

# AHB Instrument Services Limited

2 Bate Dudley Drive  
Bradwell on Sea  
Essex CM0 7QG  
Office: 01621 776315  
Mob: 07483 840949  
Email: andy@ahb.services  
Web: www.ahb.services

6<sup>th</sup> April 2020

## Quality & Competency

### Contents

- Confirmation of Liability Letter
- Certificate of Employers' Liability Insurance
- Quality Policy
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- Health & Safety Policy
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- Avetta Consortium

## EVIDENCE OF INSURANCE

Policy Holder : AHB Instrument Services Ltd

Address : 2 Bate-Dudley Drive  
Bradwell-On-Sea

Southminster  
CM0 7QG

Business Description : Calibration, installation and maintenance of process instruments

### Public, Products & Employers Liability

Period of Cover : 6th April 2020 to : 5th April 2021

Limit of Indemnity : Public Liability - any one occurrence £10,000,000

Employers Liability - any one occurrence £10,000,000

Insurer : Victor Insurance

### Important information

All policies are subject to terms and conditions as specified in the policy wording and other associated documents.

We have placed the insurance which is the subject of this letter after consultation with the client and based upon the client's instructions only. Terms of coverage, including limits and excess are based upon information provided to us by insurers.

This letter is issued as a matter of information only and confers no right upon a third party other than those provided by the policy. This letter does not amend, extend or alter the coverage afforded by the policies described herein. Notwithstanding any requirement, term or condition of any contract or other document with respect to which this letter may be issued or pertain, the insurance afforded by the policy (policies) described herein is subject to all terms, conditions, limitations, exclusions and cancellation provisions and may also be subject to warranties. Limits shown may have been reduced by paid claims.

We express no view and assume no liability with respect to the solvency or future ability to pay of any of the insurance companies which have issued the insurance(s).

We assume no obligation to advise any third party of any developments regarding the insurance(s) subsequent to the date hereof. This letter is given on the condition that you forever waive any liability against us based upon the placement of the insurance(s) and/or the statements made in this letter (to the extent such waiver is legally permitted).

This letter may not be reproduced by you or used for any other purpose without our prior written consent.

This letter shall be governed by and shall be construed in accordance with English law.



**Please Quote Client Ref: 35358166**

SIGNED as Agent of the Insurer

Theresa Wade  
Client Advisor

Date: 6th April 2020



## Certificate of Employers' Liability Insurance<sup>(a)</sup>

*(The requirements for the display of the certificate will be satisfied if the certificate is made available in electronic form and each relevant employee to whom it relates has reasonable access to it in that form)*

Policy No: B6991SCO2018S01/BAT0345/SCO-029-BLU-2018

1. Name of policyholder: AHB Instrument Services Ltd
2. Date of commencement of insurance policy: 06 April 2020
3. Date of expiry of insurance policy: 05 April 2021

We hereby certify that subject to paragraph 2:-

1. the policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey and the Island of Alderney, or to offshore installations in any waters outside the United Kingdom to which the Employers' Liability (Compulsory Insurance) Act 1969 or any amending primary legislation applies<sup>(b)</sup>; and
2. (a) the minimum amount of cover provided by this policy is no less than GBP 5,000,000<sup>(c)</sup>; or  
~~(b) the cover provided under this policy relates to claims in excess of GBP~~  
~~but not exceeding GBP~~

Signed on behalf of those Lloyd's Underwriters subscribing to the above policy (Authorised Insurers)

..... Signature

- (a) Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.
- (b) Specify applicable law as provided for in regulation 4(6) of the Regulations.
- (c) See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.

*Note: The information below this line does not form part of the statutory certificate. Those Underwriters at Lloyd's on whose behalf this certificate is issued require the following information to be entered by the issuing intermediary:*

Name and address of issuing intermediary: Marsh Ltd t/a Victor Insurance  
14 Kings Court  
Newmarket  
Suffolk  
CB8 7SG

Authorised Insurers: DTW 1991 Underwriting Ltd. on behalf of Syndicate DTW1991 at Lloyd's

Issuing intermediary's reference: B6991SCO2018S01 (if different from the Policy Number stated above)

NMA2838 (28/01/1999)

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Association of British Insurers

## **Health and safety for small/medium sized businesses**

### **How my insurer helps me manage my health and safety risk**

Good health and safety standards help you to run your business successfully. Meeting the requirements of relevant regulation is a central factor in achieving this. Insurers recognise the wider benefits to society of encouraging businesses in following sensible, proportionate measures aimed at helping them to carry out their activities.

