



**GANTRAIL®**

*A world of crane rail expertise*

## PRE-QUALIFICATION QUESTIONNAIRE

Prepared by Malcolm Trigg, Managing Director

20<sup>th</sup> November 2015

Gantrail is the commercial brand of Gantry Railing Limited

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## PRE-QUALIFICATION QUESTIONNAIRE

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## **Section 1 Company Information**

## COMPANY OVERVIEW

As a solutions driven company, our product and service offering has been shaped by business technology as well as by the diversity and scope of the crane rail project requirements which we continue to pride ourselves in delivering; however large or small our involvement might be.

Our wide array of experience enables us to offer excellent advice and solutions on a variety of applications. Please refer to industries served for further details.

At Gantrail, our customers welcome our integrated approach towards projects and value our design and technical support alongside our manufacture and installation expertise.

Since inception in 1965 Gantry Railing Limited has expanded from a successful company focussed on design and production of steel for crane rails, to a company with worldwide recognition for high quality crane rail design, manufacture and installation for all aspects of the crane rail industries.

From our Gloucester based head office, we service a number of customers all over the world thanks to our network of strategic international partnerships.

These strong relationships have led to our involvement in crane rail projects throughout the world, including the following:

- Abu Dhabi
- Australia
- Austria
- Argentina
- Bahrain
- Brazil
- Belgium
- Canada
- Chile
- Colombia
- Czech Republic
- Denmark
- Dubai
- Eire
- Ecuador
- Finland
- France
- Germany
- Greece
- Hong Kong
- Hungary
- Iceland
- Indonesia
- India
- Iran
- Iraq
- Italy
- Japan
- Kenya
- Korea
- Kuwait
- Lebanon
- Malaysia
- Mexico
- Netherlands
- New Zealand
- Norway
- Oman
- Philippines
- Poland
- Portugal
- Qatar
- Saudi Arabia
- Singapore
- South Africa
- Spain
- Sri Lanka
- Sweden
- Switzerland
- Tunisia
- Venezuela
- USA
- Zambia

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## **INDUSTRIES SERVED**

Gantrail is recognised around the world as the leading company in the field of Crane Rail Fastening Systems. Gantrail has always been devoted to solving the problems and providing solutions associated with the installation and fixing of steel rails on steel and concrete structures across all industries.

This list of industries served is ever increasing and currently includes:

- Airports – Cargo Handling
- Aluminum Production
- Automates Warehouse
- Automotive industry
- Bulk Handling Ports
- Cement Works
- Construction & Industrial Applications
- Container Terminals
- Gas
- Hydro
- Nuclear
- Mining
- Ports & Harbour
- Power Stations
- Shipyards & Ship Lifts
- Space industry
- Steelworks
- Timber Yards
- (Waste) Water Treatment Works

Please refer to a selection of our Case Studies in Section 14 for further details.

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## **ECONOMIC AND FINANCIAL STANDING**

Person responsible for financial matters - Mrs. Carole Cresswell

Enclosed is a copy of the certificate of Incorporation of the Company under the Companies Act 1985 / Certificates of Change of Name. *(see Appendix 1)*

A full set of accounts as filed at Companies House in the UK can be supplied on request.

Annual turnover for the current trading period can be supplied on request.

We can confirm the organisation is still trading and there hasn't been any significant change to the financial circumstances.

There are currently no outstanding claims or litigation against the organisation.

The name and address of our bankers from whom references may be taken up.

