



Integrated Management Manual (IMM)

**Revision 1.0
2026**

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It replaces the Business Management System Manual (FPG – 001 Issue 35).
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Revision History

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1.0		Initial Issue	SHEQ Manager

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1. Introduction.

Fusion Group Limited has developed this Integrated Management Manual (IMM), which outlines the fundamental components of the Integrated Management System (IMS) as well as the basic organisational structures pertaining to duties and responsibilities.

Furthermore, it delineates the applicability and scope of the Integrated Management System.

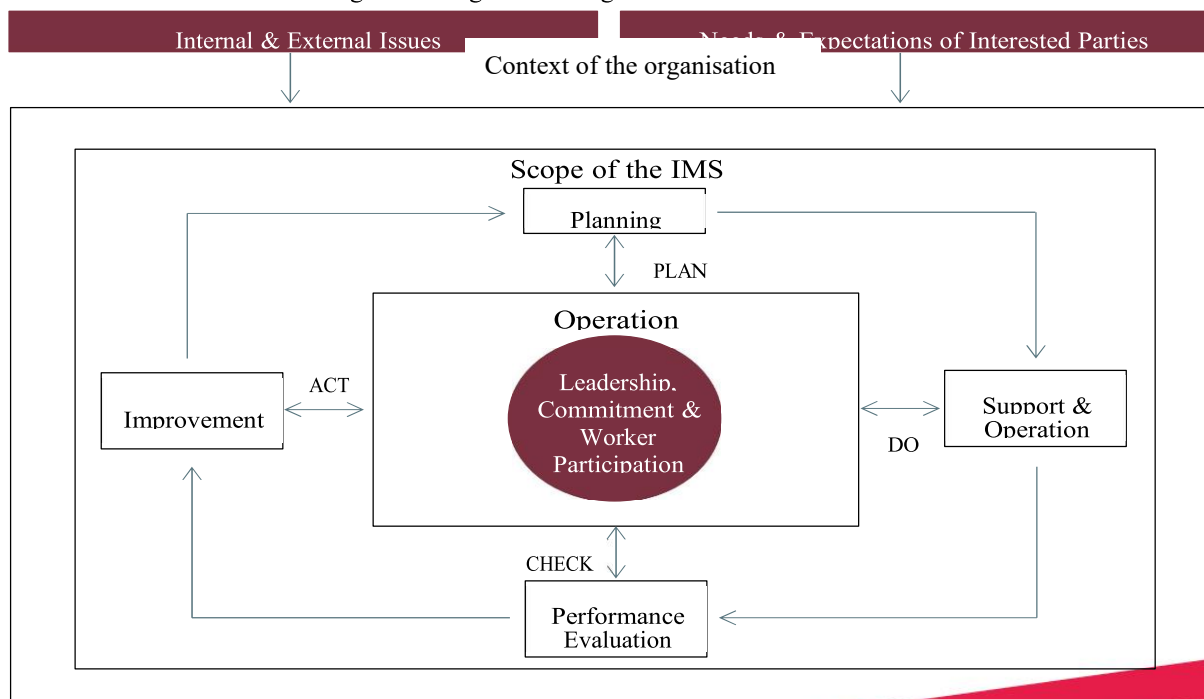
The majority of the processes, programs, functions, and committees detailed in this IMM are specifically relevant to the conditions at the Fusion Site in Chesterfield, United Kingdom, and the Ace Plastics site in Egypt. Notably, in the domains of occupational health and safety, as well as environmental protection and energy management (the latter applicable only to the Chesterfield site in the United Kingdom), the subsidiaries have implemented harmonised regulations, which are documented on-site in their respective manuals.

Comprehensive organisational processes are articulated in internal manuals and procedural instructions. The foundation of this Integrated Management Manual is predicated on the relevant standards, including ISO 9001 (Quality Management), ISO 29001 (petroleum, petrochemical, and natural gas industries), ISO 14001 (Environmental), ISO 45001 (Occupational Health and Safety), ISO 50001 (Energy Management), and safety management systems in compliance with United Kingdom legislation.

All employees are mandated to adhere to and implement the provisions of this Integrated Management Manual. It is subject to regular review by the Senior Management Team.

The Figure below illustrates our methodology for the development of our integrated management system, which uses the plan, do, check and act (PDCA) cycle to implement the process approach that delivers management system objectives, stakeholder requirements and customer satisfaction.

Figure 1: Integrated Management Manual Process Model



Certification to the international standard ISO 9001:2015, ISO 29001:2020, ISO 14001:2015, ISO



45001:2018 and ISO 50001:2018 will help achieve these intended outcomes and demonstrate that the IMM is effective, provides value for Fusion Group Limited and its interested parties.

2. Our Company

Fusion Group Limited was founded in 1971 and pioneered polyethylene pipe jointing in the UK and across the globe. Fusion became a member of the AVK Group of Companies in 2017 when AVK Holding A/S acquired the majority share of Fusion Group Ltd in a move that created one of the UK's largest gas and water sector products suppliers.

2.1 Our Mission

The Fusion Group strategy is to become the customers' preferred partner as the leading innovator, manufacturer and supplier of products and services for gas and water polyethylene pipeline systems, worldwide...

Our purpose is to build a Lean culture of a sustainable continuous improvement mindset across the Fusion Group in order to fulfil customer needs in the shortest time, with minimum stock, focusing on aligning, simplifying and improving processes.

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3. Definitions

1. Fusion Group Limited consists of the business units as identified in the structure on page 6 of this document.
 2. The following are identified as the areas of the company that are being formally assessed by a 3rd party Certification Body with United Kingdom Accreditation Service (UKAS) accreditation or equivalent traceable to the IAF.
 3. Central functions are defined as:
The Test Laboratory, R&D, Finance, Administration, Purchasing, Information Technology, Human Resources, Payroll, Facilities Management and Compliance function.
 - a. International Sales covers sales for the UK and overseas
 - b. The Global Distribution Centre is UK Warehousing and Distribution
 - c. Fusamatic Division is the UK Manufacturing Plant
 - d. ACE Plastics is the Egyptian Manufacturing Plant (part of Fusion Group Limited)
 - e. AVK SYNTEC and GH FUSION are the Chinese Manufacturing Plants (part of Fusion Group Limited)
4. The Company refers to Fusion Group Limited
- Manufacturing Division is defined as a manufacturing or service-providing a centre within the Company
- A Central Function is defined as an entity that provides a service to the rest of the company. The Quality System refers to the documented Policies, Procedures, Process Flows Records and Documents referred to in the Company Manuals and is how the Quality of Products and Services are controlled, maintained, and continuously improved.

Fusion Group Limited - Structure



The Group Manufacturing Director is the designated Management Representative for all areas and reports directly to the Managing Director.

Fusion Group Limited fully intend to adopt a policy of continuous improvement and will, where possible, implement best practice throughout its business. This incorporates the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking.

4. Context of the Organisation.

4.1 Understanding of the organisation and its context

Fusion Group Ltd identifies, analyses, monitors and reviews factors that may affect our ability to satisfy our customers and stakeholders, as well as; factors that may adversely affect the stability of our processes and the integrity of the management system by understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our organisational context.

To ensure that our management system aligns with our strategy while considering relevant internal and external factors, we start by collecting and analysing important information. This helps us assess the potential impact on our context and informs our subsequent business strategy.

These issues include factors influenced by, or that influence, our organisation. Broadly, they are defined as:

1. Internal issues – conditions related to our organisational activities, products, services, strategic direction, culture, people, knowledge, processes and systems. Using SWOT analysis provides our organisation with a framework for reviewing and evaluating our strategies, and the position and direction of our organisation, business propositions and other ideas.
2. External issues – conditions related to cultural, social, political, legal, regulatory, financial, technological, economic, and competition at local, national or international levels. Using PESTLE analysis provides our organisation with a framework for measuring our market and Growth potential.

Fusion Group Ltd then monitors and reviews this information to ensure that a continual understanding of each group's requirements is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our context during management review meetings using the Context & Interested Parties analysis. We maintain and retain, in addition to this document, the following documented information to describe our organisational context and decisions relating to it:

1. Context & Interested Parties analysis underpins our policies and drives our future goals.
2. Analysis of business plans, strategies, and statutory and regulatory commitments.
3. Analysis of technology and competitors.
4. Economic reports from relevant business sectors.
5. Minutes of meetings (Management and design review minutes), process maps and reports, etc.

The outputs from these activities are evident as an input to determining the scope of our management (4.3) and its processes (4.4), as well as the consideration of risks and opportunities that may affect the IMS, and the resulting actions that we take to address them (6.1).

4.2 Understanding the needs and expectations of interested parties

Fusion Group Ltd identifies and classifies its interested parties, based on current information and knowledge held within our business. Each interested party is allocated to one or more categories and is analysed to determine whether any relevant needs or expectations exist, which could impact our business activities or the IMM, and which must be adopted by the organisation.

Interested Party	Requirement(s)	Method of Monitor/Review
External providers	1) Specification communication 2) Payment as agreed 3) On-time supply of material 4) Technology support	1) Review in management meetings

Customer	1) Quality of product & Service 2) Delivery of product on time 3) Respond to complaints 4) Communication channels 5) Cost 6) Lead times	1) Review in management meetings
Statutory & Regulatory Body	Complying with the statutory and regulatory requirements as defined from time to time.	1) Review in management meetings
Employees	Management/Administrative Support, Safe work environment Sustainable Company	1) Review in management meetings 2) Review in H&S meetings
Climate Change	Discuss whether climate change is a relevant issue	1) Review in Management Review Meetings
Stakeholders/Investors	Cultivation of the business	Financials are discussed in Management review meetings

This information is then used by senior management to determine the company's strategic direction. This is defined in records of management review and periodically updated as conditions and situations change.