We are providing this information to help you take sensible steps to manage health and safety effectively.

Insurers will continue to settle legitimate claims. Insurers will also co-operate with businesses such as yours if you need to deal with the consequences of vexatious claims made against you.

Your insurer will always be willing to offer you guidance on what constitutes good practice in managing health and safety. This guidance should be aimed at improving the resilience of your business in dealing with civil law claims made against you, and will be proportionate to the level of risk involved.

### **Employers' liability vs public liability – what's the difference?**

Insurers provide cover for businesses' legal liabilities by issuing:

- Employers' liability policies – this covers employers for injury or disease to people they employ; and
- Public liability policies – this covers businesses for injury, disease or damage to people they do not employ, for example visitors.

### **The law - the Health and Safety at Work etc. Act 1974**

- This is the main law on health and safety and says that every employer is to ensure, so far as is reasonably practicable, the health and safety of employees and also persons not in their employment who may be affected by work activities.
- Your insurer expects you to take reasonable steps to comply with this requirement and other related regulations, using the guidance and tools provided by the Health and Safety Executive (or other competent organisations) to help with this aim. You can find more information at [www.hse.gov.uk/index.htm](http://www.hse.gov.uk/index.htm).
- Your insurer will not refuse to pay a claim purely because of a breach of health and safety regulations.
- Your insurer will not withdraw cover mid-term purely because of a breach of health and safety regulations.

This document has been created as generic guidance for small and medium sized businesses and does not constitute legal advice. If you have any questions relating to health and safety management that this document does not address, you should discuss them with your broker or insurer.

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## Who is an employee?

There are various forms of employment. Often a working individual may not be engaged under a contract of employment. For this reason, insurers include, under an employers' liability policy, a definition of who is to be treated as an 'employee'. A typical definition would be:

- Any person employed under a contract of service or apprenticeship;
- people on work experience schemes, for example, students;
- any person hired or borrowed from another employer including drivers or operators of hired in plant;
- labour only subcontractors; and
- home workers.

All these people are covered while working for and under your control in your business.

## Some common concerns

### Documentation

- Insurers do not generally need you to show any formal evidence that you are keeping to health and safety regulations nor do they ask to see health and safety documents as a condition of granting insurance cover.
- However, although it is not a legal or insurance requirement to do so, good record keeping (for example, training records, written risk assessments etc.) may be useful if you need to defend a civil law claim.

### Written risk assessments

- If you employ fewer than five employees, there is no need for you to complete written risk assessments. However, although completing and recording risk assessments is not a legal or insurance requirement, it may help in defending any civil law claims made against you.

### The role of health and safety consultants

- You do not need to hire a health and safety consultant. The law says that you must have access to competent health and safety advice – often, this is available from your own staff.
- If, however, the complexity or nature of your business indicates that you do need external support, your insurer will normally recommend that you use a health and safety consultant who is listed on the Occupational Safety and Health Consultants Register. You can get more information at [www.oshcr.org](http://www.oshcr.org).



Association of British Insurers

### **Testing portable electrical appliances**

There is no specific legal requirement for every portable electrical appliance to be tested each year and your insurer will not insist upon this when offering you insurance.

However, as you must maintain this equipment suitably to prevent danger, insurers recommend you follow the guidance published by the HSE, available at [www.hse.gov.uk/electricity/index.htm](http://www.hse.gov.uk/electricity/index.htm).

For specific guidance, read 'Maintaining portable electric equipment in low risk environments', available at [www.hse.gov.uk/pubns/indg236.pdf](http://www.hse.gov.uk/pubns/indg236.pdf).

