guttridge also supply subcontract services, comprising CNC Laser cutting, steel fabrication and other subcontract sheet metal manufacturing services marketed as Laserfab. Laserfab sells direct to other manufacturers who may have limited or no manufacturing facilities of their own in a variety of industry sectors. Laserfab has continued to attract significant internal investment in new equipment, the latest of which saw an older laser replaced by a powerful Trumpf 3030 4Kw Fiber laser, introduced in June 2017 and in 2019 a new Flight Pressing machine was purchased

In 2019, Guttridge were acquired by Mitchells' Holdings (Asia) Pte Ltd, a wholly owned Singaporean registered company, bringing family ownership of Guttridge to an end. The future however is incredibly bright.

Mitchells is a global group, supplying complete solutions for bulk materials handling. The synergy of both companies makes the acquisition a perfect fit and provides a stable platform for the group to work together and combine their knowledge, experience, design manufacturing and engineering capabilities to offer clients a truly unique and unparalleled bulk material handling service.

Bulk Materials Handling

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Modification history

Editorial Caveat. Although correct at going to press, the contents of this manual may be subject to periodic change which may not be reflected within this document. Readers should always check revision status of documents such as Policies to ensure the latest version is being applied.

Issue	Date	Description of modification	Managing Director approval
This issue—X	August 2019	Changes to reflect Mitchells acquisition	N Talukdar
Previous issue —W	1/5/2018	Additional requirements of GDPR, updated Policy Statements, changes to Internal Issues diagram	N Talukdar

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Introduction

The Guttridge control manual sets out to explain the context of our organicsation, our management, values and the culture by which we manage our business.

This includes:-
- Who we are
- What we do
- Why we have values & what they mean
- How we manage
- When & how we measure against our targets
- The scope of the Business Management System

Most of the information explains where we are now and how we intend to improve. It also shows how we will do this.

You'll see a great emphasis on openness as this is fundamental to our continued progress towards becoming a world leading manufacturer. Openness with our employees, our suppliers and our customers helps to build partnerships, and it is through these partnerships that we will all benefit by:

- Working as a team
- Working without barriers

Our determination to continually improve means we will not stand still. If there is a better way of working we will find it and use it for the benefit of the business but not to the detriment of our employees, suppliers or customers.

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Vision, mission and values

At Guttridge, we have a clear vision and that is to provide high quality bulk solids handling solutions for customers around the world.

We are specialists.   Many of our employees have worked in the bulk materials handling industry for the majority of their working lives. They are well-renowned, highly respected experts at what they do.

Our culture is based upon this foundation. New employees have the opportunity of working alongside these industry specialists and can take pride in the fact that they will be members of a highly regarded team of engineers. Working in small teams in all areas of the business, including finance, design, sales and purchasing as well as production roles, our staff quickly learn and become proficient in their discipline and reflect what it means to be a "Guttridge person".
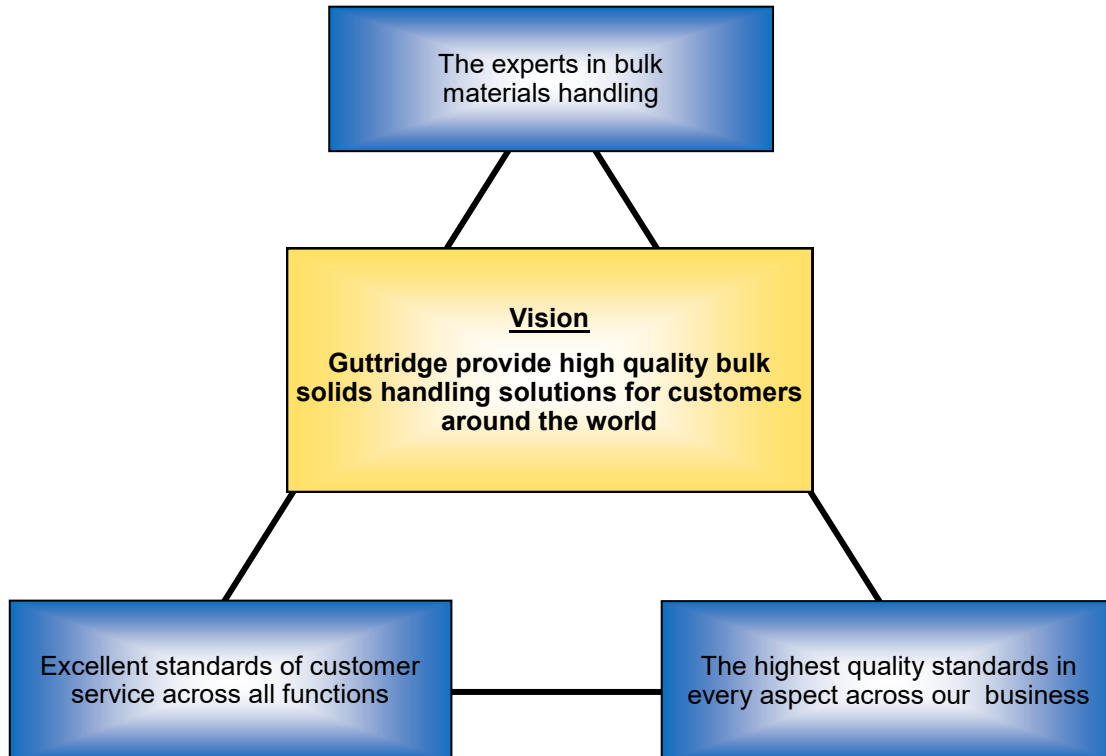
We also believe that in order to grow our business, we should grow our people. To do this, we maintain a commitment to train and develop our employees to be the very best that they can be and fully meet their potential.

Source: All employee survey results 2015

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Vision, Values and Mission

Our vision


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        The experts in bulk
        materials handling

                Vision

        Guttridge provide high quality bulk
        solids handling solutions for customers
                around the world


Excellent standards of customer          The highest quality standards in
service across all functions             every aspect across our  business
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Our mission

With generations of history, experience and continuous investment in people, equipment and skills, Guttridge consult, design, integrate, manufacture, commission and service bulk solids handling solutions and components for customers in a variety of industrial and geographic markets.

Goods and services are sold to small, medium and large companies within bulk material handling and general industrial markets for a range of specialist applications.

Target markets are grain storage and processing, food processing, specific industrial applications and subcontract services. Target geographic markets are Europe, Middle East and Africa, Asia and Australasia.

Our offerings are distinguished from competition by the knowledge and application of our people and subsequent translation of customer's needs into value creating solutions. This is achieved through the complete system understanding of products, controls and application capabilities.
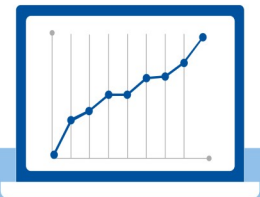
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Vision, mission and values

Guttridge Core Values

Focus

We're focused on achieving success through our internal measures and processes to positively impact our customers. At Guttridge we celebrate success.

Integrity

We stand by our word: fair, honest. Always.

Respectful

Our customers are key; whether internal or external. By understanding their requirements we aim to provide products and services that exceed expectations.

Trust

We trust each other to use initiative and take responsibility to do the right thing.

Passion

Runs deep within Guttridge. Maintaining the traditions of a family run company that is fiercely protective of its reputation.

Excellence

We strive for excellence in everything we do in order to continually improve.

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Understanding the context of our business

In order to ensure that the Business Management System (BMS) is designed to address the specific needs and requirements of the business, it is important that we consider the Internal and External issues that impact upon the objectives and planning of the BMS, which along with our Policies, Procedures and SOPs define the context of the business.