4.3 Determining the Scope of the Integrated Management System

Based on an analysis of the above issues of concern, the interests of stakeholders, and in consideration of its products and services, Fusion Group Ltd has determined the scope of the management system as follows:

- The design and manufacture of polyethylene electrofusion and spigot fittings and fabrications for use in the gas, water, sewerage, petroleum and industrial markets
- Lot traceability system for raw materials/components
- The storage and distribution of multi-utility materials and associated supply chain management

The IMS applies to all processes, activities, and employees of the following locations within the company:

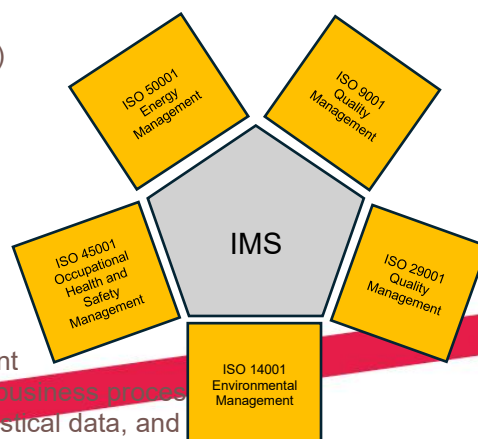
Fusion Group Ltd, Fusion House, Smeckley Wood Cl, Chesterfield S41 9PZ	Ace Plastics, A2 3/5/15 Industrial Zone, 10 th Ramadan, Egypt
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4.4 Integrated management system and its processes

Fusion Group Ltd has an Integrated Management System (IMS) in which quality management, environmental management, occupational health and safety management is consolidated. The system governs strategic responsibility and the operational practices within the operative plants within the company.

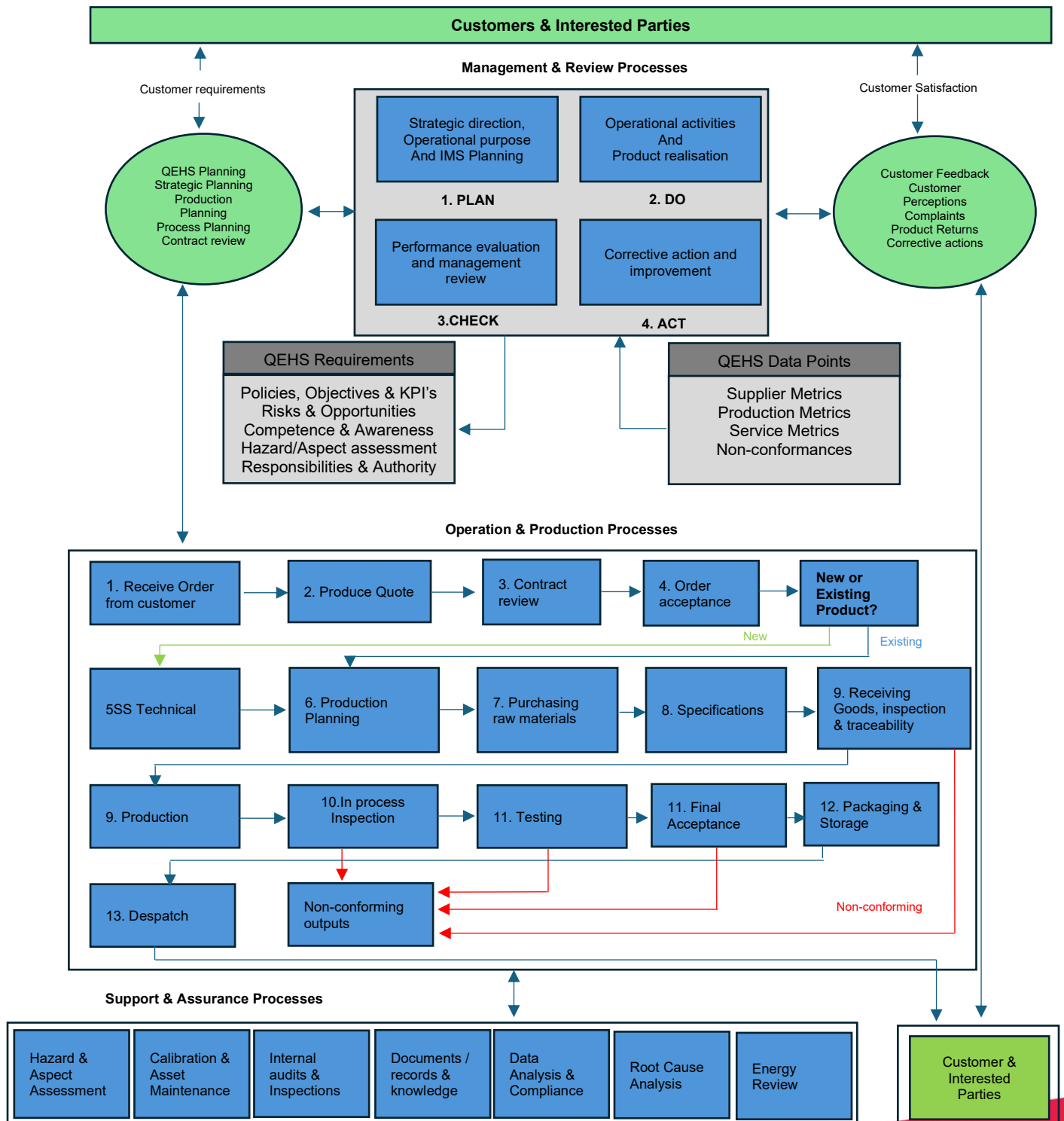
The monitoring of key performance indicators (KPIs), which are linked to our objectives, and are used to measure and communicate process performance.

This allows Senior Management to regularly review management system performance and to ensure its ongoing integration with business processes. As part of the decision-making process, we use trends and statistical data, and





trends related to nonconformities, environmental, quality, OH&S and energy-related aspects, targets, objectives and corrective actions, as well as monitoring and measurement results, audit results, levels of customer satisfaction, process performance data and compliance data, to ensure that objective management decisions can be made. Please see below for the sequence of our process and the interaction of the process within the IMS.





5. Leadership

5.1 Leadership and Commitment

5.1.1 General

The Senior Management Team is actively involved in maintaining the quality, environmental, energy and OH&S management system. It provides the vision and strategic direction for the growth of our integrated management system and establishes the necessary objectives and policies, considering the context and strategic direction of our organisation.

To continue to provide leadership and show commitment to the improvement of our quality, environmental, energy and OH&S management system, the Senior Management team communicates the importance of fulfilling customer, legal and regulatory compliance requirements through periodic communication meetings as well as by conducting management reviews to ensure the availability of resources, that risk assessments are understood and the integrated management system achieves its intended results.

The Senior Management team provides accountability and governance to all activities related to the lifecycle of our processes and products. This includes defining the appropriate responsibilities, authorities, and methods of communication to ensure safe and effective performance. Senior management ensures that all necessary resources, responsibilities and accountabilities are allocated for the continual improvement of the management system.

Regular reviews and data reporting ensure that our management system is effective and has the ability to react to emerging issues. The Senior management team is committed to implementing and developing the management system, and this commitment is defined by our corporate policies and objectives. Senior management's involvement and commitment may be found in:

1. Business strategy plans and meetings.
2. Management system goals, their communication and their incentivisation.
3. Information provided on our website
4. Annual reports.
5. Management meeting minutes.
6. Integrated Quality, Environmental, H&S and Energy Policy

In addition, our corporate policies, objectives and targets are communicated and deployed throughout the business via individual, team and department performance objectives which are established and discussed during employee performance reviews.

5.1.2 Customer Focus

Fusion Group Ltd strives to identify current and future customer needs, to meet their requirements and to exceed their expectations. Senior management ensures that the focus on improving customer satisfaction is maintained and ensures that customer requirements are understood and met. Customer requirements are understood, converted into internal requirements, and communicated to appropriate workers and contractors within the organisation, refer to Section 8.2.2.

Customer complaints and other forms of customer feedback are continually monitored and measured to identify opportunities for improvement. We continually look for ways to interact directly with our customers to ensure that we focus on their unique needs and expectations.



5.2 Policy

5.2.1 Establishing the Integrated Management System Policy

The integrated management system policy acts as a compass by providing the direction and framework for establishing key-level performance measures, as well as related objectives and targets. Senior management ensures that our policies are established and documented, and that the policies are available to all interested parties via our website.

The SHEQ Manager has overall responsibility for defining, documenting, implementing and reviewing our integrated policies in consultation with the management teams and other workers and contractors, or their representatives. The policies are reviewed at least annually, as part of the management review programme or at a frequency determined by:

1. Changes in organisational context (Refer to Section 4.1).
2. Changing needs and expectations of relevant interested parties (Refer to Section 4.2).
3. Risks and opportunities to the IMS (Refer to Section 6.1.1)
4. Environmental aspects presented during planning and operational processes (Refer to Section 6.1.2); 5. OH&S hazards presented during planning and operational processes (Refer to Section 6.1.3 & 8.1); 6. Compliance obligations that are presented through the planning process (Refer to Section 6.1.4).
5. Energy Review - Identify energy use and consumption, determine Significant Energy Uses (SEUs)

5.2.2 Communicating the Integrated Management System Policy

Fusion Group Ltd's integrated policies are communicated to all employees at all levels throughout our organisation via training, regular internal communications and reinforcement during annual employee performance reviews. Employee understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate.

Our vision is to exceed customer expectations for environmental, safety, sustainability, cost, delivery and value. Although the activities contained within our policies are centrally coordinated from our facility, the success of the policy relies on the participation of everyone, and as such, the policy's aims are embedded into our processes. Understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate.

5.3 Organizational roles, responsibilities and authorities

The Senior Management Team has full responsibility for the Integrated Management System. The Safety, Health, Environmental and Quality Manager (SHEQ) is the Senior Management's representative for quality, environment, safety and energy management. The representative for occupational health and safety is the Human Resources Department.

Job descriptions and the organisational structure are reviewed and approved by Senior management for adequacy as determined by the changing needs and expectations of the interested parties identified in Section 4.2, and any risks and opportunities presented through the risk management process, Section 6.1.

Organizational Chart: The organizational chart will be reviewed by the Senior Management at least once a year. It is available for any department manager to review upon request; the information in it will be changed only by the Managing Director. Each time the organizational chart is reviewed, it must be documented.

Job Descriptions: Job descriptions describe the skills and responsibilities required by the company's employees. Job descriptions are controlled documents maintained by the HR Department, and they



are available for any employee to review upon request.

Energy Management Team

The Energy management team is responsible for monitoring, controlling, and optimizing the organization's energy consumption. Their primary goal is to reduce utility costs, improve operational efficiency, and help the business meet its sustainability and carbon-reduction targets

In addition, the respective authorities and responsibilities with respect to the main requirements of the IMS are stipulated and known, particularly for personnel with managerial and auditing duties. This ensures that the IMS achieves its intended results.