VAT Registration Number GB752700252

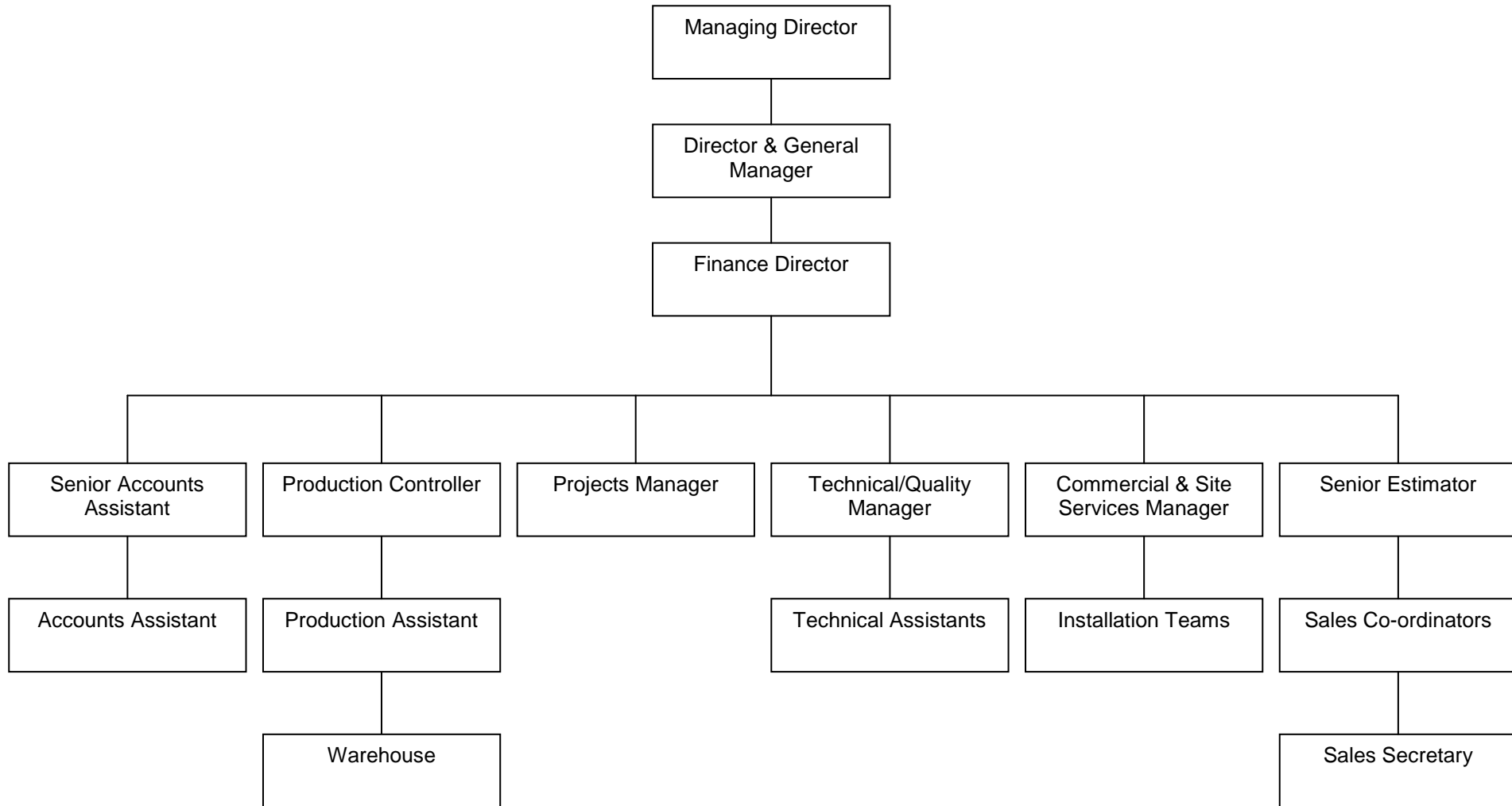
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## KEY PERSONNEL

Managing Director	Malcolm Trigg
Director & General Manager	Les Spencer
Finance Director	Carole Cresswell
Technical & Quality Manager	Peter Bygrave
Production Controller	Paul Tytherleigh
Commercial/Estimating Manager	Malcolm Gray
Senior Project Manager	Dieter Verheyen
Area Manager	Jean-Claude Englebert
Projects Manager	David Hoskins



## ORGANISATION CHART



# **Section 1 Company Information**

## **Appendix**

## Certificate of Incorporation



### CERTIFICATE OF INCORPORATION ON CHANGE OF NAME

Company No. 3659449

The Registrar of Companies for England and Wales hereby certifies that  
GAPFERN LIMITED

having by special resolution changed its name, is now incorporated  
under the name of  
GANTRY RAILING LIMITED

Given at Companies House, Cardiff, the 28th March 2000



COMPANIES HOUSE

HC006A

## **Section 2 Quality Assurance**

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## **QUALITY ASSURANCE AND CONTROL**

### **Introduction to Quality Management**

The Quality Management System (QMS) specifies quality requirements for use in Gantry Railing Limited. It is aimed primarily at achieving customer satisfaction by meeting or exceeding customer requirements through application of the system, its continual improvement and the prevention of nonconformity. This QMS applies from the identification of customer requirements, through all other quality management system processes, to the achievement of customer satisfaction. The QMS conforms to the requirements of the current issue of international standards ISO 9001. The Gantry Railing Limited QMS applies to the manufacture, supply and installation of fastening for crane rails in building and other construction projects.

Gantry Railing Limited has the necessary procedure in place to satisfy the requirements of the design of new products in accordance with the standard.

### **History of Quality**

Gantry Railing Limited developed their first QMS in October 1991 but before this they were committed to quality since their formation in the 1965. Gantry have defined and managed the processes necessary to ensure that product and service conforms to customer requirements. As a means of implementing and demonstrating the defined processes.

### **Management Responsibility**

Top management demonstrates that customer needs and expectations have been determined and translated into applicable customer requirements. They demonstrate its commitment to meeting customer requirements for their product and service.

### **Customer Needs and Requirements**

Gantry Railing Limited determines customer needs and requirements and specifies them in the form of defined requirements, with the aim of achieving customer confidence in the provided product and service. The QMS ensures the defined requirements are understood and fully met.

### **The Quality Management System**

The quality management system has the following main parts:

- a) The Policy is attached as Appendix 1
- b) The detailed company and quality procedures are attached as Appendix 2
- c) The process flow chart is shown as Appendix 3.

### **Quality Objectives and Planning**

Gantry Railing Limited has established written quality objectives, at each applicable function and level within the company. The quality objectives are consistent with the quality policy. Quality objectives include those needed to meet requirements for products, services and related processes.

## **Responsibility and Authority For The Quality Management System**

Roles, responsibilities and authorities are defined and communicated to facilitate effective quality management. System procedures are prepared which, together with the quality manual, describe the complete quality management system. A Management representative has been appointed by top management.