Internal issues

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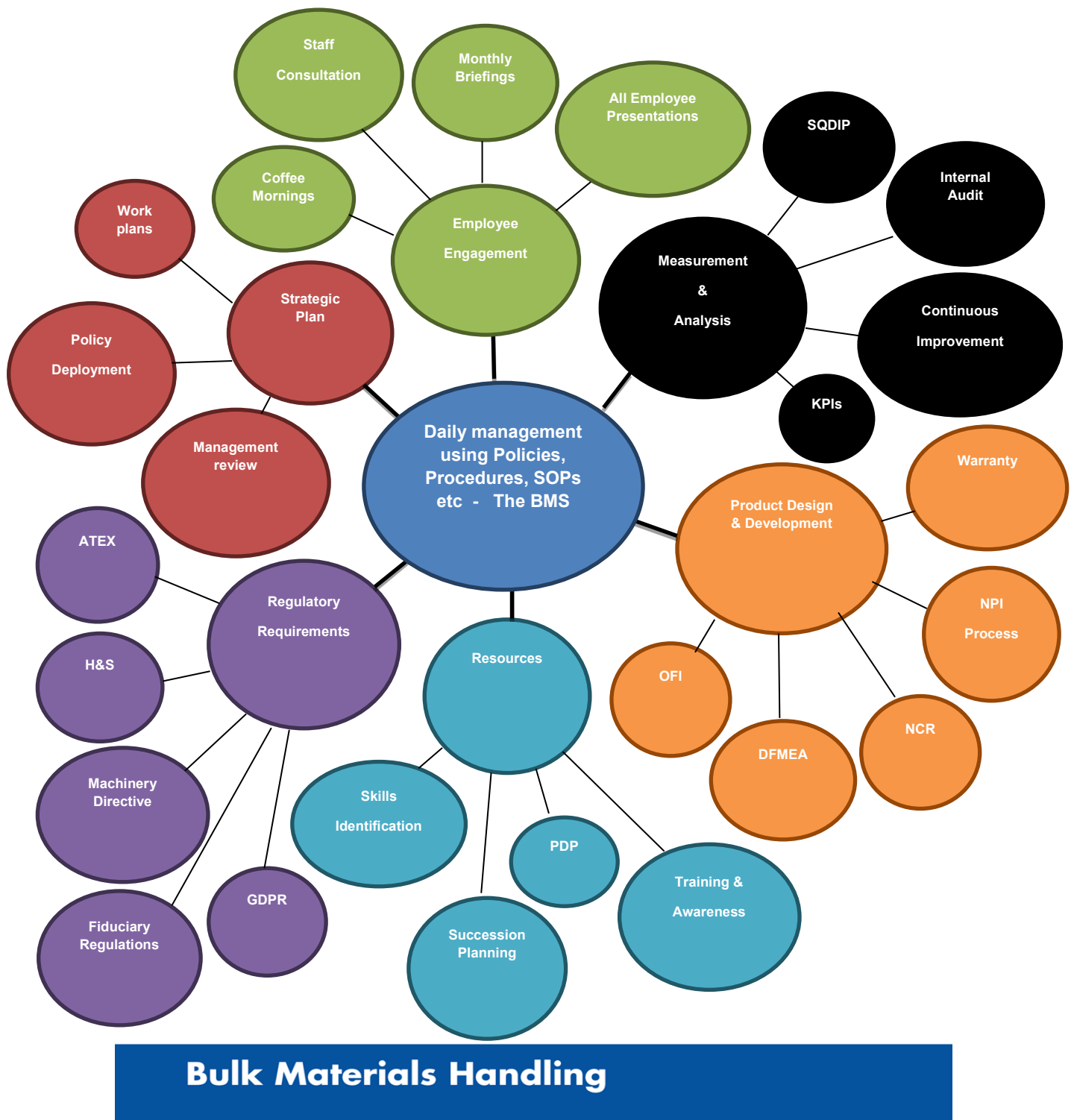
External issues

External issues are identified and assessed using a tool called PEST analysis. PEST is an acronym for Political, Economic, Social and Technological. This analysis is used to assess these four external factors in relation to the business context. Basically, a PEST analysis helps determine how these factors will affect the performance and activities of the business in the long-term and define the context of the business. PEST analysis of these issues is considered within the business Strategic Plan.
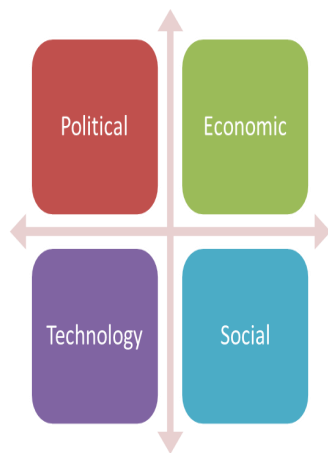
Political – Here government regulations and legal factors are assessed in terms of their ability to affect the business environment and trade markets. The main issues addressed in this section include political stability, tax guidelines, trade regulations, safety regulations, and employment laws.
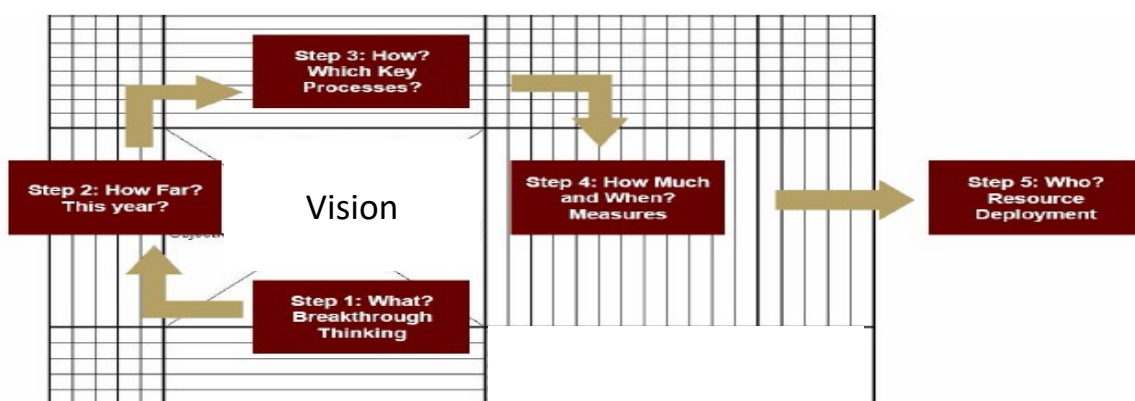
Economic – Through this factor, businesses examine the economic issues that are bound to have an impact on the company. This would include factors like inflation, interest rates, economic growth, the unemployment rate and policies, and the business cycle followed in the country.

Social – With the social factor, a business can analyse the socio-economic environment of its market via elements like customer demographics, cultural limitations, lifestyle attitude, and education. With these, a business can understand how consumer needs are shaped and what brings them to the market for a purchase.

Technological – How technology can either positively or negatively impact the introduction of a product or service into a marketplace is assessed here. These factors include technological advancements, lifecycle of technologies, the role of the Internet, and the spending on technology research by the government.

The over-arching Strategic Plan takes into account internal and external factors, risks and opportunities and also the needs and expectations of all interested parties. A tool called Hoshin Kanri, (Hoshin Planning) cascades this to the critical process changes needed to deliver the strategy. An explanation of how Hoshin Kanri leads to policy deployment is shown below. Policy deployment allows for the strategic plan to be balanced against the risks and also the opportunities that have been identified and assessed through consideration of the internal and external factors that impact the business.