Supporting documentation:

Ref.	Title & Description
GQ030	Organisation Chart

5.4 Consultation and participation of workers

Fusion Group Ltd recognises that the involvement of workers in the integrated management system (IMS) and the processes that support it is a key requirement of effective IMS management that enables our organisation to make informed decisions.

Worker participation and consultation are ensured via the engagement of all employees, at all applicable levels and functions within our organisation. Workers include contractor and agency staff who perform work on-site, as well as our organisation's direct employees. Time, training, information and resources for participation are provided, whilst obstacles and barriers to participation are removed entirely or minimised when they cannot be removed.

Changes to the management system are controlled via the management of change process to ensure unintended consequences are recognised, mitigated, or eliminated before implementation of the proposed change. Employees are represented by the Health & Safety Representatives in OH&S matters, and these representatives determine when and how information is communicated.

Senior management ensures participation and representation of the workforce in regard to occupational health and safety matters by promoting the participation of non-managerial roles within the OH&S system requirements, including incident investigations, workplace assessments, agreeing corrective actions, formulating objectives and policies, and undertaking monitoring activities such as inspections and internal audits. Other mechanisms for consultation and participation include focused team meetings and workshops.

6. Planning

Senior management ensures that the planning (conception) of the Integrated Management System follows a manner in which:

- all applicable laws, regulations, standards, etc., are acknowledged and complied with.
- The requirements of customers interested parties and standards can be realized. For this, the essential required processes concerning objectives, implementation, interactions, control, measurements, and monitoring must be defined.
- The goals are (can be) achieved.

Senior management ensures that all necessary resources (personnel, infrastructure) are available.

6.1 Actions to Address Risks and Opportunities

The aim of risk and opportunity management within Fusion Group Ltd is to ensure that organisational capabilities and resources are employed efficiently and effectively to take advantage of opportunities and to mitigate risk to our strategic direction and business planning (4.1), interested parties (4.2), our management system and its processes (4.3), our products (8.1) and our suppliers (8.4).

Senior management is responsible for incorporating risk-based thinking into our organisation's culture. This includes the establishment of risk management procedures and processes to ensure the effective risk and opportunity management principles are undertaken throughout the lifecycle of our management system, products, services and activities by:

1. Providing sufficient resources to carry out risk and opportunity management activities;
2. Assigning responsibilities and authorities for risk and opportunity management activities;
3. Reviewing information and results from audits and risk and opportunity management activities.

Risk and opportunity management is undertaken as part of Fusion Group Ltd's day-to-day operations to capture and react to perceived risk and opportunity, ensuring each issue is managed at the most appropriate level within our organisation.

Fusion Group Ltd has classified its 'risk appetite' as the amount of risk that we are willing to accept in pursuit of an opportunity or the avoidance or mitigation of risk, where each pertains to the conformity of our products, processes, and management system, and which reflects the following considerations:

1. Risk management philosophy per product or process, and tolerance for failures;
2. Capacity to take on and mitigate risk, or ability to avoid risk;
3. Our policies, objectives, business plans and respective stakeholder demands;
4. Evolving industry, market, and other macro or micro environmental conditions.

Fusion Group Ltd uses a Risk & Opportunity Register to help record, assess, respond, review, report, monitor and plan for the risks and opportunities that we perceive to be relevant. The register allows our organisation to methodically assess each risk and to study each opportunity associated with our organisational context, strategy, legal requirements and compliance obligations that relate to the needs and expectations of our customers and interested parties. The register records the control method for each risk and how each opportunity is exploited.

In order to preserve this knowledge, risk registers are retained as documented information.

Supporting documentation:

Ref.	Title & Description
	Risks & Opportunities procedure

6.1.1 Environmental Aspects

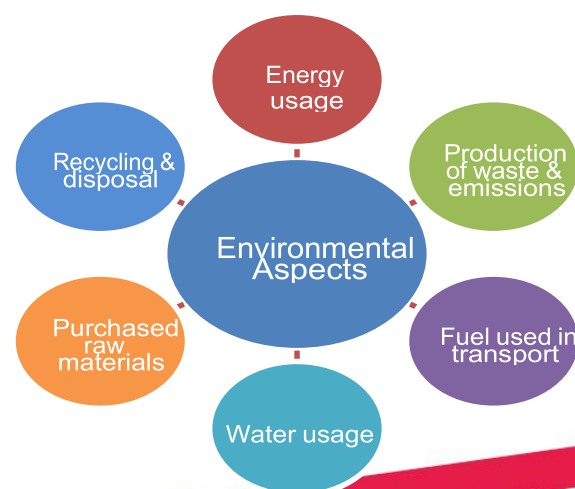
Fusion Group Ltd identifies relevant environmental aspects and their subsequent impacts that pertain to our business operations, obligations and customer requirements.

Environmental aspects and impacts are recorded within the Aspects and impacts analysis

For each identified aspect, the operating conditions, environmental impacts and perceived significance are summarised without the need to provide an exhaustive list of all activities where there are several generic and specialist impacts.

Within the register, an assessment of the potential environmental impact of each aspect is undertaken and recorded, along with related targets and objectives. A scoring system is used to identify the significance of each environmental aspect of relevant current and past activities, products, services and planned or new system or process developments.

The scoring process allows consideration of normal, abnormal and emergency operating conditions where applicable. The risks and opportunities encountered during the life cycle of our environmental aspects are considered when determining the significance of





each impact. Within the register, the environmental aspects are sorted into six categories to facilitate their management and mitigation:

1. Use of natural resources;
2. Land development and buildings;
3. Pollution prevention;
4. Sustainable procurement;
5. Waste management;
6. Travel and transport.

The subsequent output from this process takes account of the severity of pertinent environmental aspects and our organisation's ability to influence them, to determine key issues and requirements that pose adverse or beneficial effects in a prioritised way to:

1. Assure that the management system can achieve its intended outcomes;
2. Prevent or reduce undesired effects;
3. Achieve continual improvement.

Environmental aspects that we address include:

1. Those with significant environmental aspects;
2. Those that affect compliance with our obligations;
3. Those which are priority issues for the organisation (e.g. affect policies or objectives).

Environmental aspects which pose a significant impact are subject to risk management, corrective action, and monitoring and measurement as appropriate. The EHQMS is structured to identify and manage these aspects in order to control or limit potential impacts and risks that may affect our organisation and system conformity.

The significance of our organisation's aspects is reviewed annually, including proposals for new processes, services or developments and environmental aspects arising are also considered and assessed for significance by the SHEQ Manager. New aspects are added to the Aspects and Impacts analysis as necessary, and operational control is altered accordingly.

6.1.2 Hazard Identification & Assessment

Fusion Group Ltd has established and implemented a system to identify and assess occupational health and safety hazards and to determine appropriate operational controls. The most common hazards within the workplace are as follows:

- **Trips**
Trips are common causes of reportable injuries across all industries
- **Slips and Falls**
Slips from slippery and wet floors can lead to falls.
- **Machinery Malfunction.**
Machinery that malfunctions and starts up unexpectedly.
- **Manual Handling.**
Lifting heavy or awkward loads causes back and other injuries.
- **Noise and Vibration.**
A high level of noise can cause hearing loss, and repeated use of vibration tools can cause hand-arm vibration syndrome.
- **Hazardous Chemicals**
Exposure to hazardous chemicals such as acids, caustic substances, disinfectants, glues, heavy metals (mercury, lead, aluminum), paint, pesticides, petroleum products, and solvents.

Risks arising from any manufacturing or associated activities on site are rated as:

High Risks – Unacceptable Risk.

Another way of performing the tasks must be found before the start, or the activity must be stopped



immediately.

Medium Risks – Undesirable Risk.

An activity, which has resulted or could have resulted in a RIDDOR reportable accident or incident within the company in the last 3 years or is not being controlled by a procedure, work instruction or method statement.

Low Risks – Acceptable Risk.

A risk that has been reduced to a level which is unlikely to result in an injury or ill health.

Fusion Group Ltd conducts risk assessments pertaining to our operations, as well as the requirements of our clients, encompassing both routine and non-routine activities. The risk controls outlined within these assessments are classified into mandatory and supplementary controls. These assessments are completed by qualified employees. There is a continuous, systematic, and formal monitoring process in place to evaluate the implementation of the health and safety assessment procedures and their outcomes, utilising appropriate performance indicators to ensure compliance and effectiveness of the process.

6.1.3 Compliance & Legal Requirements

The Senior Management Team at Fusion Group Ltd has reviewed all relevant environmental legislation directly related to our identified environmental aspects and impacts. Applicable environmental aspects are identified, evaluated and understood in terms of current legislation and their impact on customer requirements, including as appropriate:

1. The Climate Change Act 2008;
2. The Energy Performance of Buildings (England and Wales) Regulations 2018;
3. Water Resources Act 1991;
4. Building Regulations and (Amendment) Regulations 2016
5. CRC Energy Efficiency Commitment Scheme;
6. Climate Change Levy Regulations.
7. Review Energy Savings Opportunity Scheme requirements

All relevant legislation and other requirements applicable to Fusion Group Ltd's environmental aspects and impacts are compiled into the Legal Compliance Register. The SHEQ manager ensures that applicable environmental aspects are identified and understood in terms of customer requirements and current legislation.

Similarly, the SHEQ manager reviews all relevant occupational health and safety related legal requirements, regulations and ensures that all applicable occupational health and safety hazards are identified, evaluated and understood in terms of current legislation, including as appropriate:

1. Fire Safety (England) Regulations 2022
2. Reporting Hazards and Dangerous Conditions or Incidents (Near Misses);
3. Health and Safety (First Aid) Regulations 1981
4. COSHH Regulations 2002
5. Health and Safety at Work Act 1974;
6. The Safety Representatives and Safety Committees Regulations 1977
7. The Health and Safety (Consultation with Employees) Regulations 1996.

It is the responsibility of the SHEQ manager to maintain, review and update the Legal Compliance Register, to:

1. Determine whether legislation, amended, current or new legislation is 'relevant' or 'irrelevant';
2. Determine whether our organisation is compliant with the legislation;
3. Describe how the requirements apply and what controls are in place;



4. Determine other relevant compliance obligations and those that we should adopt;
5. Describe how the requirements apply to and what controls are in place to remain compliant;
6. Update and communicate the compliance obligations register to relevant staff;
7. Maintain records or periodic compliance reviews.

Legal and compliance obligations are reviewed on a regular basis with assistance from the automatic emails received from Corner-I whenever legislation is updated or newly published.