## **Control of Documents**

Gantry Railing Limited has established system procedures for controlling new and revised documents required for the operation of the quality management system. Applicable documents of external origin are controlled. These procedures ensure that documents are approved for adequacy, they are periodically reviewed, and revised as necessary, the current versions of relevant documents are available at all locations where activities essential to the effective functioning of the process are performed and obsolete documents are promptly removed from all points of issue and use, or otherwise controlled to prevent unplanned use. Some documents are defined as quality records. They are available to demonstrate conformance to requirements and effective operation of the quality management system. Quality records from suppliers are controlled when required. Gantry Railing Limited has established and maintains system procedures for record identification, collection, indexing, access, filing, storage, protection and disposition.

## **Management Review**

Top management review the quality management system to ensure its continuing suitability, adequacy and effectiveness. The management review consists of comparison and evaluation of the following inputs audit reports, customer complaints and satisfaction, process reports and product conformance analyses, status of preventive, corrective, and improvement actions, compared to the existing quality policy and quality objectives. The outputs from a management review are fed back into the system and the results are recorded.

## **Resource Management**

Gantry Railing Limited has provided the resources needed to establish and improve the quality management system and these are applied to the managing of Gantry Railing Limited processes and projects. Gantry Railing Limited has identified human resources and assigned personnel to ensure that those whose activities impact the conformity of product and service are competent on the basis of applicable education, training and experience, training, qualification and competence. Other resources required to maintain quality include infrastructure and a satisfactory work environment.

## **Process Management**

Gantry Railing Limited has determined which processes are required to operate as a loop within the company. The sequence and interaction of these processes have been determined, planned and is controlled to ensure they operate effectively. Gantry Railing Limited has assigned responsibilities for the operation and monitoring of these product and service realization processes. Gantry Railing Limited has ensured these processes are operated under controlled conditions. These processes are:

- Sales
- Purchasing
- Stores
- Production
- Inspection
- Contracts
- Despatch
- Technical (inc. design)
- Quality Management
- Accounting

Customer-related processes are treated in a systematic manner. They include identification of customer requirements, the extent to which customers have specified the product and service requirements, requirements not specified by the customer but necessary for fitness for purpose; obligations related to product and service, including regulatory and legal requirements and customer requirements for availability, delivery and support of product and service. Customer communication is given high priority with a Customer Relationship Management system at its core.

## **Design and Development**

Gantry Railing Limited products were originally designed in the 1970's and are still the leading products used worldwide for the installation of crane rails. Product design and development is undertaken and in the main this is the development of existing designs to suite relatively small changes in requirement. New products are added to the range either from the company's own resources or from other companies with suitable product ranges. Gantry Railing Limited plans and controls design and development of the product and service following the requirements of the international standard. External resources are used where required for analysis or product assurance e.g. finite element analysis and Lloyds Register of Shipping.

## **Purchasing**

Gantry Railing Limited controls its purchasing processes to ensure purchased product and service conform to Gantry Railing Limited requirements. The type and extent of methods to control these processes is dependent on the effect of the purchased product and service upon the final product and service. Gantry Railing Limited evaluates and selects suppliers based on their ability to supply product and service in accordance with Gantry Railing Limited requirements. Evaluation and selection criteria for suppliers are established. Supplier evaluations, supplier audit records and evidence of previously demonstrated ability are considered when selecting suppliers and when determining the type and extent of supervision applicable to the purchased product and service.

## **Production and Service Provision**

Gantry Railing Limited controls production and service operations through, the availability of clearly understandable work instructions, the use and maintenance of suitable production, installation, the provision of suitable working environments, the availability and use of suitable inspection, measuring and test equipment, capable of the necessary accuracy and precision. Processes are validated to determine satisfactory performance. Where traceability is a

requirement, Gantry Railing Limited controls the identification of product and service. Handling, packaging, storage, preservation and delivery are closely controlled.

## **Control of Measuring, Inspection and Test Equipment**

Gantry Railing Limited control, calibrate, maintain, handle and store applicable measuring, inspection and test equipment used to demonstrate conformance of product and service to specified requirements. Measuring, inspection, and test equipment is used in a manner, which ensures that measurement uncertainty, including accuracy and precision, is known, and is consistent with the required measurement capability.

## **Measurement, Analysis and Improvement**

Gantry Railing Limited defines and implements measurement, analysis and improvement processes as a means of demonstrating that product and service conforms to specified requirements. The type, location and timing of measurements are defined and the results recorded based on their importance. The results of data analysis and improvement activities are an input to the management review process.

Customer satisfaction is determined and established for processes and for measurement of quality management system performance. Customer satisfaction is used as a primary measure of system output and internal audit is used as a primary tool for evaluating ongoing system compliance.

Internal audits are performed to ensure the quality management system and related processes are operating satisfactory.

Gantry Railing Limited applies suitable methods for measurement of the product and service to verify that specified requirements for the product and service are met. Evidence of required inspection and testing activities and acceptance criteria used are recorded.

## **Control of Nonconforming Product**

Gantry Railing Limited ensures that product and service that does not or will not conform to requirements is controlled to prevent unplanned use, application or installation. Gantry Railing Limited provides for identifying, recording and reviewing the nature and extent of the problem encountered.

## **Analysis of Data**

Analysis of applicable data is undertaken as one means of determining where quality management system improvements can be made. Gantry Railing Limited collects data from relevant sources, including internal audits, corrective and preventive action, nonconforming product and service, customer complaints and customer satisfaction results.