Hoshin Planning is a systematic and disciplined process to align, communicate and execute business strategy by focusing on those vital few breakthrough objectives that give you competitive advantage.

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Interested Parties

Internal Interested Parties		
Interested Party	**Requirements and expectations**	**How we monitor**
Shareholders	Return on investment.	Effective financial forecasting and reporting.
Directors	Fiduciary conformity, efficient operation of the business, security, financial reward and dividends.	The effective operation of the BMS. Regular board and management meetings and the monitoring of the Strategic Plan and Policy Deployment trackers.
Employees	Employment security, employment longevity, financial reward, training and development, career progression and clarity of Leadership expectations and direction.	The effective operation of the BMS, specifically Training and Development Procedure HRG01. Absenteeism, staff turnover rates. Adherence to published policies. Staff Consultation meetings, All Employee presentations. Informal "open door" policy.
External Interested Parties		
Customers	Efficient operation of the business; high quality, outstanding corporate knowledge, flexibility, support, effective communication and on time deliveries.	Effective operation of the BMS, specifically Sales Procedures SPC01 –SPC10 and SPL 01. OTIF reporting. Customer satisfaction survey monitoring.
Suppliers and Sub-contractors	Prompt payment, mutually beneficial partnerships, regular business and effective communication.	Effective operation of the BMS, specifically Purchasing and Supplier Management procedure PP05. Regular informal contact with Purchasing, Engineering and Quality teams.
Competitors	Strong competitors make successful markets. Competition drives our business to improve.	SWOT, PEST and 5 Forces risk analysis of competitors and target markets within the Strategic Plan, reviewed annually during Management Review iaw Management review procedure QPG07. Effective operation of the BMS, business performance monitoring & financial reporting surveillance.
Banks and Finance Institutions	Efficient operation of the business; tight control of company accounts and prompt servicing of finance agreements. Sound financial planning and forecasting .	Monitored by accounts function with support from appointed accountants.
Companies House and HMRC	Accurate and timely reporting, auditing and VAT returns.	Monitored by accounts function with support from appointed accountants.
Certifying Bodies	Conformity to appropriate National and International Standards BS EN ISO 9001 and BS EN ISO/IEC 80079.	Effective operation of the BMS, specifically Design procedures DPC02 – DPC05, Purchasing procedure PP05 and Audit procedure QPG05.
HSE, EA & DWP	Health and Safety Executive, Environment Agency and Department for Work and Pensions require compliance with relevant legislation.	Effective management systems and procedures supported by access to competent external advice and review services.
ICO	Information Commissioners Office	Effective management of data throughout the business by auditing and appropriate software tools
Neighbours	Considerate to neighbours regarding noise, pollution, waste and appearance.	Regular management monitoring. Investigation of root causes of complaints with effective corrective actions.

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Management system philosophy
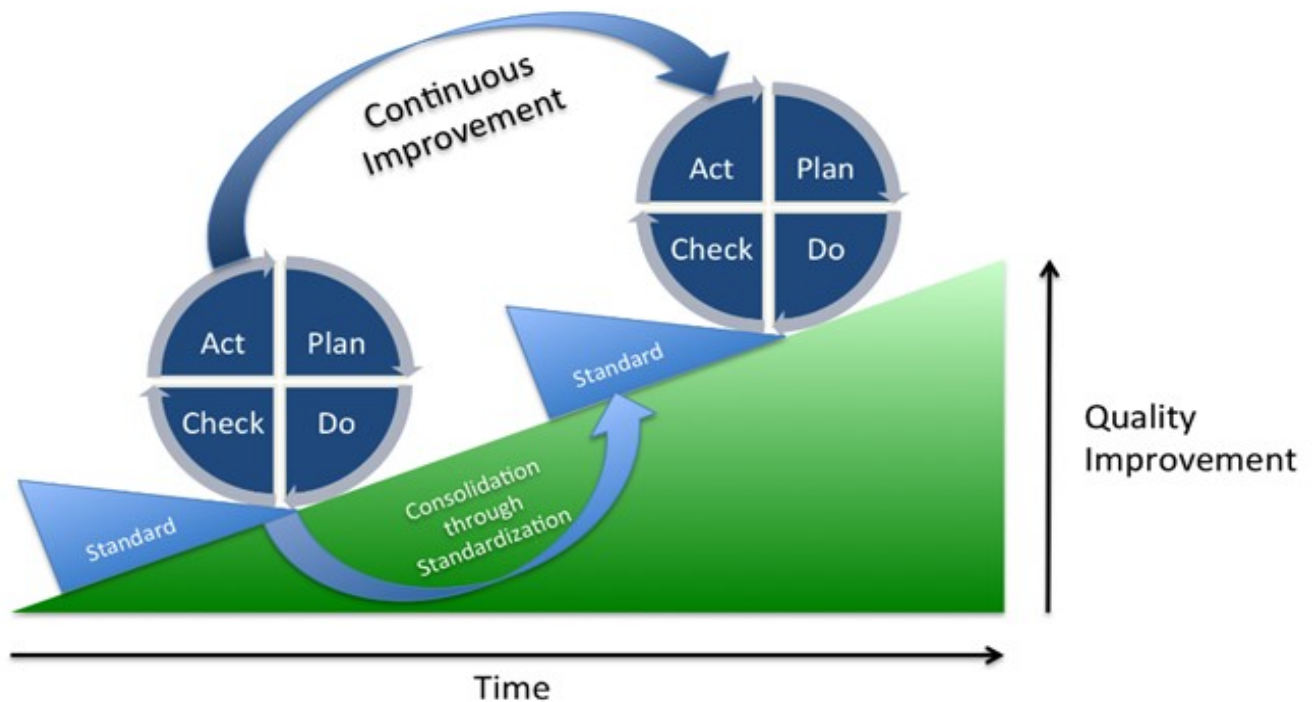
Guttridge employs one of the most fundamental available quality tools to understand the continuous improvement philosophy that is in place; the Plan, Do, Check, Act or PDCA cycle.

The four steps may be defined as:

Plan. Recognise and opportunity and plan a change

Do. Test the change. Carry out a small scale study.

Check. Review the test, analyse the results and identify what you've learned.

Act.   Take action based on what you learned in the study step: if the change did not work, go through the cycle again with a different plan.   If you were successful, incorporate what you learned from the test into wider changes. Use what you learned to plan new improvements , beginning the cycle once again.

These four steps form the basis of both the strategic approach and also the daily tactical management of the business, incorporating an element of risk based thinking to take a risk based approach to address the challenges and opportunities that the business faces.

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Risk based thinking

Guttridge draws on a number of Risk Assessment Techniques such as SWOT, PEST and 5 Forces Analysis in determining its approach to identifying, assessing and treating risks within the context of our business. Risks in our management system can be at a business wide level, functional and operational level and some risks relate to specific projects.

The Guttridge Management team are responsible for ensuring risk management remains effective, accepting residual risk and reviewing risk and risk management arrangements as part of management review of the strategic plan.

The strategic plan considers both the risks and opportunities that may present themselves, and places risk at the forefront of our thinking in developing the strategic direction of the business and the development of actions within the Policy Deployment trackers and business objectives.