6.1.4 Energy Management

The Senior Management Team at Fusion Group Ltd has reviewed all relevant energy management aspects for the reduction of the organization's energy consumption. Applicable environmental aspects are identified, evaluated and understood in terms of current legislation and their impact on customer requirements, including as appropriate:

1. Energy Baselines (EnB)
2. Energy Performance Indicators (EnPI)
3. Energy Objectives

6.1.5 Planning Action

Our management system is planned and implemented in order to meet our company objectives, and as such, the planning process involves establishing and communicating our company policies, objectives and associated operational procedures.

This document constitutes our overall plan for establishing, maintaining and improving our IMS management system. For each instance of management system planning, the output is documented and retained accordingly. Any changes are conducted in a controlled manner. All identified significant environmental aspects and OHS hazards, and associated risks and opportunities that need to be addressed, are used to prioritise action planning in order to manage and mitigate them.

The SHEQ Manager analyses the risks associated with each change and presents the assessment to Senior Management for consideration.

The management review process, change control process, and the internal audit process ensure that the integrity of our management system is maintained when significant changes affect key processes. The management review makes recommendations to ensure that risks and opportunities that could affect the intended outcomes of the management system are taken into account and planned for via the most appropriate business processes.

6.2 Company objectives and planning to achieve them

Fusion Group Ltd regularly outlines its objectives and targets in the management review minutes, specifying programme dates and responsibilities. The company aims to improve quality, occupational health and safety, environmental performance, and energy efficiency.

Each measurable objective:

1. Is consistent with our established strategies, policies and context;
2. Contributes to the prevention of accidents and incidents and to reducing their impact(s);
3. Contributes to the prevention of pollution;
4. Provides a basis for continual improvement;
5. Enhances customer satisfaction.
6. Be Communicated

Senior management is responsible for agreeing objectives and targets relating to activities under their



control and for approving and endorsing objectives and targets for the organisation. Planning for action to mitigate adverse risk and significant impacts, and the leveraging of opportunities, is implemented via:

1. Management system objectives;
2. Monitoring, measuring and analysis;
3. Operational controls;
4. Emergency preparedness and incident response;
5. Others, as appropriate.

The programme acts as our management action plan that identifies individual objectives, the means by which the objectives are to be achieved, and the timeframe in which the actions are to be achieved.

Actions are assigned to suitably authorised and competent employees, who are responsible for ensuring that the actions are completed within the terms specified by the programme.

Our plans are driven by the identified significant environmental impacts, occupational health and safety hazards, and the associated impacts, risks and opportunities. Regular and documented management reviews make recommendations to ensure that those risks and opportunities and significant impacts that could affect the intended outcomes of the management system are taken into account and planned for via the most appropriate business processes.

Reviews of progress towards the achievement of our objectives and targets, along with the status of the implementation of improvement plans, are conducted at regular and planned intervals or whenever there is a change to activities, operating conditions, or product quality.

6.3 Planning for Change

Any changes to the Integrated Management System are carried out according to a plan, in the course of which the integrity, availability of resources, and all responsibilities and competencies are given particular consideration.

7.0 Support

7.1 Resources

7.1.1 General

Fusion Group Ltd is committed to providing adequate resources for the establishment, implementation, maintenance and continual improvement of the Integrated Management System. Fusion Group Ltd will consider:

1. The capabilities of, and the constraints on, existing internal resources.
2. That which needs to be obtained from external providers

Provision of resources

Fusion Group Ltd is committed to providing adequate resources to maintain and continually improve the effectiveness of the Integrated Management System.

These resources include, at a minimum:

1. Personnel and time to perform the required tasks to operate the facility and maintain the management system.
2. Budgeted funds to implement and maintain the system.
3. Adequate training resources and materials are needed to enhance customer satisfaction and operate the branch.

7.1.2 People



Skilled employees are essential to the success of our company. This basis is achieved through consistent training of all employees and managers and is documented in job descriptions which identify the qualifications, experience and responsibilities that are required for each position that affects product and management system conformity.

The Company maintains records of employee qualifications. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence. The results of training are evaluated for effectiveness.

7.1.3 Infrastructure

Senior management is responsible for planning, providing and maintaining the infrastructure and resources needed to achieve product and process conformance.

1. Including buildings, workspace and associated utilities;
2. Process equipment (hardware and software);
3. Supporting services (such as internal transportation, material handling systems, and communications systems).

The SHEQ Manager, supported by the Management team, has overall responsibility for managing the related environmental impacts and occupational health and safety hazards present at our facilities or which exist intrinsically within our equipment and process, or maintenance programmes, including:

1. Transportation and material handling;
2. Equipment management, maintenance and repair;
3. Process and production equipment management, maintenance and repair;
4. Facilities management, maintenance and repair.

The SHEQ Manager, in conjunction with the Management Team, has overall responsibility for managing and mitigating our organisation's use of natural resources (non-renewable electricity, natural gas, and water), which is identified and managed as a significant environmental aspect, and to ensure that our operations remain compliant with relevant parts of:

1. Our company policies and objectives;
2. Business and strategy planning;
3. Local Authority conditions;
4. Compliance obligations and legal requirements:

The operation and maintenance of plant and equipment that have the potential to impact management system performance, as defined through risk analysis, is maintained, inspected and tested to ensure it meets design descriptions and specifications.

7.1.4 Environment for the operation of processes

The process environment is understood as a combination of people and environment-related conditions.

The required measures, in particular for realising and maintaining compliant product characteristics, include:

1. A place of work that is safe, including all equipment and methods of work;
2. Training, instruction, information and supervision for employees;
3. A means of safe handling, storage, use and transportation of equipment, materials and chemicals;
4. Safe working environment with good lighting, ventilation, safe passageways, stairs and corridors.

Where the work environment or the impact of workers and contractors on operational processes is



determined to result in a risk to products or processes, then risk control measures are defined, documented and implemented. The effectiveness of risk control measures is periodically assessed.

7.1.5 Monitoring and measuring resources

The SHEQ Manager determines the frequency of monitoring and measuring activities, as well as the types of tools and devices we use to provide evidence of valid measurements to verify specified tolerances and measurement ranges. The frequency of maintenance and calibration is considered with reference to the risks associated with the failure of the device in the process and its output. Where necessary, to ensure the validity of results, calibrated equipment is:

1. Calibrated or verified at specified intervals, or before use;
2. Software used for monitoring and measurement is validated using defined parameters before use.
3. Protected from damage and deterioration during handling, maintenance and storage;
4. Safeguarded from adjustments that would invalidate the measurement result;
5. Identified to enable the unit's calibration status to be determined;
6. Safeguarded from use when a unit is found to be out of calibration and the results revalidated;
7. Adjusted or re-adjusted as necessary.
8. Any equipment that is used for any internal calibration must be calibrated by an accredited

calibration laboratory and is carried out according to the applicable regulations and according to national and international standards

The SHEQ Department (UK) / Quality Department (Egypt) is responsible for maintaining, scheduling calibration and controlling all measurement devices used in the facility. Measurement instruments are identified with a label indicating the serial number. It also contains a label placed by the calibrator indicating the next calibration due date. This information is also documented in the calibration database maintained in the SHEQ / Quality Department office.

7.1.6 Organisational knowledge

Fusion Group Ltd recognises that organisational knowledge is a valuable resource that supports our processes and activities and which helps to assure the conformity of our products, processes, and services. There is a strong link between organisational knowledge and the competence of our people, the latter being our employees' ability to apply knowledge to their work.

We define organisational knowledge as information combined with experience, context, interpretation, and insights that are useful when making decisions and taking action specific to our management system.

To ensure that organisational knowledge relating to quality, environmental and OH&S aspects is captured and disseminated through formal modes of training and communication. Organisational knowledge is captured in documented information and is embedded into our processes, products and services. Examples of organisational knowledge include:

1. Documented information regarding a process, product or service;
2. Previous specifications and work instructions;
3. The experience of skilled people operating their processes;
4. Mentoring and coaching by more experienced employees;
5. Knowledge or information relating to OH&S risks;
6. knowledge or information relating to environmental aspects;
7. Knowledge of new technologies and infrastructure relevant to our organisation, etc.

Sources of internal knowledge also include our intellectual property; knowledge gained from experience and coaching; lessons learnt from failures and successes; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services. Fusion Group Ltd assimilates and deploys internal and external sources of knowledge, such

as:

1. Lessons learnt from non-conformities, corrective actions, and the results of improvement;
2. Gathering knowledge from customers, suppliers and partners
3. Benchmarking against competitors
4. Capturing knowledge existing within the organisation, e.g. through mentoring/succession planning
5. Sharing knowledge with relevant interested parties to ensure the sustainability of the organisation.
6. Knowledge from conferences, attending trade fairs, networking seminars, or other external events

Sources of external knowledge often include other ISO standards; research papers; webinars from conferences, or knowledge gathered from, or about, our customers, stakeholders or other external parties.

7.2 Competence

Employees are chosen and assigned to their position according to their vocational training, experience and professional competence.

To ensure the competence of our workers and contractors, job descriptions have been prepared identifying the qualifications, experience and responsibilities that are required for each position that affects product and system conformity. Qualifications include desired requirements for education, skills and experience. Appropriate qualifications, along with the provision of any required training, provide the competence required for each position.

Qualifications are reviewed upon hire, when an employee changes positions or when the requirements for a position change. The Human Resources Department (HR) maintains records of employee qualifications. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence. The results of training are evaluated to determine if it was effective.

Staff training records are maintained to demonstrate employees' competency and experience. The SHEQ Department, along with departmental managers, is responsible for maintaining and reviewing these records to ensure they are complete and to identify any future training needs.

Training records include, at a minimum, copies of certificates for all training undertaken, current job descriptions, and any other relevant documentation. When necessary, competency training and monitoring are conducted in-house; however, for more specialised skills, we utilise external courses. The effectiveness of training is evaluated and documented.

Additionally, the company induction program includes an introduction to our policies and objectives.

7.3 Awareness

Fusion Group Ltd operates a formal system to ensure that all employees within the organisation are adequately trained and aware to enable them to perform their assigned duties. Those staff whose work is directly related to achieving our organisation's objectives understand their particular responsibilities and accountabilities within the context of the management system.

All employees are trained on the relevance and importance of their activities, and on how they contribute to the achievement of our policies and objectives through their work. We aim to raise quality, environmental, and occupational health and safety awareness by encouraging involvement with relevant schemes or initiatives.