## **Improvement**

Gantry Railing Limited has established processes for the continual improvement of the quality management system. These processes include those methods and measures suitable for the product and service. Gantry Railing Limited has established a process for eliminating the causes of nonconformity by preventing recurrence. As applicable, nonconformity reports, customer complaints and other suitable quality management system records are used as inputs to the corrective action process. Responsibilities for corrective action are established. The procedures for the corrective action process include, identification of nonconformities of product and service, process, quality management system, and customer complaints, investigation of causes of nonconformities, and recording results of investigations,



determination of corrective actions needed to eliminate causes of nonconformities, implementation of corrective action, follow up to ensure corrective action taken is effective and recorded. Gantry Railing Limited has implemented corrective action for product and service already delivered, but subsequently discovered to be nonconforming.

Gantry Railing Limited has established a process for eliminating the causes of potential nonconformities to prevent occurrence. Quality management system records and results from the analysis of data are used as inputs for preventive action, as applicable. Responsibilities for preventive action have been established. The preventive action processes include, identification of potential product and service and process nonconformities, investigation of the causes of potential nonconformities of product and service, process and quality management system, and recording the results, determination of preventive action needed to eliminate causes of potential nonconformities, implementation of preventive action needed, follow up to ensure preventive action taken is effective, recorded and submitted for management review.

## **Section 2 Quality Assurance**

### **Appendix**

## **POLICY IN RELATION TO QUALITY**

### **Quality Policy Statement**


Gantry Railing Limited is a leading Company in the design, manufacture and installation of Crane Tracks. The organizational goals of the company are to operate from the Gloucester Head Office with a trained and motivated workforce; to sell directly to customers and to build up and support a worldwide network of agents. The Company is dedicated to the supply of products and services to its customers that are fit for their intended purpose, and which fully conform to Gantry Railing Limited and other stated specifications. To achieve these objectives Gantry Railing Limited operates a Quality System that is described in the Quality Assurance Manual, Quality Assurance Procedures and Work Instructions. The Quality System was based ISO 9002 1994 but has been upgraded to reflect ISO 9001:2008

The day-to-day operation of the Quality System is the responsibility of all staff and they are in turn responsible for the quality of their own work. The management of Gantry Railing Limited are fully committed to the development, implementation and continual improvement of the effectiveness of the quality management system. To this end the company will continue to set and review quality objectives that shall be measurable and consistent with the quality policy.

The organization, control and monitoring of activities associated with the operation of the Quality System is undertaken by the Quality Manager. He has sufficient freedom of action and authority to carry out those tasks that may be necessary to highlight and ensure rectification of any quality problems. He reports to the Director and General Manager who in return reports to the Chairman. To ensure independence at times of audit and management review of quality relate functions, the Company make use of the services of a quality consultant.




ENDORSED: Mr M Trigg  
Managing Director

	<b>INTERNAL MATERIAL QUALITY CONTROL PLAN</b>		
	Document Reference : 12345-GRL-QCP-001		Revision : A
	Project : Example		Customer : PQQ
	Gantry Railing Ltd Order No : 12345		Customer Order No : 678910


Activity Number	Process Description	Procedure	Inspection Required	Acceptance Criteria	Frequency	Verifying Document	Inspection		Inspection (Print Name, Signature & Date)		Comments
							Gantry Railing Ltd	Customer	Gantry Railing Ltd (Print)	Customer (Print)	
1.1.	Review Customer Purchase Order	GRL QAP P03	Document Review	Acceptance by Gantry Railing Ltd	100%	Customer Purchase Order GRL P03 A14	R1	A1			
1.2.	Raise Order Acknowledgement	GRL QAP P03	Document Review	Acceptance by Customer	100%	P03 A05 / A06 / A07 (Order Acknowledgement)	A1 / XA / H	R1 / AP			
1.3.	Raise Works Order	GRL QAP P08	Document Review	As per GRL QAP P08	100%	Works Order P10 A02	A1	-			
1.4.	Check Works Order	GRL QAP P08	Document Review	As per GRL QAP P08	As Works Instruction	Works Order P10 A02	R1	-			
1.5.	Pick Items from stock	GRL QAP P08	Visual	As per GRL QAP P08	As Works Instruction	Works Order P10 A02	A1	-			
1.6.	Material Inspection	As per manufacturer's works instruction	Document Review	As per Material Inspection & Test Plan	As per ITP	Material Inspection & Test Plan (xxxxx-GRL-ITP-001)	R1 / XC	R1			
1.7.	Packing Inspection & Release for Shipment	GRL QAP P12	Document Review	As per Purchase Order	As Works Instruction	Delivery Note	A1	R1			

<p>Key</p> <p>A1 – 100% Actual Inspection  A2 – Actual Inspection of Sample. 10%  AP - Document to be Approved and Provider Notified</p> <p>XA – A copy of the document referred to is to be provided for approval. Approval is required before use  XC – A copy of the document referred to is to be provided with completed Handover Package.</p>	<p>H - Hold  R1 – 100% Documentation Review  R2 – Sample Review of Documentation. 10%</p>	<p>IN – Documentation to be Submitted for information only  W1 – 100% Witness Opportunity  W2 - Sample Witness Opportunity. 10%</p>
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	EXTERNAL MATERIAL QUALITY CONTROL PLAN	
	Document Reference : 12345-GRL-QCP-002	Revision : A
	Project : Example	Customer : PQQ
	Gantry Railing Ltd Order No : 12345	Customer Order No : 678910