Sources of risk

Inner circle—internal risks

Outer circle—external risks
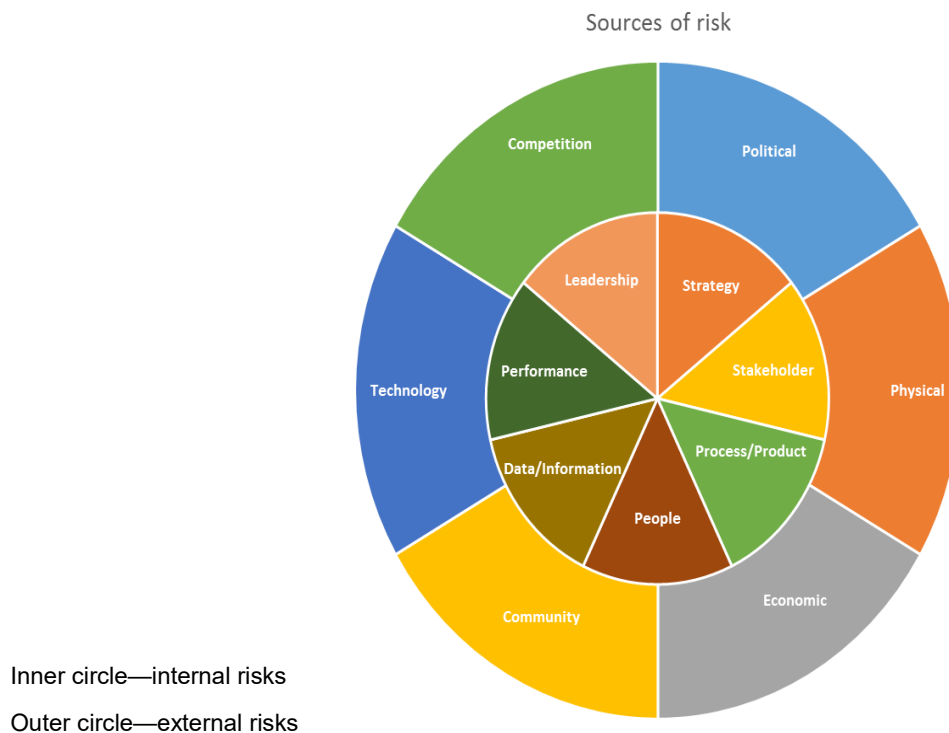
Risk based Management

Guttridge consider and manage risk through a variety of tools and techniques, such as ; Delegation of Authority, Segregation of Duties, Contract Review, Failure Mode Effects Analysis (FMEA) and other analysis tools, external benchmarking, regularly reviewed and maintained insurance cover and binding Terms and Conditions.
These tools and techniques are in addition to, and in effect feed into the implementation of the Strategic Plan.

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Scope of the business management system

A single Business Management System is in place and operated by both the Guttridge and Laserfab business streams, with a scope for certification that is audited and verified by an accredited external certifying body. The scope of the Management System considers the context of the business (the internal and external issues it faces and the requirements of relevant interested parties) and the products and services that Guttridge intends to deliver.

The Guttridge scope for certification to ISO 9001 is;

Guttridge design, manufacture, commission and service bulk solid handling solutions and components for customers. As Laserfab, Guttridge manufacture subcontract components to customer specifications and design*

To achieve the intended results that a structured Business Management System provides within the defined scope, the business is internally and externally audited and measured against the International Standard BS EN ISO 9001.

The latest iteration of this standard (ISO 9001:2015) sets out a High Level Structure which our business model will follow which also allows for the continuation of the most basic Plan, Do, Check, Act cycle, but now mapped against the auditable clauses of the Standard, as shown below (*clauses 1,2 & 3 set out the scope, normative references and terms and definitions that are used throughout the standard and are not auditable*).
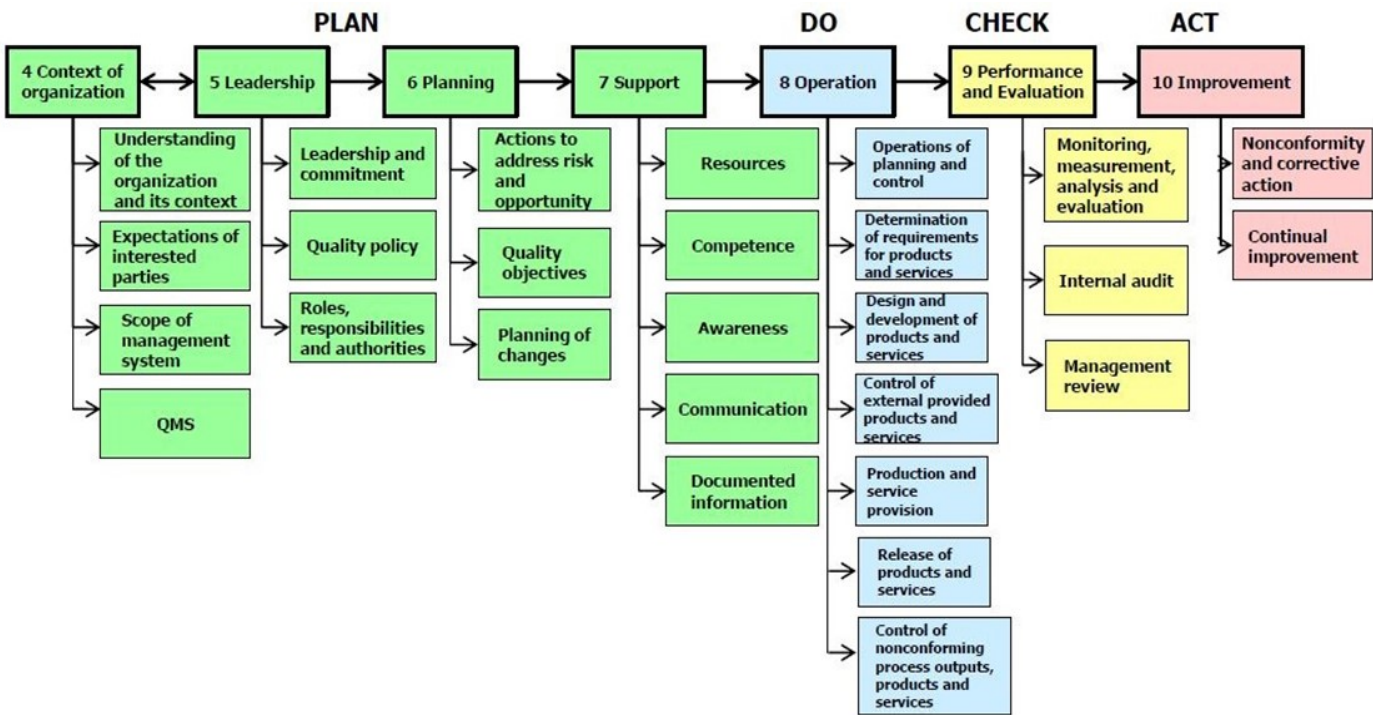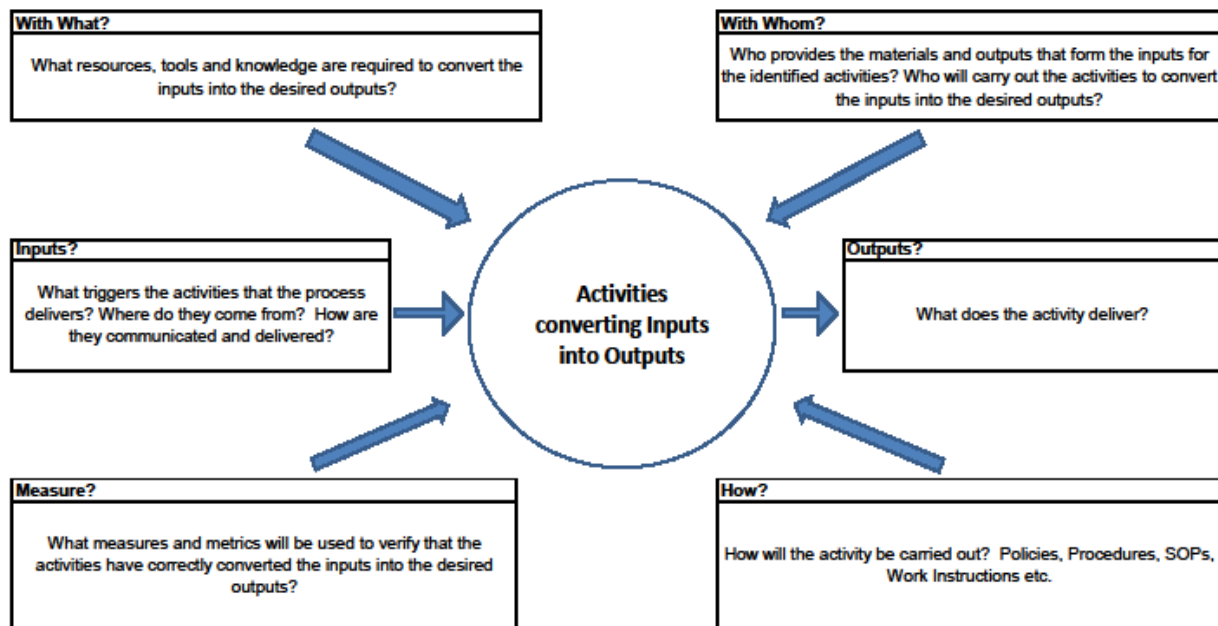