All staff, whose work directly affects our organisation's environmental impacts, or who are exposed to health and safety hazards, are briefed to ensure they understand their particular responsibilities and

accountabilities within the context of the management system.

Where required, awareness training is conducted in-house to allow the transfer of organisational knowledge, but for more specialist skills, external trainers or courses are utilised. The company induction includes an introduction to our organisation's policy statements and objectives. Employees are also encouraged to undertake personal and professional development, with plans reviewed on an annual basis at individual annual performance appraisals undertaken by line management.

7.4 Communication

Fusion Group Ltd shares information internally about the management system and its effectiveness through documented training, internal audit reports, and ongoing improvement processes. All managers and supervisors are responsible for establishing regular formal and informal communication to inform their employees about the relevance and importance of their activities. This information is typically shared during team meetings and cross-functional improvement projects.

Internal Communication

Communications regarding how employees contribute to the achievement of objectives are also conveyed and reinforced during employee performance reviews. Issues about our IMS that may be communicated internally include:

1. Day-to-day operations and general awareness;
2. Quality, environmental and health and safety policy;
3. Information on achieving objectives and targets;
4. Risk and opportunities.

Senior management and their direct reports are responsible for communicating the company policies as well as the importance of meeting customer, statutory and regulatory requirements to employees within their respective departments.

They ensure that our policies and objectives are understood and applied to the daily work of the organisation through the establishment of measurable goals and objectives. Internal communication occurs on an ongoing basis and is achieved through various mechanisms as appropriate:

1. Regular meetings and briefings;
2. Training sessions and training material;
3. Display boards, memorandums, letters;
4. Website, intranet, internal e-mails;
5. Product and process performance data analysis and audit results;
6. Targets, objectives, KPIs, management system manual and procedures;
7. Corrective action and non-conformance reports.

External Communication

Fusion Group Ltd recognises the importance of communicating information externally to our interested parties regarding the effectiveness of our management system. In many cases, external interested parties—such as consumers, stakeholders, and neighbouring communities—are the primary motivators for our organisation to implement our management system. The various methods of external communication may include, as appropriate:

Interested Parties	Needs & Expectations	Possible modes of Communication
Customers	Price, reliability & value & Sustainability	Sales order, Letter, Email
Distributors & retailers	Price & logistics	Purchase order, Letter, Email
Stakeholders	Profitability & growth & Sustainability	Annual reports



Suppliers	Beneficial relationships	Meetings or questionnaires, Purchase order, Letter, Email
General Public	Environmental responsibility	IMS visibility via the company website
Health & Safety Executive	Health and safety responsibility	Compliance submissions and audit results
Environment Agency	Environmental responsibility	Compliance submissions and audit results

7.5 Documented information

7.5.1 General

Fusion Group Ltd ensures that our management system contains the documented information required to be maintained and retained by ISO 9001:2015, ISO 29001:2020, ISO 14001:2015, ISO 45001:2018, ISO 50001:2018, and any additional documented information identified by our organisation that demonstrates effective operation.

Fusion Group Ltd uses a specific structure to evaluate all types of documented information. This assessment determines whether the information is essential for demonstrating the effectiveness of our Integrated Management System (IMS) and whether it needs to be formally controlled. If any of the criteria are met, Fusion Group Ltd will ensure that this information is retained and/or maintained as part of our 'documented information.'

Document structure:

Level 1: Policy Manual.
 Level 2: System Procedures
 Level 3: Work instructions, process maps.
 Level 4: Templates/Forms.

Should any of the above criteria apply, Fusion Group Ltd ensures that this information is retained and/or maintained as a form of 'documented information' and preserved as organisational knowledge.

7.5.2 Creating and updating

Fusion Group Ltd has created, implemented, and maintained an integrated management system manual that is available for review to all employees. This manual includes the scope of the management system, including details of and justification for any inclusion, documented procedures or referenced to them and a description of the interaction between processes of the management system.

When creating and updating documented information, the facility will ensure compliance with the following tasks:

1. Identification and description (e.g. a title, date, authorized, or reference number);
2. Format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
3. Review and approval for suitability and adequacy

7.5.3 Control of documented information

Documented information is maintained to provide evidence of compliance with the requirements set by ISO standards, customer specifications, and the effective functioning of our integrated management system.

Fusion Group Ltd uses standard forms and templates that are accessed via the Documents control tab on the Fusion system. An electronic document management system, which is backed up and



updated as required, is used to retain documented information, ensuring only the current versions are available to users. All management system documents are controlled and communicated according to the Document & Records Control Process, which defines the process for:

1. Approving documents for adequacy before issue.
2. Reviewing and revising as necessary and re-approving documents;
3. Ensuring that changes and the current revision status of documents are identified;
4. Ensuring that relevant versions of applicable documents are available at points of use;
5. Ensuring that documents remain legible and readily identifiable;
6. Ensuring that documents of external origin are identified and their distribution controlled;
7. Preventing the unintended use of obsolete documents;
8. Ensuring that documents of external origin are identified and their distribution controlled.

8 Operation

8.1.1 Quality Operational Planning & Control

Fusion Group Ltd establishes and implements documented plans and procedures that describe the processes identified and the controls required for the provision of products and services in parallel with our objectives, the potential for planned or unintended change, and the risks and opportunities.

During the planning phase, senior management and other responsible personnel identify parameters used throughout our operational planning for all aspects of the IMS.

1. Objectives and requirements for the product or service;
2. Verification, validation, monitoring, inspection and test requirements;
3. Documented information to demonstrate conformity;
4. Related life cycle aspects, impacts and mitigations;
5. Documented information to demonstrate conformity;
6. Necessary resources, or outsourced processes and their controls;
7. Criteria for process performance and product/service acceptance;
8. Potential consequences and mitigation of changes affecting input requirements;
9. Resources necessary to support the ongoing operation and maintenance of the product.

Design and development activities aimed at managing risks are backed by documented information. This documentation connects the design activities to the identified risks, providing objective evidence that the level of design control is reasonable and appropriate in relation to the degree of risk.

8.1.2 Environmental & Energy Operational Planning & Control

Fusion Group Ltd takes into consideration the environmental requirements and aspects that can be managed during each phase of the product life cycle. We adopt a life cycle approach within our operational controls whenever possible, ensuring that the environmental impacts at each stage are identified, assessed, and managed effectively.

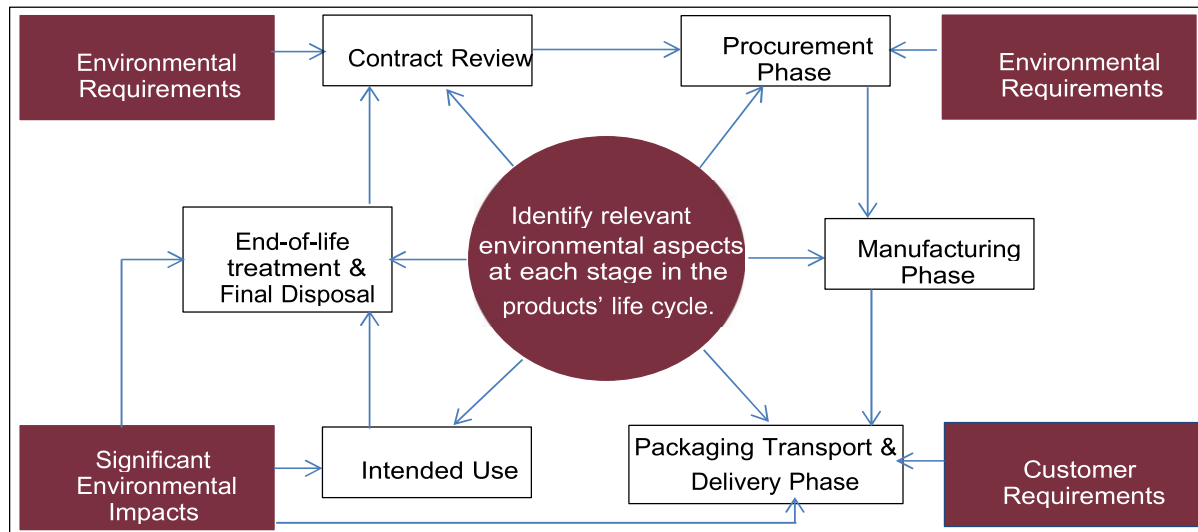
By identifying and documenting relevant environmental aspects (6.1.2) and compliance obligations (6.1.4), we can prevent or mitigate adverse impacts throughout each phase of the life cycle.

1. Design Phase
2. Procurement phase;
3. Manufacturing phase;
4. Packaging, transport and delivery phase;
5. Intended use;
6. End-of-life treatment and final disposal.

The relevant environmental & energy management operational procedures are also applicable to outsourced processes, including those undertaken by contractors, and the level and extent of control

or influence is defined. The controls identified do not absolve us of the responsibility to conform to client, statutory and regulatory requirements, but instead they enhance our capacity to effectively manage our supply chain.

The Life-cycle & Environmental Requirements



Our organisation does not control or influence all of the activities of each outsourced process. Only those where our organisation has responsibility for conforming to environmental requirements, in accordance with our aspects, impacts and compliance obligations, are controlled or influenced.

Please refer to 8.1.1 Quality Operational Planning & Control for the parameters used during the planning activity.

8.1.3 OH&S Operational Planning & Control

Fusion Group Ltd has established and implemented a system to identify and assess occupational health and safety hazards, refer to 6.1.3, and to implement the appropriate operational controls to mitigate the resulting risks. Occupational health and safety procedures are implemented by all teams and departments using the appropriate management system documentation to ensure that all activities, products and services meet the applicable regulatory standards.

In terms of eliminating hazards and reducing OH&S risks that are presented during our operational activities, Fusion Group Ltd plans, implements, and controls processes for managing operational risks to the achievement of applicable requirements, as appropriate to Fusion Group Ltd and the product and services, by way of the:

1. Assignment of responsibilities for operational risk management;
2. Definition of risk assessment criteria (e.g., likelihood, consequences, risk acceptance);
3. Identification, assessment, and communication of risks throughout operations
4. Identification, implementation, and management of actions to mitigate risks that exceed the defined risk acceptance criteria;
5. Acceptance of risks remaining after implementation of mitigating actions.