Activity Number	Process Description	Procedure	Inspection Required	Acceptance Criteria	Frequency	Verifying Document	Inspection		Inspection (Print Name, Signature & Date)		Comments
							Gantry Railing Ltd	Customer	Gantry Railing Ltd (GRL)	Customer (C)	
1.1.	Review Customer Purchase Order	GRL QAP P03	Document Review	Acceptance by Gantry Railing Ltd	100%	Customer Purchase Order GRL P03 A14	R1	A1			
1.2.	Raise Order Acknowledgement	GRL QAP P03	Document Review	Acceptance by Customer	100%	P03 A05 / A06 / A07 (Order Acknowledgement)	A1 / XA / H	R1 / AP			
1.3.	Raise purchase requisition	GRL QAP P06	Document Review	As per GRL QAP P06	100%	GRL internal purchase requisition form	A1	-			
1.4.	Check supplier on approved list	GRL QAP P06	Document Review	As per GRL QAP P06	100%	GRL P06 A10	R1	-			
1.5.	Send purchase order confirmation to manufacturer	GRL QAP P06	Document Review	As per GRL QAP P06	As Works Instruction	Purchase order form	A1 / R1	-			
1.6.	Material Inspection	As per manufacturer's works instruction	Document Review	As per Material Inspection & Test Plan	As per ITP	Material Inspection & Test Plan (xxxxx-GRL-ITP-001)	R1 / XC	R1			
1.7.	Packing Inspection & Release for Shipment	As per manufacturer's works instruction	Document Review	As per Purchase Order	As per manufacturer's works instruction	Delivery note	R1	R1			

Key	A1 – 100% Actual Inspection A2 – Actual Inspection of Sample. 10% AP – Document to be Approved and Provider Notified  XA – A copy of the document referred to is to be provided for approval. Approval is required before use XC – A copy of the document referred to is to be provided with completed Handover Package.	H – Hold R1 – 100% Documentation Review R2 – Sample Review of Documentation. 10%	IN – Documentation to be Submitted for information only W1 – 100% Witness Opportunity W2 – Sample Witness Opportunity. 10%
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 <b>INSTALLATION QUALITY CONTROL PLAN</b>	
Document Reference : 12345-GRL-QCP-003	Revision : A
Project : Example	Customer : PQQ
Gantry Railing Ltd Order No : 12345	Customer Order No : 678910

Activity Number	Process Description	Procedure	Inspection Required	Acceptance Criteria	Frequency	Verifying Document	Inspection		Inspection (Print Name, Signature & Date)		Comments
							Gantry Railing Ltd	Customer	Gantry Railing Ltd (GRL)	Customer ID	
3.1.	Submit method statement, other procedures & risk assessments for approval	GRL QAP P10	Document review	Acceptance by Customer	100%	Approved method statement & other documentation	R1 / XA / H	R1 / AP			
3.2.	Submit operator qualifications for approval	GRL QAP P17	Document review	Acceptance by Customer	100%	Valid operator certificate	R1 / XA / H	R1 / AP			
3.3.	Submit equipment certification	GRL QAP P13	Document review	Acceptance by Customer	100%	Valid insurance & test certificate	R1 / XA / H	R1 / AP			
3.4.	Material inspection	As per material quality control plan & inspection & test plan	Document review	As per material quality control plans (xxxxx-GRL-QCP-001 & xxxxx-GRL-QCP-002) and material inspection & test plan (xxxxx-GRL-ITP-001)	100%	Material inspection & test plan (xxxxx-GRL-ITP-001)	R1 / XC	-			
3.5.	Install crane rail system	As per the method statement & other procedures	Document review	As per the method statement, other procedures and installation inspection & test plan (xxxxx-GRL-ITP-002)	100%	Installation inspection & test plan (xxxxx-GRL-ITP-002)	R1 / XC	-			
3.6.	Hand over package	GRL QAP P10	Document review	Acceptance by Customer	100%	Completion certificate, warranty, xxxxx-GRL-ITP-001 & xxxxx-GRL-ITP-002	R1	R1 / AP			

Key	A1 – 100% Actual Inspection A2 – Actual Inspection of Sample. 10% AP - Document to be Approved and Provider Notified	H - Hold R1 – 100% Documentation Review R2 – Sample Review of Documentation. 10%	IN – Documentation to be Submitted for Information only W1 – 100% Witness Opportunity W2 - Sample Witness Opportunity. 10%
	XA – A copy of the document referred to is to be provided for approval. Approval is required before use XC – A copy of the document referred to is to be provided with completed Handover Package.		

## NQA CERTIFICATE

# Certificate of Registration



This is to certify that the Quality Management System of:

**Gantry Railing Limited**

Sudmeadow Road, Gloucester, GL2 5HG, United Kingdom

applicable to:

**The manufacture, supply and installation of fastening for crane rails in building and other construction projects**

has been assessed and registered by NQA against the provisions of:

**BS EN ISO 9001:2008**

This registration is subject to the company maintaining a quality management system, to the above standard, which will be monitored by NQA.



Managing Director

Certificate No:	5180
Issue Date:	28 July 1994
Reissued:	15 September 2015
Valid Until:	15 September 2018
EAC Code:	28, 18



This certificate replaces certificate number COV1513113/02, issued 04 March 2015, which is hereby cancelled.