* Laserfab converts customer provided designs, received in various formats, into CNC programs for production using CNC laser and pressing operations and certain fabrication elements. As such, Laserfab has no responsibility or ownership for the component design, which remains the IP of the customer.

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A process based approach

Guttridge have adopted the International Standard ISO 9001:2015 as the benchmark by which the Business Management System is measured. The standard demands that organisations take a process based approach to manage their business which is referred to as being "essential". Following a process based approach when developing, implementing and improving the quality management system is universally seen as being instrumental in enhancing customer satisfaction by meeting their requirements.

The key processes have been mapped using the following Turtle Diagram model and applied across the whole business so that we understand what constitutes the inputs to our activities and how we then convert these into the desired outputs. The diagram also allows us to identify what resources will be required, who will carry out the activities and with whom we should be communicating, how the activity or activities are to be performed and how we intend to measure the outputs to ensure that they are correct.

With What?
What resources, tools and knowledge are required to convert the inputs into the desired outputs?

With Whom?
Who provides the materials and outputs that form the inputs for the identified activities? Who will carry out the activities to convert the inputs into the desired outputs?

Inputs?
What triggers the activities that the process delivers? Where do they come from? How are they communicated and delivered?

Activities converting Inputs into Outputs

Outputs?
What does the activity deliver?

Measure?
What measures and metrics will be used to verify that the activities have correctly converted the inputs into the desired outputs?

How?
How will the activity be carried out? Policies, Procedures, SOPs, Work Instructions etc.
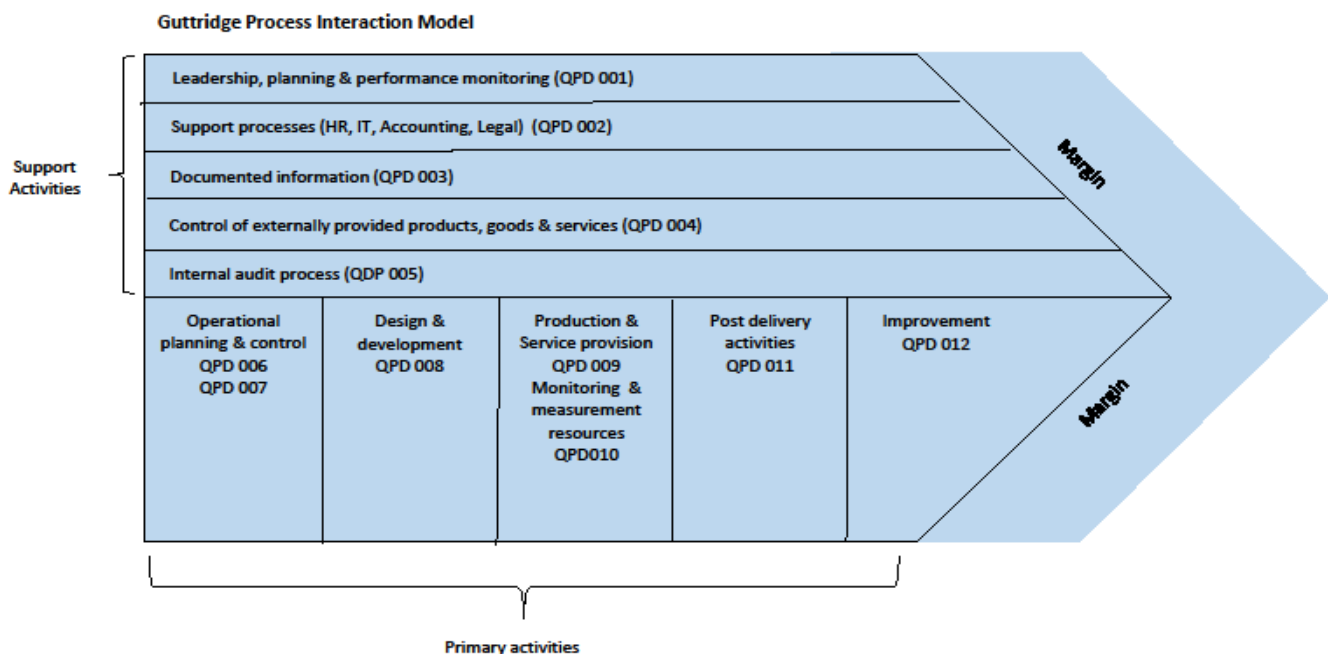
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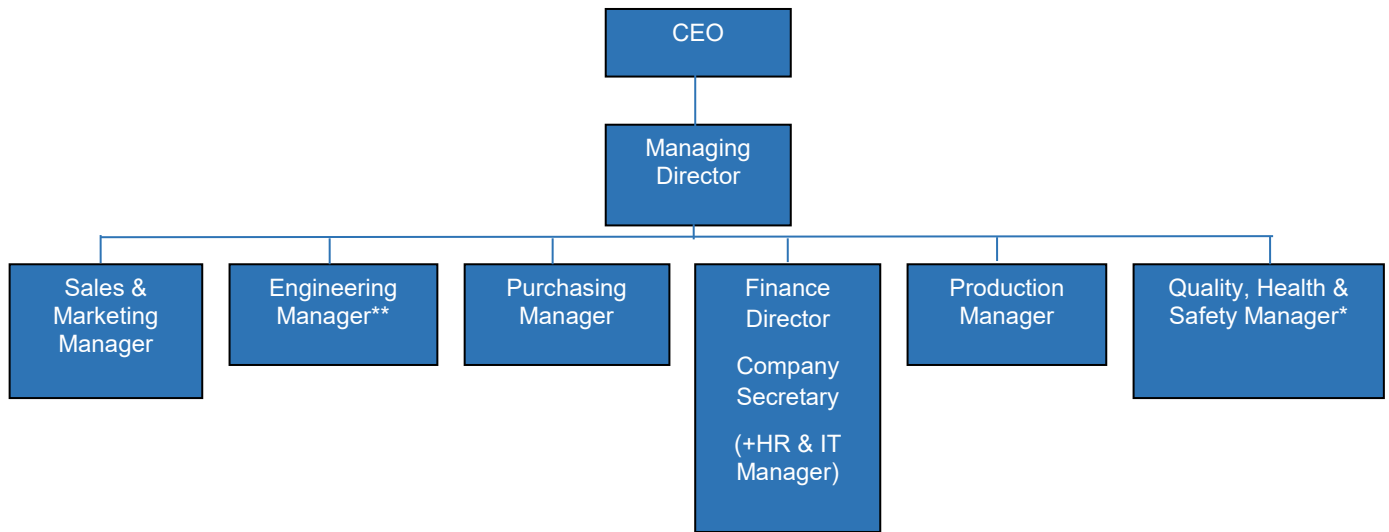
Process Interaction

Guttridge has long taken a process approach to business management and has developed and operates a raft of clearly defined processes to undertake our activities. This allows us to plan and control our processes and their interactions to enhance the overall performance of the business. Holistic management of the system and its processes is achieved using the PDCA cycle (page 11) with an overall focus on risk based thinking and risk based management (page 12).