Where appropriate, aspects of product safety are controlled to assure safety during the entire product life cycle as appropriate to the organisation and the product. Examples of these include:

1. Assessment of hazards and management of associated risks (see 6.1.3);
2. Management of safety-critical items;
3. Analysis and reporting of events affecting safety;



4. Communication of these events and training of affected workers and contractors.

Outsourced processes are controlled and influenced via purchasing and contractual agreements, documented procedures, contracts, supplier agreements and other management system requirements, 3rd party audits, and performance reviews as appropriate. Where applicable, a life cycle approach is taken within the operational controls so that the OHS hazards at each stage can be controlled or influenced.

8.1.4 Improvement of the energy-related performance, including energy efficiency, energy use and energy consumption

Fusion Group Ltd conducts a systematic energy planning process that includes a review of the activities of the organisation that affect energy-related performance and our Strategic Energy Management. The energy review is in line with the IMS policy and leads to activities for the continuous improvement of the energy-related performance.

This serves to minimise energy usage & associated impacts, greenhouse gas emissions, other environmental impacts and energy costs resulting from business activities.

The basic idea here is that we constantly improve the energy efficiency of our systems and processes in order to reduce our specific energy consumption and sustainably conserve resources.

Actions implemented to improve the energy-related performance include the following:

1. Enhancing transparency of energy flows and energy costs
2. Reducing the specific energy consumption of the plants
3. Investigation of any significant deviations in energy performance that are deemed non-conforming will be conducted.

8.2 Requirements for products and services

8.2.1 Customer communication

In accordance with our commitment to exceed our customers' expectations, Fusion Group Ltd highlights effective customer communication as an essential element of delivering customer satisfaction. Appropriate handling of customer communication helps to reduce customer dissatisfaction and, in many cases, turn a dissatisfying scenario into a satisfying experience. Customer communication occurs through the following formats, events and processes:

1. Brochures, specifications or technical data sheets relating to our products and services;
2. Enquiries, quotations and order forms, invoices and credit notes;
3. Confirmation of authorised orders and amended orders;
4. Delivery notes and certificates of conformity;
5. E-mails, letters and general correspondence;
6. When customer property is handled or controlled;
7. Customer feedback and complaints management process;

Fusion Group Ltd maintains established communication channels to ensure all inquiries, contracts, order handling, amendments, customer feedback, and complaints are addressed promptly and professionally.

8.2.2 Determining requirements for products and services

Fusion Group Ltd is committed to understanding and meeting the needs and expectations across the socio-technical environment, including those of our customers, stakeholders, and other interested parties.

We ensure that customer requirements are clearly articulated and fully understood before accepting any orders. Customer requirements include the following:



1. Previous customer requirements relevant to the current parts being ordered.
2. Statutory and regulatory obligations related to the product's lifecycle.
3. Customer-specified performance requirements.
4. Any additional requirements determined by Fusion Group Ltd.
5. Requirements not explicitly stated by the customer, but necessary for the specified or intended use.

Fusion Group Ltd manages the stages of the product lifecycle by establishing environmental requirements for each product during its design and development phase. This is a customer-driven process that involves clear and frequent interaction with customers to understand and confirm their needs.

8.2.3 Review of the requirements for products and services

Before committing to a customer, Fusion Group Ltd ensures and confirms our ability to supply the required product or service. We conduct pre-acceptance reviews to verify that:

1. Product requirements are clearly defined and appropriate.
2. Environmental, health, and safety requirements are defined and suitable.
3. Requirements for delivery and post-delivery activities, such as product or service support, are established.
4. Any requirements not stated by the customer for intended use are considered appropriate.
5. Any additional requirements identified by Fusion Group Ltd are appropriate.
6. Any discrepancies between the contract or order requirements and what was previously expressed are resolved.
7. Fusion Group Ltd can meet all defined requirements.
8. Documented information is retained to show the results of the review.

Customer requirements are confirmed before acceptance through the exchange of contracts or purchase orders, using appropriate electronic or hard copy formats.

8.2.4 Changes to requirements for products and services

Fusion Group Ltd ensures that all relevant documented information relating to changes in product or service requirements is authorised and amended where necessary, and that all relevant personnel are made aware of the documented changes to customer requirements. This ensures that all stakeholders are kept informed of any changes or updates to the requirements.

8.3 Design and development of products and services

8.3.1 General

For new designs and significant design changes, Fusion Group Ltd translates customer needs and requirements into detailed design outputs. These outputs address performance, reliability, maintainability, testability, safety issues, and regulatory and statutory requirements.

8.3.2 Design and development planning

The highest authority for the permitting and release of design projects and their results is the Senior Management Team. The Technical Department is responsible for guiding design projects. They plan in collaboration with other concerned departments, including Marketing, Manufacturing, and Production Planning:

1. Goal, means, time frame, and feasibility studies
2. Responsibilities, authorisations, other participants involved/interfaces
3. Planned phases (including, if needed, assessment, verification, validation)
4. Documentation (e.g. procedural regulations, material data sheet, design definition, report)



8.3.3 Design and development inputs

Fusion Group Ltd considers the specifications and takes into account, for example:

1. Material properties (chemical composition, mechanical and technical properties, etc.), as a requirement from customer specifications
 2. Internal and external product qualities, tolerances and dimensions
 3. Facilities and processes for manufacturing
 4. Testing procedures, scope of testing
 5. Licenses, regulations, bodies of rules and regulations, laws, patents, etc., to be observed
- Quantity, deadline, costs

8.3.4 Design and development controls

Fusion Group Ltd considers the activities and procedures for development, which may include:

1. Comparison with proven design (basis: evaluation of reference orders)
2. Use of artificial intelligence models and methods (neuronal networks)
3. Trials in the laboratory or plant
4. Sample/prototype (if needed through testing with a processor or user) ▪ Production of a sample

8.3.5 Design and development outputs

The output from design and development is approved before release and is documented properly, including requirements, instructions, specifications, reports, or data.

8.3.6 Design and development changes

Fusion Group Ltd ensures changes in development are documented and that the relevant activities (such as assessment, verification, and validation) are defined or redefined before authorisation.

8.4 Control of externally provided processes, products and services

8.4.1 General

The purchasing process is essential to our organisation's ability to provide our customers with products and services that meet their requirements. Fusion Group Ltd ensures that all purchased products, services and outsourced processes that are incorporated into our final products, or which impact management system performance, conform to specified quality, environmental and OH&S requirements.

Fusion Group Ltd accomplishes control by closely working with a network of external suppliers, providers and contractors. Their performance and capability are continually assessed through periodic, 2nd-party audits(if and when needed), performance data analysis, verification of the supplied products or services, and the inspection of the work of contractors.

The type and extent of control applied to our contractors and suppliers are dependent upon the effect that the supplied product, outsourced process or service may have on our final product output. The following considerations are taken into account:

1. Ensuring that we understand the capabilities and competencies of potential suppliers and contractors;
2. Ensuring that we clearly communicate the roles and responsibilities to suppliers and contractors;
3. Defining the quality requirements for the outsourced process, activity, or product;
4. Establishing upfront the criteria for and review of deliverables, frequency of inspections,



- audits, and other appropriate methods of validation;
- 5. Selecting and qualifying appropriate suppliers, outsourced process providers and contractors.

Potential product suppliers, process providers and contractors are evaluated and are added to the Approved Supplier Index after successful evaluation. The Purchasing Manager evaluates and selects suppliers based on their ability to supply products or services in accordance with specified quality, environmental, and occupational health and safety requirements. This approach helps to mitigate any identified significant environmental aspects and OH&S hazards during procurement of goods and services, and to ensure that our procurement operations remain compliant with our:

1. Company policies and objectives;
2. Sustainable development procurement policy;
3. Register of environmental compliance obligations
4. OH&S legal requirements and other requirements;
5. Environmental aspects register;
6. Hazard identification and assessments.

Additionally, other internal resources may be called upon to assist as required. The criteria for the selection, evaluation and re-evaluation are defined and communicated, while records of the results of evaluations and any necessary actions arising from the evaluation are retained.

8.4.2 Type and extent of control

Fusion Group Ltd applies and documents quality, environmental and OH&S criteria to the selection of our suppliers and contractors. The criteria are agreed and communicated via contractual documents. Fusion Group Ltd has established and implemented a process of incoming inspection to ensure that purchased products conform to:

1. Purchase orders and delivery notes;
2. Product specifications;
3. National or international standards.

Purchased items and delivery notes are checked against the purchase order to confirm that both the identity and quantity are correct. This inspection is recorded, and satisfactory items are placed in stock. If any items are rejected upon receipt, a non-conformance report is generated, and the supplier is contacted to arrange for a replacement or credit.

Where applicable, risk control measures are implemented for outsourced processes or products. These measures, along with their significance, are documented in the purchasing data and clearly communicated to the supplier. The frequency of contract reviews with each supplier varies based on their performance, with review intervals ranging from monthly to annually.

8.4.3 Purchasing Information.

Fusion Group Ltd utilises purchase orders to specify the products or services to be acquired. Authorised individuals within the company create these purchase orders using the company system. They also ensure that the requirements outlined in the purchase order are adequate before it is released. Each purchase order, where relevant, includes:

1. Identification of the product or service, including quantity, delivery date, and cost.
2. Requirements for the approval or qualification of the product, procedures, processes, or equipment.
3. Requirements related to the supplier's management system.
4. Competence requirements for contractors.
5. Contractual obligations and operational criteria.

When applicable, the roles and responsibilities regarding risk management for both the manufacturer



and supplier are defined as part of the purchasing requirements. Additionally, specified risk control measures are included in the purchasing information and clearly communicated to the supplier or manufacturer.

8.5 Production & Service Provision

8.5.1 Control of Production & Service Provision

To effectively manage planning, administrative support, and implementation of work, Fusion Group Ltd has established work methods, controls, and necessary records. The activities related to process control are closely tied to quality control. The following controlled conditions are applied where relevant:

1. Quality control checks are conducted using appropriate measuring equipment.
2. Proper handling, storage, and transportation practices are followed.
3. Records of completed inspections are maintained.
4. Detailed work instructions and specifications are provided for all products.
5. Criteria for workmanship, competence, and plant maintenance are defined.

In cases where special processes are utilised and the results are not easily verifiable—especially when deficiencies may only become apparent after the product is in use—validation is required to ensure these processes can achieve the intended results. This validation includes:

1. Establishing qualification criteria and approving special processes before use.
2. Defining the criteria for reviewing and approving these processes.
3. Approving equipment and qualifying workers and contractors involved in these processes.
4. Implementing specific methods and procedures.
5. Maintaining requirements for documentation.
6. Conducting revalidation as necessary.