Certificate no: COV1513113/02A1  
Page 1 of 1



## Test Certificate

Office: Lloyd's Register EMEA - Energy, Coventry

Date: 18 March 2015

This Certificate is issued to Gantry Railing Limited to certify that the undersigned Surveyor to Lloyd's Register EMEA did, at their request, attend their Sudmeadow Works, Gloucester on 04 March 2015 for the purpose of witnessing the testing of the undernoted Gantry Railing Limited Clip in accordance with the requirements of Gantry Railing Limited Order No. 13929.

Gantry Railing Limited Type 1116 Clip.  
M16 Bolt Material BS EN ISO 898-1 Grade 10.9  
M16 Nut Material BS EN ISO 898-1 Grade 10

Design Load 120 KN

### Test Procedure

The above Clip was subjected to lateral testing in accordance with Gantry Railing Limited Test Procedure No. TESTBS5950. The procedure is based on BS 5950 Part 1: 2000 – Section 2.1.2.5 and Section 7.

The Clip was welded to a plate with a 4mm (throat) fillet weld around the base.

The Clip was bolted down onto a test rig simulating normal fixing conditions with a measured torque of 200 Nm.

### Pre Load Test (Design Load)

The Clip was subjected to a pre-load of 120KN for one minute duration for a preliminary bedding down load.

### Acceptance Test Load (1.3 x Design Load)

A test load of 156KN was applied in gradual stages.

### Strength Test Load (1.6 x Design Load)

The proof load was increased in gradual stages to 192KN.

### Proof / Strength Test Result

The pre-load test, proof test and strength test were all considered acceptable.

### Failure Load

The strength load was increased gradually to 240kN (2 x Design Load). Upon dis-assembly of the components, it was observed that the base had pressure marks on contact face, but had not yielded significantly. The clip cap had a small crack at the root of the triangular boss and was yielding consistent with rail contact area. The bolts were in good condition with evidence of bearing at edges of the head. Slight deformation of threads was noted due to contact with slot in clip cap.

Pressure gauge serial No. HFPG274 (Hydraulic) 0-10000 psi, calibrated 29/08/2014, due 29/08/2015. Certificate No. PG274. Certificate was issued by Hi-Force Hydraulic Tools (UKAS 022)  
Torque Wrench serial number M140052-1000 Nm, calibrated 13/11/2014, due 13/11/2015. Certificate No. U146732, Certificate was issued by Quasartronics Ltd (UKAS 0511)



Stephen Meredith  
Surveyor to Lloyd's Register EMEA

A subsidiary of Lloyd's Register Group Limited

Lloyd's Register Group Limited, its affiliates and subsidiaries and their respective officers, employees or agents are, individually and collectively, referred to in this clause as 'Lloyd's Register'. Lloyd's Register assumes no responsibility and shall not be liable to any person for any loss, damage or expense caused by reliance on the information or advice in this document or howsoever provided, unless that person has signed a contract with the relevant Lloyd's Register entity for the provision of this information or advice and in that case any responsibility or liability is exclusively on the terms and conditions set out in that contract.

Form 1124 (2013.12)

This is a copy of an electronic document. In the event of any conflict or ambiguity between the copy and the electronic document, which is retained and published by Lloyd's Register, the original electronic and certified version shall always prevail.



## **Section 3 Process Management**

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## **CONTROL OF DOCUMENTS**

Gantry Railing Limited has established system procedures for controlling new and revised documents required for the operation of the quality management system. Applicable documents of external origin are controlled.

These procedures ensure that:

- a) Documents are approved for adequacy
- b) Documents are periodically reviewed, and revised as necessary
- c) The current versions of relevant documents are available at all locations where activities essential to the effective functioning of the process are performed
- d) Obsolete documents are promptly removed from all points of issue and use, or otherwise controlled to prevent unplanned use
- e) Any obsolete documents retained for legal or knowledge-preservation purposes are suitably identified.

Documentation are legible, revision controlled, readily identifiable and maintained in an orderly manner. Documentation can be in any form or any type of media.

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## **PURCHASING**

### **General**

Gantry Railing Limited controls its purchasing processes to ensure purchased product and/or service conform to Gantry Railing Limited's requirements. The type and extent of methods to control these processes is dependent on the effect of the purchased product and/or service upon the final product and/or service. Gantry Railing Limited evaluate and select suppliers based on their ability to supply product and/or service in accordance with Gantry Railing Limited's requirements. Evaluation and selection criteria for suppliers are established. Supplier evaluations, supplier audit records and evidence of previously demonstrated ability are considered when selecting suppliers and when determining the type and extent of supervision applicable to the purchased product and/or service.

### **Purchasing Information**

Purchasing documentation contains information clearly describing the product and/or service ordered, including, but not limited to:

- a) Requirements for approval or qualification of product and/or service, procedures, processes, equipment and personnel
- b) Any management system requirements

Gantry Railing Limited reviews and approves purchasing documents for adequacy of the specification of requirements prior to release.

### **Verification of Purchased Product and/or Services**

Gantry Railing Limited determines and implements the arrangements necessary for verification of purchased product and/or service. Where Gantry Railing Limited or its customer proposes to perform verification activities at the supplier's premises, Gantry Railing Limited specify the required verification arrangements and method of product and/or service release in the purchasing documentation.