Using the process based approach allows Guttridge to facilitate understanding and consistency in meeting requirements, view the processes in terms of value-add (delivering margin on what we do) and achieve process performance and improvement through analysis of data and information.

To better understand how this is achieved, a Process Interaction model has been developed that shows how the primary activities, with associated support activities (each identifying the process diagram it relates to) interact to deliver the margin that the business aspires to.

Guttridge Process Interaction Model

Support Activities	Leadership, planning & performance monitoring (QPD 001)
	Support processes (HR, IT, Accounting, Legal) (QPD 002)
	Documented information (QPD 003)
	Control of externally provided products, goods & services (QPD 004)
	Internal audit process (QDP 005)

| Operational planning & control QPD 006 QPD 007 | Design & development QPD 008 | Production & Service provision QPD 009 Monitoring & measurement resources QPD010 | Post delivery activities QPD 011 | Improvement QPD 012 |

Margin

Margin

Primary activities

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Management team organisation

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                              ┌──────────┐
                              │   CEO    │
                              └────┬─────┘
                              ┌────┴─────┐
                              │ Managing │
                              │ Director │
                              └────┬─────┘
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| Sales & Marketing Manager | Engineering Manager** | Purchasing Manager | Finance Director — Company Secretary (+HR & IT Manager) | Production Manager | Quality, Health & Safety Manager* |

A single Management Team is responsible for all Guttridge business streams, including Laserfab.

The following positions have additional responsibilities:

* Acts as the Management Representative for all Quality related issues with respect of the requirements of ISO 9001:2008 clause 5.5.2 in its entirety (this clause does not apply to ISO 9001:2015, but the position will in effect, remain in place).

** Acts as the ATEX Authorised Person in accordance with the requirements of BS EN ISO/IEC 80079-34:2011 clause 5.5.1 in its entirety.

As well as identifying the Management Team, Guttridge have also defined the roles and responsibilities of the wider Leadership Group. This group encompasses the Management Team and also the Senior Leaders. This Leadership Group has a shared role and responsibilities which support the strategic direction of the business through a collective commitment to effective leadership to achieve the business objectives.

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Leadership group - role and responsibilities

Title:	Leadership Group
Role:	To lead and manage in keeping with the core values to achieve the business objectives

Responsibilities:

As leaders we manage health and safety through training, risk assessments and capital investment to ensure the safety of our employees and visitors and to meet legal requirements.

We manage performance through setting work plans and objectives, appraisals and KPIs to improve the performance of our employees.

We develop our employees through coaching and training to create high performing teams.

We have a financial responsibility through controls and measures to ensure the security of the company.

We aim to support and manage change by explaining why and communicating regularly, to achieve buy-in and understanding .

We lead by example, through our own attitudes and behaviours.

We communicate information using team briefings and newsletters to ensure that a consistent message is delivered.

We manage operations through using targets, standards and delegating to meet with the expectations of our customers.

We improve the business to be consistent with the strategic plan in order to   increase stakeholder value.

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Management system structure

The Guttridge business management system is based on the Management System Policy. This policy is cascaded through this control manual into procedures and then standard operating procedures (SOPs). The format of these SOPs readily relates into the individual requirements of each order that Guttridge manufacture and so ensure compliance throughout all stages of the process, from initial quotation to dispatch and on through to after sales service and support.
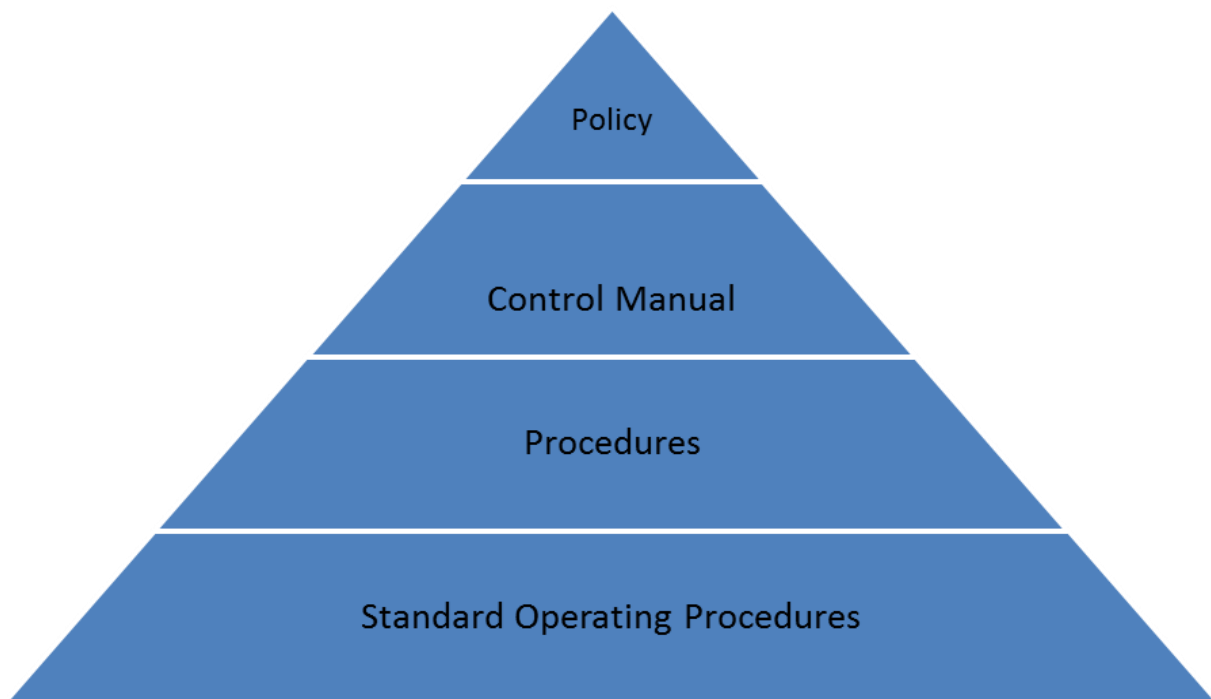
The Business Management System includes procedures to define the method for :

- Document Control
- Converting an enquiry into a finished product
- Management Review
- Concern and nonconformity resolution
- Continuous Improvement
- Managing the processing, storage and sharing of personal data

In addition, each employee is issued with a handbook defining the terms of employment.

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Welcoming problems

The visual management system is the Guttridge method of allowing all to raise the issues that prevent us from doing our jobs in the manner we believe they should be done.

Issues are raised from either internal (Non-Conformity Reports—NCRs) or external (customer concerns and warranties) sources and are reviewed by the leadership group daily as part of the visual management process. Each of the elements has clearly defined metrics associated with it which will be recorded as either green—on target or within parameters, or red, where a target level has been breached or not achieved.