Production data, including the rate of non-conformities, rework, scrap, yield, and other quality metrics, are evaluated as part of the monthly reporting.

8.5.2 Identification & Traceability.

To ensure that products meet customer requirements throughout internal processing and delivery, Fusion Group Ltd establishes a system for identifying products during the entire realisation process:

1. Equipment and materials stored are clearly identified by type, description, and inspection status.
2. Items that do not meet quality standards are clearly marked and removed from the normal workflow.

Where applicable, Fusion Group Ltd has implemented an identification system that allows for traceability from the finished product back to the records of incoming materials and customer specifications. All purchased or manufactured parts, products, and materials are assigned part numbers or job numbers, and, when relevant, serial numbers, linking them to their respective documentation.

When requested by customers, traceability is maintained from the receipt of parts to the delivery of the final products. Fusion Group Ltd keeps records that link part numbers to their corresponding drawings, specifications, and other relevant documentation, such as product configuration records that connect serial numbers of products to their respective parts lists. Final product serial numbers are recorded on shipping documentation to ensure traceability to the end user (customer) and the original work order.

8.5.3 Property Belonging to Customers or External Providers



Fusion Group Ltd does not hold or stock any product that belongs to the customer or external providers.

If Fusion Group Ltd were to hold any product or service that belongs to the customer or external providers, the following measures would be followed:

Fusion Group Ltd would identify, verify, protect, and maintain customer property provided for use and ensure that lost, damaged or unsuitable customer property is recorded and immediately reported to the customer. In cases where the customer provides drawings, specifications, etc., they are managed as documented information. Customer property can also include customer-owned materials, tools (including packaging), tooling (including test/inspection tooling and equipment), and intellectual property.

1. Unless otherwise defined by contract, upon receipt of customer property, our organisation will examine items for completeness, proper identification and possible transit damage and identify these items as the property of the relevant customer.
2. Items found to be non-conforming are quarantined, tagged and recorded as defined in the Nonconforming Output Procedure and brought to the immediate attention of the customer.
3. No customer property is released for further processing or storage until all required verification and testing activities are completed and the results are found to be acceptable.
4. After receipt, care is exercised to ensure the protection of customer property against loss or damage until it is incorporated into the product or returned to the customer.
5. The identification, segregation, handling, and protection of customer property from time of receipt, subsequent storage, maintenance, and during the entire realisation cycle are performed in accordance with Section 8.5.4 and any applicable contract requirements.
6. If customer property is lost, damaged or otherwise identified as unsuitable for use while under our control, these conditions shall be recorded and reported to the customer.

8.5.4 Preservation

Fusion Group Ltd ensures that all products and materials are handled and stored properly throughout the manufacturing process to prevent damage or deterioration. Products and materials are kept in designated storage areas, with effective control over incoming receipts and outgoing shipments.

The following practices are in place for products in storage:

1. Components and products are handled and stored in a way that prevents damage or deterioration until they are used or delivered.
2. Controls are implemented to prevent the mixing of conforming and non-conforming materials.
3. Packaging ensures that the specified or original manufacturing packaging is used.
4. All products are adequately packed to prevent deterioration or damage during storage and delivery.

Completed products awaiting packaging and shipment are protected against damage from vibration, shock, abrasion, corrosion, humidity, temperature, or any other conditions that may arise during handling or storage.

8.5.5 Post-delivery activities

Fusion Group Ltd determines the customer's requirements for commodity dispatch activities before accepting an order. In determining the extent of post-delivery activities that are required, we consider:

1. Statutory and regulatory requirements.
2. The potential undesired consequences associated with our products and services.
3. The nature, use and intended lifetime of our products and services.
4. Customer requirements.
5. Customer feedback.



Post-delivery activities also include appropriate actions under contractual obligations, such as maintenance services, and supplementary services, such as further recycling or final disposal.

8.5.6 Control of changes

Changes to the production and service provision requirements are identified, communicated, and documented as necessary. Any unplanned changes are reviewed, verified, validated, and approved to ensure that products and services continue to meet their specified requirements, maintaining conformity with those requirements. All changes are documented, and information regarding these changes, such as who authorised them and the resulting actions, is retained.

8.6 Release of products and services

The extent and sequence of required inspections and tests are outlined in documented procedures, work instructions, and manufacturing planning documents. This is done to ensure that all specified requirements are met.

The amount and nature of inspections and tests depend on regulatory standards, the importance of product characteristics, the control exercised over the process, and the specified requirements. All inspection and testing activities are conducted by competent and authorised personnel. Fusion Group Ltd employs the following methods to ensure product acceptance:

1. Incoming Inspection: Incoming materials are withheld until the required inspections are completed or until objective evidence of conformance is received from the supplier.
2. First-time in machine and Testing: This involves assessing the first produced unit, which both the customer and supplier agree upon as the baseline standard for all subsequent units. This must also comply with all regulatory standards required by the customer.
3. In-Process Inspection and Testing: Products are withheld from further processing until there is objective evidence that the required inspections and tests have been completed.
4. Final Inspection and Testing: This ensures that all inspections and tests required during the earlier stages of manufacturing have been performed and documented as meeting the established requirements.

Measurement and acceptance criteria that are necessary for product acceptance are retained as documented information. Subsequent acceptance records form part of the production documentation and include the following information:

1. Criteria for acceptance and rejection.
2. Locations in the process sequence where measurement and testing operations were performed.
3. Types of measurement instruments used, including any associated instructions for their use.
4. Test records that show actual test results as required by the specifications or acceptance test plans.

Documented information is kept to indicate the person who authorised the release of the product. Product release and service delivery do not proceed until all planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

8.7 Control of nonconforming outputs

Fusion Group Ltd is committed to identifying and controlling all non-conforming outputs and materials, including those returned by customers. This is to prevent the inadvertent use or shipment of non-conforming products, as well as to avoid unnecessary costs associated with processing these



products.

The Non-Conforming Outputs Procedure outlines the responsibilities, authorities, and methods for identifying, segregating, reviewing, and disposing of non-conforming products. It also includes the implementation of corrective actions to prevent the recurrence of non-conformities and outlines the steps to take if a non-conforming product is detected after delivery or use has commenced.

Records are maintained to clearly identify the product, the nature and extent of the non-conformance, the approved disposition, and the corrective actions taken. These records serve as documented information for the actions taken.

Information about non-conformances, the resolving authority, and corrective actions is documented and retained. Necessary details about any authorised concessions are also recorded as evidence of acceptance.

8.8 Emergency Situations

Fusion Group Ltd has identified potential emergencies pertaining to our business operations, which may lead to an undesired environmental impact or health and safety hazard. The SHEQ Manager, in conjunction with the Senior Management Team are responsible for ensuring that procedures and practices are established for preventing and responding to emergencies.

The Emergency Management Plan is jointly owned by the SHEQ manager with responsibilities assigned to a dedicated Emergency Response Team, which includes trained Fire Marshals and 1st Aiders, and is periodically tested during regular drills. The Emergency Management Plan is initiated in the event of an emergency arising from the following environmental hazards:

1. Flood, fire, natural disaster;
2. Accident, incident or near miss;
3. Release of chemical substances;

The Emergency Situations Procedure and related documents address the following:

1. Identification of potential and actual accidents and emergencies;
2. Proper response to emergencies and prevention or mitigation of serious environmental impacts;
3. Provisions for periodic reviews and revisions of the procedures;
4. Such reviews are always initiated after the occurrence of such events.
5. Periodic drills to test the effectiveness of emergency preparedness and response procedures;

Records of environmental incidents, near-misses and non-conformities with IMS procedures are documented. In the event of an incident, non-conformity, or near miss, members of staff involved or witnessing the incident are responsible for reporting the event to the SHEQ manager, who is responsible for investigating the issue to establish the root cause.

9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

Fusion Group Ltd implements appropriate methods to monitor, measure, analyse, and evaluate various aspects of the Integrated Management System (IMS) and its processes. The frequency of these activities is determined by:

1. Statutory and regulatory requirements.
2. Customer feedback and specific requirements.



3. The needs of the processes and management system, as well as the importance of product conformity.
4. Process performance and audit results.
5. Levels of risk and types of control measures.
6. Trends in non-conformities or corrective actions.

All outputs from monitoring, measuring, analysis, and evaluation are documented and analysed to assess the effectiveness of our processes in achieving satisfactory results and to identify opportunities for improvement. Specifically:

1. In-process checks cover both quality control and productivity assessments.
2. Systems are in place to identify and resolve non-conformities.
3. Our focus is on preventing any issues that may affect customer satisfaction.
4. In-process checks are conducted and documented thoroughly.
5. Specific inspection points are identified during the contract planning phase when necessary.

Where applicable, all measurement, analysis, testing, and inspection records are retained as documented information for a minimum of three years. This documentation includes details of the final inspection authority, confirming that all critical parameters meet established requirements and specifications. Additionally, product samples are stored and protected for five years.

Products are typically not released or delivered until all planned inspections and tests are completed, and documented evidence of conformity with acceptance criteria is available. This documentation also identifies the individuals authorised to release the products. In rare cases, due to customer requirements or production emergencies, an unverified product may be released or delivered under controlled conditions with a positive recall option, as documented and approved by the customer or supplier.

9.1.2 Customer Satisfaction

The success in meeting our customers' requirements and in achieving a high level of customer satisfaction with Fusion Group Ltd products and services is evaluated on a regular basis, at least annually. This is done using, but is not limited to, quality, stock availability, quote communication, enquiry communication and delivery communication, and other appropriate means. The customer satisfaction results are summarised for discussion at management reviews.

Fusion Group Ltd has developed and implemented plans for customer satisfaction improvement that address any deficiencies identified by these evaluations and assess the effectiveness of the results. Fusion Group Ltd has implemented a method of handling customer enquiries and is established to provide a rapid response to customers who have an urgent need for assistance or a complaint, which would adversely affect customer satisfaction.

9.1.3 Analysis and evaluation

To identify opportunities for improvement, the top management, SHEQ Manager, and other relevant managers routinely collect and analyse data using both statistical and non-statistical techniques. This process helps determine the suitability and effectiveness of key management system processes related to their areas of responsibility.