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## **Production and Service Provision**

### **General**

Gantry Railing Limited controls production and service operations through:

- a) The availability of clearly understandable work instructions
- b) The use and maintenance of suitable production, installation, and service provision equipment
- c) The provision of suitable working environments
- d) The availability and use of suitable inspection, measuring and test equipment, capable of the necessary accuracy and precision
- e) The implementation of suitable monitoring, inspection or testing activities
- f) Provision for identifying status of product and/or service with respect to required measurement and verification activities
- g) Suitable methods for release and delivery of product and/or service

### **Validation of Processes**

Gantry Railing Limited determines any production and/or service processes where the resulting output cannot be readily or economically verified by subsequent monitoring, inspection and testing. This includes any product and/or service where processing deficiencies may become apparent only after the product is in use or the service has been delivered. These processes are validated to demonstrate their effectiveness and acceptability.

The arrangements for validation are defined when required and consider the need for:

- a) Processes to be qualified prior to use
- b) Qualification of equipment or personnel
- c) Use of specific procedures or records

Evidence of validated processes, equipment and personnel are recorded and maintained.

### **Identification and Traceability**

Where applicable, Gantry Railing Limited identifies the product and/or service by suitable means throughout all realization processes.

Where traceability is a requirement, Gantry Railing Limited controls the identification of product and/or service.

### **Customer Property**

Gantry Railing Limited will protect customer's property while it is under the organisations control and not disclose intellectual property rights to a third party without prior written consent.

### **Handling, Packaging, Storage, Preservation and Delivery**

Gantry Railing Limited ensures that during internal processing and final delivery of product and/or service the identification, packaging, storage, preservation, and handling do not adversely affect conformity with product and/or service requirements. This applies equally to parts or components of a product and elements of a service.

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## **CONTROL OF MEASURING, INSPECTION AND TEST EQUIPMENT**

### **General**

Gantry Railing Limited control, calibrate, maintain, handle and store applicable measuring, inspection and test equipment used to demonstrate conformance of product and/or service to specified requirements. Measuring, inspection, and test equipment is used in a manner, which ensures that measurement uncertainty, including accuracy and precision, is known, and is consistent with the required measurement capability. Test equipment software meets the applicable requirements for the design and development of product as stated in ISO 9001 2008.

Gantry Railing Limited:

- a) Calibrate and adjust measuring, inspection and test equipment at specified intervals or prior to use, against equipment traceable to international or national standards. Where no such standard exist, or is inappropriate the basis used for calibration is recorded
- b) Identify measuring, inspection and test equipment with a suitable indicator or approved identification record to show calibration status
- c) Record the process for calibration of measuring, inspection and test equipment
- d) Ensure environmental conditions are suitable for calibrations, measurements, inspections and tests
- e) Safeguard measuring, inspection and test equipment from adjustments that would invalidate the calibration
- f) Verify validity of previous inspection and test results when equipment is found to be out of calibration
- g) Establish the action to be initiated when calibration verification results are unsatisfactory.

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## **MEASUREMENT, ANALYSIS AND IMPROVEMENT**

### **General**

Gantry Railing Limited define and implement measurement, analysis and improvement processes as a means of demonstrating that product and/or service conforms to specified requirements. The type, location and timing of measurements are defined and the results recorded based on their importance. The results of data analysis and improvement activities are an input to the management review process.

### **Monitoring and Measurement**

#### *Customer satisfaction*

Gantry Railing Limited determines and establishes processes for measurement of quality management system performance. Customer satisfaction is used as a primary measure of system output and internal audit is used as a primary tool for evaluating ongoing system compliance.

Gantry Railing Limited has established a process for obtaining and monitoring information and data on customer satisfaction. The methods and measures for obtaining customer satisfaction information and data and the nature and frequency of reviews are defined. The process demonstrates the level of customer confidence in the delivery of conforming product and/or service supplied by Gantry Railing Limited. Gantry Railing Limited implement suitable measures for establishing internal improvement. The effectiveness of measures implemented is periodically evaluated.

#### *Internal audit*

Gantry Railing Limited has established a process for performing internal audits of the quality management system and related processes. The purpose of the internal audit is to determine whether:

- a) The quality management system established by Gantry Railing Limited conforms to the requirements of ISO 9001.
- b) The quality management system has been effectively implemented and maintained.
- c) Gantry Railing Limited's internal audit process is based on the status and importance of the activities, areas or items to be audited, and the results of previous audits.

The internal audit process includes, but is not limited to:

- a) Planning and scheduling the specific activities, areas or items to be audited;
- b) Assigning trained personnel independent of those performing the work being audited;
- c) Assuring that a consistent basis for conducting audits is defined.
- d) Gantry Railing Limited record the result of internal audits including, activities, areas, and processes audited, nonconformities or deficiencies found, status of commitments made as the result of previous audits, such as corrective actions or product audits, recommendations for improvement.

The results of the internal audit are communicated to the area audited. The management personnel responsible for the area audited take timely corrective action on the nonconformities recorded.

#### *Measurement of processes*

Gantry Railing Limited applies suitable methods for measurement of processes necessary to meet customer requirements. Such measurements are used to monitor the output of the

processes that control conformity of product and/or service provided to customers. Measurement results are used to determine opportunities for internal improvement.