Visual management boards are placed in clear line of sight to the process that owns them. This visual management and the daily review are an important part of demonstrating commitment from the leadership group to the key issues, sharing of information in a cross functional group and interaction with operators in that area. They are a visual display of what is happening in that area for the relevant operators to see what is going on, have an input and take ownership for their critical measures etc.

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Management Performance

Initiative	Owner	Baseline		YTD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Grow invoiced sales from £11.0m in 2011 to £13.6m in 2012	PG	£11.0m	Target £k	13,632	803	1,017	1,116	1,061	1,394	1,276	1,404	975	1,351	1,179	1,089	967
			Act £k	12,008	667	810	727	714	1,184	770	1,077	1,063	957	1,036	1,188	1,815
Grow UK sales by £1.5m YOY from £6.8m to £8.3m	PG	£6.8m	Target £k	8,316	457	587	667	669	873	807	873	582	832	699	642	628
			Act £k	9,329	478	553	467	553	963	578	822	871	705	765	975	1,599
Increase MENA sales from £1.3m in 2011 to £1.5m in 2012	PG	£1.3m	Target £k	1,500	82	106	120	121	158	145	158	105	150	126	116	113
			Act £k	56	8	4	0	0	12	18	0	2	7	1	4	0
Increase overall planned margin by 0.5% for the full year from 29.8% to 30.3%	PG	29.8%	Target %	30.1%	29.9%	29.9%	29.9%	30.0%	30.0%	30.0%	30.1%	30.1%	30.2%	30.2%	30.3%	30.3%
			Act %	30.8%	24.7%	33.4%	32.3%	34.0%	34.4%	30.5%	32.4%	35.6%	34.4%	33.2%	31.2%	23.0%
Ensure 95% Sales OTIF for all core order lines and manufactured spares	PG	80%	Target %	80%	52%	59%	65%	72%	78%	85%	87%	90%	92%	95%	95%	95%
			Act %	75%	34%	54%	82%	60%	58%	64%	56%	80%	84%	93%	100%	99%
Deliver £215k PPV of which at least half rolls to standard by year end	BOL	0	Target £k	215	12	16	17	17	22	20	22	18	22	17	17	15
			Act £k	627	19	25	41	19	30	17	48	34	60	109	115	110
Reduce actual material cost 1% YOY from 50% to 49% of sales (exc PPV)	BOL	49.8%	Target %	49.4%	49.8%	49.7%	49.6%	49.6%	49.5%	49.5%	49.4%	49.3%	49.2%	49.2%	49.1%	48.9%
			Act %	55.2%	49.8%	49.5%	48.8%	48.3%	50.0%	47.1%	53.4%	49.4%	50.5%	58.9%	61.5%	72.7%
Create Product plan and achieve OTIF of >=95% to charter introduction dates	SH	52%	Target %	80%	52%	59%	65%	72%	78%	85%	87%	90%	92%	95%	95%	95%
			Act %	75%	52%	61%	62%	75%	43%	64%	44%	81%	84%	97%	93%	98%
Improve gross margin by 0.5% by y/e (0.25% average year) through design led changes	SH	0%	Target %	0.25%	0.00%	0.00%	0.01%	0.01%	0.02%	0.00%	0.02%	0.03%	0.03%	0.04%	0.04%	0.05%
			Act %	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%
Improve direct labour efficiency by 5% YOY from £35.74 to £33.95	GW	£35.74	Target £	34.85	35.74	35.58	35.41	35.25	35.09	34.93	34.76	34.60	34.44	34.28	34.11	33.95
			Act £	36.67	36.05	37.34	36.53	35.25	33.15	39.92	33.94	35.94	34.13	39.64	40.27	39.07
Achieve >=95% OTIF	GW	90%	Target %	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
			Act %	88%	97%	96%	97%	80%	84%	82%	77%	90%	94%	94%	79%	91%
Improve Health and Safety OSHA rate from 8 to better than 3	GW	8	Target	3	8	8	7	7	6	5	4	3	3	3	3	3
			Act	6	9	9	8	10	8	7	9	7	6	6	6	6
Reduce warranty as % of sales by 1.8% from 2.3% to 0.5% of sales	DC	2.3%	Target %	1.1%	2.0%	1.8%	1.6%	1.4%	1.2%	1.0%	0.8%	0.7%	0.6%	0.6%	0.5%	0.5%
			Act %	1.0%	1.1%	1.4%	1.5%	1.2%	1.1%	0.2%	2.0%	0.2%	0.6%	3.5%	0.0%	0.3%
Improve internal quality failures from 12% of lines to better than 3% of lines	DC	12%	Target %	7%	12%	11%	10%	9%	8%	7%	6%	5%	4%	4%	3%	3%
			Act %	6%	7%	7%	7%	13%	6%	7%	5%	5%	3%	4%	3%	2%
Provide IT systems that represent the strategic direction and support effective management and communication	SPS		Target	As Per Work Plan												
			Act													
Define, communicate and implement functional excellence standards across the business	SPS		Target	As Per Work Plan												
			Act													

Level 1 Iniatives Tracker

The management process will be constantly monitored and reviewed against a series of pre-determined Key Performance Indicators. This performance will be displayed as a red or green indicating target achieved or missed. This performance monitoring takes place regularly and is subject to monthly review with individual process owners as well as at the monthly management meetings. The data contained within the tracker documents, including the scorecard, is available to all members of the leadership group.

Bulk Materials Handling

Our policies

Management system policy statement

Guttridge provide high quality bulk solids handling solutions for customers around the world.

With generations of history, experience and continuous investment in people, equipment and skills, Guttridge design, manufacture, commission and service bulk solid handling solutions and components for customers. As Laserfab, we manufacture sub contract components to customer specifications and design.

Goods and services are sold to companies within bulk material handling and general industrial markets for a range of specialist applications.

Our offerings are defined by the knowledge and application of our people and subsequent translation of customers' needs into value creating solutions. This is achieved through the complete system understanding of products, controls and application capabilities.

In acknowledgement of the above, it is our intention to continue to improve quality and efficiency in all areas of our business activities, whilst providing on-going proactive customer care and to meet all legislative requirements. In order to achieve these aims we will address and manage the risks and opportunities that present themselves to the business and ensure all staff involved in activities carried out by this company will implement the procedures and audits for which they are responsible in accordance with our Quality Management System, as required by ISO 9001:2015 and also BS EN ISO 80079-34:2011 (ATEX).

We will maintain our business management system through setting and reviewing quality objectives in accordance with the control manual.

Bulk Materials Handling

Our policies

Health and safety policy statement

Guttridge Limited regards the provision of a safe and healthy working environment as a core business objective. This objective can only be effectively achieved by co-operation between the management team and all employees.

Therefore in line with the above core objective for health and safety, the Directors and Departmental Managers of Guttridge Limited will ensure, so far as is reasonably practicable, the provision and maintenance of plant, equipment and systems of work that are safe and without risks to health, in addition to the maintenance of a working environment for employees which is safe, without risks to health and adequate with regard to facilities and arrangements for their welfare at work.

All members of Guttridge Limited management team will sustain and carry out this policy by all means at their disposal and will strive to provide adequate safety and job training for employees, with particular attention to special safety training where appropriate. They will also assist in ensuring continuing compliance with the requirements of relevant legislation, assist in undertaking risk assessments of all activities and ensure that safe systems of work and a safe working environment are maintained.

Similarly all employees of Guttridge Limited are required to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work and to immediately report any hazard which may lead to injury or damage which they cannot themselves control. In addition to co-operate with the Company to enable duties or requirements imposed under relevant statutory provisions to be performed or complied with.

The requirements of Guttridge Limited health and safety policy and procedures form part of the terms and conditions of employment of employees and of the contracts of appointed sub-contractors. Breach of the requirements is a serious offence.