### **More help**

Insurers approve the principles set out in the Association of British Insurers' Key Principles document: Health and Safety for Businesses and the Voluntary Sector. This is available at <http://www.abi.org.uk>. You can also find more guidance on the HSE website available at [www.hse.gov.uk](http://www.hse.gov.uk).

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## QUALITY POLICY

It is the policy of AHB Instrument Services Ltd to provide its Customers with Products, Parts etc. which are fit for their intended purpose, and delivered in line with our own Business Quality Requirements and/or as agreed with our Customer.

We ensure that our Quality Policy, our Overall Objectives and our Short-Term Objectives are appropriate to our organisation. We review all these aspects at least once a year to ensure that our Policy continues to be suitable and that our Objectives are appropriately updated.

The Company knows that the Quality of its Services depend upon the actions of its employees. To this end all of our staff are aware that our Customers are important and every effort is made at all levels to ensure that our Products and Services always meets Customer requirements. This basic requirement is considered to be above any written guidance or instruction.

Each employee knows of the requirement to provide a high-level Quality Service. This is achieved through suitable Procedures, Quality Records and the efforts of the management team.

In our Business we have the following Overall Objectives: -

1. To ensure that our Products are 'right first time' and delivered 'on time', we aim for the highest possible level of achievement as even a small percentage represents a significant problem and cost to both our customer and ourselves. Suitable action is taken immediately upon the report of such a Problem and we investigate any shortcoming within each Section of the Business and at our Management Review Meetings.
2. To achieve a resolution of any matter raised as a result of an External Assessment or an Internal Audit within a maximum of two months from the original report. All such matters are considered at our Management Review Meetings. Any urgent Matter is dealt with appropriately in line by one of our Directors.
3. To address any shortcoming not covered by the first two items our Management Review Meetings ensure, where required, suitable Corrective and/or Preventive Action is taken. However suitable remedial action will be taken, as required, at the time of the original difficulty.
4. To consider, on a continuing basis opportunity for improving our Products or Services.
5. To ensure that we have a highly motivated and trained staff we review the Training needs of our staff regularly.
6. We also establish short term measurable Objectives for our business at the time of our Management Review.

The Directors of the company give total commitment to the operation of the Business Quality System. My fellow Director supports me to act as the Director Responsible for Quality ('The Management Representative').

Signed by



Managing Director

Date 6<sup>th</sup> April 2020

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## ENVIRONMENTAL POLICY

It is the policy of AHB INSTRUMENT SERVICES LIMITED to operate our business so that

We reduce the impact on the environment from our operations

We are committed to sustainable development

We assess the environmental impacts of our operations

We set objectives and targets and review them in order to improve our environmental performance

We promote responsibility for the environment within the organisation and communicate and implement this policy at all levels within the workforce

Minimise waste by reduction, re-use and recycling methods

Conserve energy, water and other resources

Make sure reasonable steps are taken to prevent incidences of pollution

Comply with all relevant environmental legislation, regulation and other requirements

Identify and provide appropriate training advice and information for staff and encourage them to develop new ideas and initiatives

Promote and encourage involvement in local environmental initiatives/schemes

Make sure appropriate resources are provided to meet the commitments of this policy

Signed by



Managing Director

Date 6<sup>th</sup> April 2020

Note – we are not currently externally assessed against this standard

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## HEALTH & SAFETY POLICY

### HEALTH AND SAFETY

### AT WORK ACT

**1974.**

#### SECTION A

#### GENERAL STATEMENT OF POLICY

OUR POLICY IS TO PROVIDE, AND MAINTAIN, SAFE AND HEALTHY WORKING CONDITIONS, EQUIPMENT AND SYSTEMS OF WORK FOR ALL OUR EMPLOYEES, AND ALSO TO PROVIDE SUCH INFORMATION, TRAINING AND SUPERVISION AS THEY NEED FOR THIS PURPOSE. WE ALSO ACCEPT OUR RESPONSIBILITY FOR THE HEALTH AND SAFETY OF OTHER PEOPLE WHO MAY BE AFFECTED BY OUR ACTIVITIES.