Effectiveness is evaluated in terms of product quality, environmental compliance, process accuracy, delivery schedule performance, cost and budget performance, employee performance against established objectives, and customer satisfaction levels. To identify ongoing strengths, weaknesses, threats, and opportunities within our integrated management system, Fusion Group Ltd monitors and analyses trends using the following data points:

1. Characteristics of processes and products, along with their trends;
2. Compliance with product, customer, environmental, and legal requirements;



3. Customer satisfaction and perception data;
4. Performance data from suppliers and external providers;
5. Results of actions taken to address risks and opportunities;
6. Effective implementation of integrated management system planning;
7. Improvement opportunities identified during internal audits and management reviews.

Control limits for process and product performance are defined as objectives and targets, and this information is disseminated through documented records as appropriate. When data indicates a trend toward the predefined control limit, Fusion Group Ltd takes corrective action. Employees trained to utilise statistical tools for analysis, measurement, and verification of outputs ensure the proper application of these techniques.

9.1.4 Evaluation of Compliance

Conformance with current environmental, health and safety legislation is reviewed, and evidence of evaluation is maintained through the management review process. In addition to monitoring and measurement of operational activities, the SHEQ manager periodically evaluates our compliance with all applicable legal requirements, compliance obligations and other requirements to which we subscribe.

In most cases, monitoring and measurement are ongoing processes intended to collect data required by legal and other requirements. The evaluation of compliance analyses compares the data collected over a period of time in comparison with our stated compliance obligations and legal requirements.

9.2 Internal Audit

9.2.1 General

The results of internal audits are essential for evaluating the effectiveness of our Integrated Management System (IMS). At Fusion Group Ltd, we conduct internal audits using a risk-based approach and a focus on continual improvement as our primary drivers. These audits are performed at scheduled intervals to ensure that our management system aligns with both our organisation's planned arrangements and the requirements of the following standards: ISO 9001:2015, ISO 29001:2020, ISO 14001:2015, ISO 45001:2018, and ISO 50001:2018.

9.2.2 Internal Audit Programme

The internal audit programme, coordinated by the SHEQ Manager, details the frequency and general focus of each internal audit and is recorded and communicated within the Internal Audit Programme. Fusion Group Ltd's internal audit programme is based upon a strategy that considers the status and importance of each process comprising the Integrated Management System. The audit frequency is also based upon process performance trends, results from previous audits, levels of customer satisfaction, rates of non-conformity and corrective action, etc., to ensure that Fusion Group Ltd focuses on the aspects that affect product and process conformity the most. The criteria, scope, frequency and methods of each audit are defined in the audit reports. The selection of trained auditors and their subsequent impartial conduct ensure objectivity throughout the audit process and that:

1. The results of each are reported to the SHEQ Manager.
2. That timely, appropriate corrective action is undertaken where required.
3. They retain documented information such as audit checklists and audit reports as evidence of the effective implementation of the audit programme in respect of each audit

Internal auditors are selected to ensure objectivity and impartiality of the audit process. This is achieved by selecting a team of auditors from cross-functional departments who have received the appropriate training in the auditing process. The audit is conducted according to the Internal Audit schedule and to ensure that timely corrective actions are implemented to correct any deficiencies



found. The results of the audits are recorded and submitted to the personnel having responsibility in the area audited. The results of the internal quality audits are summarized for discussion at management reviews.

9.3 Management review

9.3.1 General

To ensure the continuing suitability, adequacy and effectiveness of our IMS in meeting our organisation's strategies, Top management conducts formal management review meetings at planned intervals. The requirements for conducting a management review are defined and communicated.

In summary, the management review meeting is chaired and coordinated by the SHEQ manager. The Senior Management team ensures that the review group includes each of the requirements of ISO 9001:2015, ISO29001:2020, ISO 14001:2015, ISO 45001:2018 and ISO50001:2018. The Management Review Agenda & Minutes are prepared and distributed by the SHEQ Manager.

9.3.2 Inputs

The primary management review inputs comprise data from conformance and performance measurements that are gathered at key quality, environmental, and health and safety data points from various processes and activities. Subsequent reported recommendations for improvement are based on the evaluation of such measurements.

Conformance is primarily assured through internal audits and demonstrated through a review of audit results and our demonstrated ability to detect, correct and to prevent problems. Performance is primarily assured through the deployment of company and operational level objectives, and through the review of our demonstrated ability to achieve desired results. The management review evaluates the need for change and establishes actions to improve our IMS, its processes and resource needs. The management review is led by the SHEQ manager and considers some, if not all, of the following:

1. The suitability of our IMS policies;
2. The impact of changes in compliance obligations;
3. The management of risk and opportunity;
4. IMS objectives, targets and performance indicators;
5. Changing expectations and requirements of relevant interested parties;
6. Changes in the products or organisational activities;
7. Changes to the organisational structure;
8. Communication and feedback from employees and customers;
9. Change management effectiveness;
10. Workplace, environmental, and occupational health and safety monitoring;
11. The status of non-conformities and corrective actions;
12. Performance statistics, including summaries of safety statistics and environmental and energy monitoring results.
13. Findings of completed audits and reviews;
14. Follow up on actions from previous management reviews;
15. Recommendations and opportunities for improving the effectiveness of the IMS and competence of staff

9.3.3 Outputs

The primary outputs of management review meetings are management actions that are taken to make changes or improvements to our integrated management system. During management review meetings, Senior management identifies appropriate actions to be taken regarding the following issues:

1. Improvement of the effectiveness of the IMS and its processes;
2. Improvement of product related to customer requirements;



3. Opportunities and risks;
4. Significant environmental aspects and changes to significant energy users
5. Resource needs.

The primary outputs of management review meetings are the actions necessary to make changes or improvements to our IMS. Responsibilities for required actions are assigned to members of the management review team. Any decisions made during the meeting, assigned actions and their due dates are recorded in the management review minutes. Management review minutes are retained and include:

1. Decisions and actions relating to possible changes to policies, objectives and targets;
2. Information relating to revised risks and any proposed treatment and controls;
3. Improvement suggestions for inclusion into future management plans;
4. Any other alteration, modification and improvement to the IMS that demonstrates a commitment to continual improvement.

Relevant outputs from the management reviews are made available for communication and consultation throughout our organisation.

10 Improvement

10.1 General

The SHEQ Manager uses a range of performance evaluation tools highlighted in Section 9 to make recommendations for improvement and to achieve the intended outcomes of the management system. For example, recommendations may emerge from the review groups and from findings raised in internal audits.

In order to determine and select opportunities for improvement or to implement any necessary actions to meet the requirements of customers and relevant interested parties, or to enhance customer satisfaction, Fusion Group Ltd drives improvement via the analysis of relevant data. The data inputs for the improvement process include:

1. Risk and opportunity evaluations.
2. Assessment of the changing needs and expectations of interested parties.
3. The conformity of existing services.
4. The effectiveness of the management system.
5. Supplier performance.
6. Environmental performance.
7. Reducing or eliminating adverse environmental impacts.
8. Reducing or eliminating adverse OH&S hazards.
9. Increasing beneficial impacts and opportunities.
10. Levels of customer satisfaction, including complaints and feedback.
11. Internal and external audit results.
12. Corrective action and non-conformance rates.
13. Data from process and product characteristics and their trends.

Fusion Group Ltd also ensures that opportunities for improvement from daily feedback on operational performance are evaluated by the SHEQ Manager as appropriate. Changes are typically implemented through the corrective action system. Opportunities for improvement from analysis of longer-term data and trends are evaluated and implemented through the management review process and are prioritized with respect to their relevance for achieving our quality and environmental objectives. The overall effectiveness of the continual improvement program (including corrective actions taken as well as the overall progress towards achieving company-level improvement objectives) is assessed through our management review process.



10.2 Nonconformity and corrective action

10.2.1 Non-conformity & Corrective Action

All non-conformities are reported to the SHEQ Manager in order that an investigation can be initiated using the Control of Nonconformances and Corrective & Preventive Actions Procedure. The appropriate manager documents the non-conformity using the Non-conformance Report, and together with process owners, they consider the root cause of the non-conformity.

Where necessary, other competent parties are consulted to identify the root cause and plan appropriate action. The SHEQ Manager records the non-conformance together with any agreed corrective action within the NCR System.

The appropriateness and effectiveness of any corrective action is reviewed during documented reviews, and via the internal audit process, and reported as necessary to Top management. Evidence of non-conformity, customer dissatisfaction or process weakness is used to drive our continual improvement system. Since problems may already exist, they require immediate correction and possible additional action aimed at eliminating or reducing the likelihood of their recurrence.

Follow-up audits are conducted in accordance with the internal audit process to ensure that effective corrective action is implemented and that the action is appropriate to the impact and nature of the problem encountered. In addition, the SHEQ Manager summarises and analyses corrective action data to identify trends in order to assess the overall effectiveness of the corrective action system and to develop related recommendations for improvement.

The resulting corrective actions are reviewed by the SHEQ Manager for effectiveness and are reported to Top management in order to determine if changes to the IMS are required, or whether any new risks or opportunities need to be considered during planning.

The corrective actions are considered effective if the specific problem was corrected and subsequent data indicate that the same or similar problems have not recurred. Results of data analysis and subsequent recommendations are presented to Top management for review.

10.2.2 Incident Investigation

Fusion Group Ltd has implemented the Incident Investigation Procedure for the handling of, and the investigation of accidents, incidents and near misses. The procedure defines the controls for reporting and investigating all types of accidents, incidents, or near misses that may occur on our premises. By identifying the root cause and implementing relevant corrective actions, we aim to avoid recurrence. Records are maintained of any changes to the documented procedures resulting from corrective action.

Records of occupational health and safety issues and non-conformities with the occupational health and safety management procedures are documented. In the event of an accident, incident, or near miss, members of staff involved or witnessing the incident are responsible for completing an Incident Report.

The report is sent to the SHEQ Manager, who is responsible for investigating all accidents, incidents and near misses using the Incident Investigation Form, to establish the root cause.

10.3 Continual improvement

Fusion Group Ltd continually improves the effectiveness of our IMS through the effective application of our corporate policies, objectives, auditing and data analysis, corrective and preventive actions, and management reviews.



The continual improvement process begins with the establishment of our corporate policies and objectives for improvement, based on objectives contained in our business plans, customer targets and goals. Customer satisfaction, internal audit data, process and product performance data, and the cost of poor quality or risk control are compared against objectives or KPIs to identify additional opportunities for improvement.

The overall effectiveness of the continual improvement program, including the effectiveness of any corrective actions, as well as the overall progress towards achieving company-level improvement objectives, is assessed through our management review process.

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Mark Palmer

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