The health and safety policy and procedures of Guttridge Limited will be reviewed on an annual basis to ensure their continuing effectiveness and to make improvements as required by changes in any work practices, processes, legislative or regulatory requirement.

Bulk Materials Handling

Our policies

Environmental Policy

Introduction

One of the underlying aims of Guttridge Limited is to support a responsible attitude towards environmental and resource management. We see this as part of our ongoing endeavours to ensure the management of our business activities in such a manner as to reduce our environmental impact to an acceptable minimum, taking into consideration issues of practicality and reasonable implementation costs.

We also acknowledge that environmental management control is an important aspect of sustainable business growth, that begins with an appreciation of the need for high standards of environmental and resource management and continues with our efforts to integrate them into relevant aspects of our management control operations.

Policy Statement

It remains our policy to endeavour to comply with all existing regulatory legislation, consents and codes issued at European, National and local levels and to adopt a proactive stance in anticipating future regulatory requirements.

Our further goals include setting clear and realistic environmental objectives and monitoring our progress in

- Integrating environmental awareness in employee communications and training.

- Working to manage and maintain our own business activities, premises, equipment and transport in an environmentally responsible manner.

- Identifying and managing excessive energy consumption, while minimising waste throughout all activities of our business, through better utilisation of raw material, while disposing of unavoidable waste in a responsible manner.

- Continuing our learning from best practice examples of environmental management

In addition we will work to share non-proprietary information on the above efforts with our employees, business partners, contractors and suppliers as part of our endeavours to improve the environment locally, regionally and nationally.

Bulk Materials Handling

Our policies

Equality and diversity policy

Guttridge Limited seeks to ensure equality of opportunity and treatment for everyone involved with the company. The aim is to achieve an environment where employees treat each other with mutual respect regardless of disability, race, ethnicity, nationality, religion, or belief, gender, marital status, sexual orientation, trade union activity, unrelated criminal convictions or any other criteria which is irrelevant to a persons employment with the company

We will treat all current and potential employees, contractors and visitors to the company with respect and dignity and establish a culture where diversity is valued. We aim to maintain a constructive and positive working environment free from harassment, discrimination and victimisation. This policy will apply to all current and potential employees also to contractors, consultants and suppliers who are required to indicate that they subscribe to this policy or have to produce an equivalent policy of their own.

Policy Application

Guttridge Limited makes it a condition of employment that employees follow this policy and that any breach of the same may be dealt with under the company disciplinary procedures as appropriate. Any employee who believes that she/he is being discriminated against, victimised or harassed may raise the issue through the company grievance procedure.

This policy is implemented in the context of the following legislation

- Equality Act 2010

- Health and Safety at Work etc. Act 1974

- The Rehabilitation of Offenders Act 1974

- Employments Rights Act 1996

- Protection for Harassments Act 1997

- Human Rights Act 1998

- Race relations (Amendment) Act 2000

- Employment Act 2002

The Directors and Department Managers of Guttridge Limited will be responsible for giving a consistent and high-profile lead on equality and diversity issues and for ensuring the policy is followed.

Bulk Materials Handling

Our policies

In addition to the Policies previously listed, Guttridge have also defined and published Policies and Strategies and Procedures that cover the following topics;

- Anti-Bribery & Business Conduct

- Capability Procedure

- Company Vehicle and Driver Policy

- Delegation of Authority Categories & Limits

- Disciplinary Procedure

- Electronic Communications Policy

- Flexible Working Policy

- Grievance Procedure

- Recruitment Policy

- Redundancy Policy

- Shared Parental Leave Policy

- Sickness Absence Policy

- Smoke Free Policy

- Special Leave Policy

Bulk Materials Handling

The General Data Protection Regulations—GDPR

The GDPR came into force in May 2018. It's a wide-ranging regulation designed to protect the privacy of individuals in the European Union (EU) and give them control over how their personal data is processed, including how it's collected, stored and used. It affects every company in the world that processes personal data about people in the EU.

It's important to understand the spirit of GDPR. The legislation came into existence because of the way personal data has been treated in the past. Many companies treated personal data as a resource they could utilise without regard to the rights of individuals.

For example, some companies sold customers' email addresses, allowed sensitive data to be seen by unauthorised people, and failed to adequately protect data against hackers.

GDPR gives control of personal data back to the people who own it and requires organisations to make data protection a core part of their operations and processes. This is likely to affect big, data-driven organisations first. However, small businesses aren't exempt, which is why Guttridge have spent a great deal of time preparing for the regulations and making sure that we will be compliant.

A GDPR steering group has been set up evaluate and audit what data we hold, how it is managed and for what purpose. Members of the steering group have received extensive training in how to implement the regulations and where appropriate this training has been cascaded to the whole Leadership group. As a result, new or revised policies and procedures are being drafted and published to accommodate the requirements of the regulations.

At Guttridge, we are confident that we have established a compliant and legal basis for processing the personal data we hold.

Bulk Materials Handling

Our approvals

Guttridge

sira CERTIFICATION

QUALITY MANAGEMENT SYSTEM CERTIFICATE

This is to Certify that the Quality Management System of

Guttridge Limited

Wardentree Park
Pinchbeck
Spalding
PE11 3UU

has been assessed by Sira Certification Service
and found to comply with

ISO 9001:2015

for the

Guttridge design, manufacture, commission and service of bulk solid handling solutions and components for customers. Laserfab (a division of Guttridge Ltd) manufacture sub-contract components to customer specifications and design.

Certificate No:	143734
Date of Initial Certification:	21 July 2014
Date of Issue/Reissue:	05 June 2017
Renewal Due:	19 June 2020

On behalf of SCS

U.K.A.S
MANAGEMENT
SYSTEMS
011

This certificate is subject to the company maintaining its system to the required standards, which will be monitored by Sira. The use of this Certificate and the Sira Certification Mark are subject to the Regulations Applicable to Holders of Sira Certificates.

Sira Certification Service

This certificate is the property of Sira and shall be returned when requested. It may only be reproduced in its entirety and without change.
Unit 6 Hawarden Industrial Park, Hawarden, CH5 3US, UK Email: management.systems@csagroup.org

sira CERTIFICATION — CSA GROUP

1. **PRODUCTION QUALITY ASSURANCE NOTIFICATION**

2. Equipment and protective systems intended for use in potentially explosive atmospheres Directive 2014/34/EU

3. Notification No. **SIRA 13 ATEX M589**

4. Equipment, protective system or components as listed:

   Bulk Materials Machinery and Handling Equipment   Constructional Safety (c)

5. Applicant   **Guttridge Limited**
   Wardentree Park
   Pinchbeck
   Spalding
   PE11 3UU

6. Manufacturer   As above

7. Sira Certification Service, Notified Body No. 0518 in accordance with Article 17 of the Council Directive 2014/34/EU, notifies to the applicant that the manufacturer has a quality system which complies with the requirements of Annexes IV & VII of Directive 2014/34/EU and EN ISO/IEC 80079-34.

8. This notification is based upon Sira Report No. 70112759 issued on 20 June 2019. This notification can be withdrawn if the manufacturer no longer satisfies the requirements of Annexes IV/VII. Results of periodical assessment of the quality system form part of this notification.

9. According to Article 16 [3] of Directive 2014/34/EU the CE marking shall be followed by the identification number 0518 of Sira Certification Service as the notified body involved in the production control stage.

Date of Initial Certification:	06 August 2013
Date of Issue:	06 August 2019
Date of Expiry:	06 August 2022

James Lynskey

On behalf of SCS

Bulk Materials Handling