THE ALLOCATION OF DUTIES FOR SAFETY MATTERS AND THE PARTICULAR ARRANGEMENTS WHICH WE WILL MAKE, TO IMPLEMENT THE POLICY ARE SET OUT AS FOLLOWS.

THE POLICY WILL BE KEPT UP TO DATE, PARTICULARLY, AS THE BUSINESS CHANGES IN NATURE AND SIZE. TO ENSURE THIS, THE POLICY AND THE WAY IN WHICH IT HAS OPERATED WILL BE REVIEWED EACH YEAR.

Signed by



Managing Director

Date 6<sup>th</sup> April 2020

## **SECTION A RESPONSIBILITIES.**

1. OVERALL AND FINAL RESPONSIBILITY FOR HEALTH AND SAFETY IN THE FIRM IS THAT OF ANDREW BANNER
2. THE SITE FORMAN IN CHARGE OF WORKS AT EACH SITE WHERE THE COMPANY IS OPERATING, IS RESPONSIBLE FOR PARTICULAR SAFETY ON THAT SITE. THE FORMAN WILL BE RESPONSIBLE FOR IMPLEMENTING DISCIPLINARY WARNINGS, RELATING TO BREACH OF SAFETY POLICY. AT THE COMMENCEMENT OF WORK AT A PARTICULAR SITE PERSONNEL WILL BE NOTIFIED OF THE FORMAN RESPONSIBLE FOR SAFETY.
3. THE NATURE AND METHOD OF OPERATION OF THE COMPANY IS SUCH THAT, INVARIABLY, PERSONNEL WILL BE WORKING ON PREMISES WHICH BELONG TO OTHERS, AND THE SAFETY POLICY OF THE SITE OWNER MUST BE ADHERED TO, IN ADDITION TO THE COMPANIES SAFETY POLICY, AT ALL TIMES.
4. WHERE THE PRINCIPLES OF THE COMPANIES SAFETY POLICY CONFLICT WITH THOSE OF THE SITE OWNER, THIS MUST BE BROUGHT TO THE ATTENTION OF ANDREW BANNER IMMEDIATELY.
5. ALL EMPLOYEES AND CONTRACTORS HAVE THE RESPONSIBILITY  
TO CO-OPERATE WITH SUPERVISORS AND MANAGERS TO ACHIEVE A HEALTHY AND SAFE WORKING ENVIRONMENT, AND TO TAKE REASONABLE CARE OF BOTH THEMSELVES AND OTHERS.
6. WHEN AN EMPLOYEE, CONTRACTOR, SUPERVISOR OR MANAGER DISCOVERS A HEALTH OR SAFETY PROBLEM, WHICH CANNOT BE SOLVED, THEY MUST REPORT THE PROBLEM TO THE APPROPRIATE PERSON NAMED ABOVE, IMMEDIATELY. THEY MUST ALSO INFORM A SAFETY REPRESENTATIVE, IF ONE IS AVAILABLE.  
  
CONSULTATION BETWEEN THE MANAGEMENT, EMPLOYEES AND CONTRACTORS IS PROVIDED BY THE SITE FORMAN.
7. ALL CONTRACTORS AND EMPLOYEES WORKING FOR THE COMPANY MUST HAVE ATTENDED AN APPROVED COURSE COMPLYING WITH THE **ELECTRICITY AT WORK REGULATIONS 1989** OR DEMONSTRATE TO THE SATISFACTION OF ANDREW BANNER THAT THEY ARE CAPABLE OF WORKING TO, AND COMPLYING WITH, THE PRINCIPALS AND STANDARDS ESTABLISHED BY THIS **ACT**
8. THE MONITORING AND MAINTENANCE OF PLANT AND EQUIPMENT WILL BE CARRIED OUT BY THE SITE FORMAN ON EACH SITE OF OPERATION.
9. ALL CONTRACTORS AND EMPLOYEES MUST COMPLY WITH THE FOLLOWING GENERAL PRINCIPALS WHEN WORKING ON SITE.
  - 9.1.1 THEY MUST ATTEND THE SAFETY INDUCTION COURSE ON SITE AS DIRECTED IN THE OFFICIAL ORDER RECEIVED FOR EACH JOB.
  - 9.1.2 THEY MUST WEAR AND USE, AT ALL TIMES, ANY SAFETY EQUIPMENT STIPULATED BY THE SITE OWNER, AND THE COMPANY, AND COMPLY WITH THE SITE SAFETY CODE.
  - 9.1.3 ALL SAFETY INSPECTIONS AND THE MONITORING AND MAINTENANCE OF PLANT AND EQUIPMENT WILL BE CARRIED OUT, IN THE FIRST PART, BY THE SITE FORMAN ON EACH SITE OF OPERATION.

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## COMPETENCY STATEMENT

AHB Instrument Services ensures that all our Employees and Contractors working on Customer site have the ability to carry out their tasks in a competent and safe manner. Our employees receive all necessary instructions to carry out their tasks safely and this is documented in the issued RAMS documents together with any necessary certification if required. Their performance on the job is also subject to review together with competency to ensure that safe practices are followed.

We have attached within the document pack individual employee certification / training, where this applies.

All key members of Staff have been through Apprentices / Training programs to cover their disciplines.

AHB Instrument Services is Competent in the following Process Control disciplines:

Temperature Assemblies / Gauges, Transmitters, Switches

Pressure Measurement / Gauges, Transmitter, Switches

Level Measurement / Gauges, Transmitter, Switches, load cells, Ultrasonic & Radar

Mass Dynamics (static & dynamic) Weigh Scales to included Load Cells, weigh frames, & speed sensors

Flow Meters / Indicators

We are fully trained on Siemens Process Instrumentation products as listed above, our Certificate is attached as part of the document.

AHB Instrument Services can confirm we are also fully competent in the installation / commissioning of other manufacturers products covering similar Technologies.

We strive to keep in touch with changes and new Technologies within the market place so we can advise up to date advice and suggestions within the Industry.

Signed by



Managing Director

Date 6<sup>th</sup> April 2020

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## Qualifications & Safety Passport

**Director/Engineer – Andrew Banner**

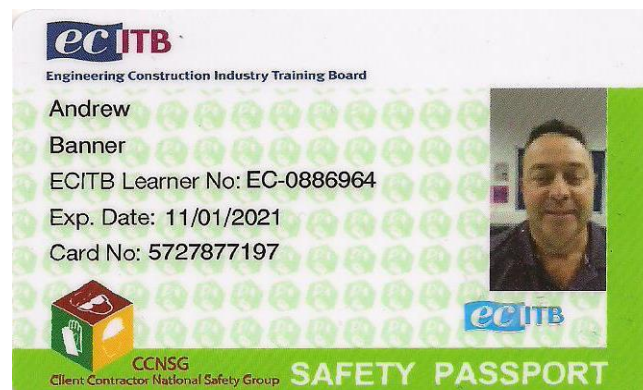
### ***Formal Qualifications***

- City & Guilds Basic Engineering Craft Studies - June 1981
- City & Guilds Electrical Installation Work Part 1 - June 1982
- City & Guilds Electrical Installation Work Part 2 - June 1983
- City & Guilds Electrical & Electronic Craft Studies - June 1984
- Electrical Inspection & Testing - March 1997
- City & Guilds IEE Wiring Regulations 16<sup>th</sup> Edition - June 1999

### ***Other Training Courses Attended***

- Milltronics Instrumentation
- Confined spaces Regulations Course - January 2000
- Sigrist Instrumentation Course - April 2000
- Safetech Manual Handling - July 2001
- Siemens Advanced Radar Course - June 2003
- Siemens Instrumentation – Annual refresher - on going
- Qualitative Face Fit Test – May 2020

### ***Safety Passport***





Building the connections that build the world

04/05/19

**AHB Instrument Services Ltd**

**Became a Member of the Avetta Consortium on:**

04/03/19

This document certifies that the company above is a Member of the Avetta Consortium. This company will be an authorized user of the Avetta database, as long as a full Avetta membership is maintained.

*John C. Herr*

John Herr, CEO



*Kevin Berens*

Kevin Berens, CPO