#### *Measurement of product and/or service*

Gantry Railing Limited apply suitable methods for measurement of the product and/or service to verify that specified requirements for the product and/or service are met. Evidence of required inspection and testing activities and acceptance criteria used are recorded. Records indicate authority responsible for release of product and/or service. Product and/or service do not proceed or are not dispatched until all the specified activities have been satisfactorily completed and the related documentation is available and authorized. The only exceptions are when product and/or service are released under positive recall.

### **Control of nonconforming product**

#### *General*

Gantry Railing Limited ensures that product and/or service that does not or will not conform to requirements is controlled to prevent unplanned use, application or installation. Gantry Railing Limited provides for identifying, recording and reviewing the nature and extent of the problem encountered. Arrangements for ensuring that nonconforming product and/or service are controlled are defined.

#### *Nonconformity review and disposition*

Gantry Railing Limited reviews nonconformities and determines the action to be taken. Nonconforming product and/or service is:

- a) Corrected or adjusted to conform to requirements, or
- b) Accepted under concession, with or without correction, or
- c) Re-assigned for alternative valid application, or
- d) Rejected as unsuitable.

Responsibility and authority for the review and resolving of nonconformities is defined. When required by the contract, the proposed use or repair of nonconforming product or delivery of a nonconforming or modified service is reported for concession to the customer. The description of any such correction or adjustment, accepted nonconformity, product repair or service modification are recorded. Where it is necessary to repair or rework product and/or service, verification requirements are determined and implemented.

### **Analysis of data**

Analysis of applicable data is established as one means of determining where quality management system improvements can be made. GRL collect data from relevant sources, including internal audits, corrective and preventive action, nonconforming product and/or service, customer complaints and customer satisfaction results.

Gantry Railing Limited analyse applicable data to provide information on:

- a) The effectiveness of the quality management system;
- b) Process operation trends;
- c) Customer satisfaction, and
- d) Conformance to customer requirements.

Gantry Railing Limited determine the need for requiring statistical techniques for analysing data, including verifying process operations and product and/or service characteristics. Statistical techniques selected for use are suitable for the application. Gantry Railing Limited control and monitor the use of the statistical techniques selected.

## **Improvement**

### *Improvement processes*

Gantry Railing Limited has established processes for the continual improvement of the quality management system. These processes include those methods and measures suitable for the product and/or service.

### *Corrective action*

Gantry Railing Limited has established a process for eliminating the causes of nonconformity by preventing recurrence. As applicable, nonconformity reports, customer complaints and other suitable quality management system records are used as inputs to the corrective action process.

Responsibilities for corrective action are established. The procedures for the corrective action process include, but are not limited to:

- a) Identification of nonconformities of product and/or service, process, quality management system, and customer complaints;
- b) Investigation of causes of nonconformities, and recording results of investigations;
- c) Determination of corrective actions needed to eliminate causes of nonconformities;
- d) Implementation of corrective action;
- e) Follow up to ensure corrective action taken is effective and recorded.

Gantry Railing Limited has implemented corrective action for product and/or service already delivered, but subsequently discovered to be nonconforming. Customers are notified, where possible.

### *Preventive action*

Gantry Railing Limited has established a process for eliminating the causes of potential nonconformities to prevent occurrence. Quality management system records and results from the analysis of data are used as inputs for preventive action, as applicable.

Responsibilities for preventive action have been established.

The preventive action processes include, but are not limited to:

- a) Identification of potential product and/or service and process nonconformities;
- b) Investigation of the causes of potential nonconformities of product and/or service, process and quality management system, and recording the results;
- c) Determination of preventive action needed to eliminate causes of potential nonconformities;
- d) Implementation of preventive action needed;
- e) Follow up to ensure preventive action taken is effective, recorded and submitted for management review.



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## **RISK SHARING CONTRACTS AND COLLABORATION ARRANGEMENTS**

### **Risk Management Proposals**

Gantry Railing Limited will work with *(insert client name)* to “analyse and manage risks in the most effective ways”.

From our partnering experience to date and working closely with the Core Group we would at the outset of the project: -

- (i) Establish early warning systems**
- (ii) Establish review procedures for problems and disputes**

### **Risks**

#### **1. Constructor Risk after commencement on site - Responsibility Constructor**

- *Identify problem*
- *Grounds for extension of time*
- *Notification / Proposal / Response*

#### **2. Component Part shortage – Responsibility Constructor**

- *Review supply chain*
- *Identify problem*
- *Alternative suppliers*
- *Action*

#### **3. Access to properties – Responsibility Client**

- *Review internal communications*
- *Special needs*
- *Agree procedure with client for access*

#### **4. Variation to order – Responsibility Client**

- *Specification change*
- *Kitemark implications for product*
- *Constructor to agree that variation does not compromise product warranty*
- *Establish procedure*

#### **5. Site Health and Safety – Responsibility Constructor**

- *Construction Phase Health and Safety Plan*
- *Adequate Training*
- *Establish close links with clients Health and Safety Representative*

## **POST DELIVERY SERVICES**

Where there is an established requirement for Gantry Railing Limited to provide support services, subsequent to delivery of the specified product and/or service, the provision of these support services are subject to planned arrangements.

# **Section 3 Process Management**

## **Appendix**

## PRODUCT APPLICATION - QUESTIONNAIRE

This questionnaire records the information required for the proper specification and ordering of Gantrail crane fixing products. Please supply as much information as possible.

Please complete one form per track.

Customer:	<input type="text"/>
Address:	<input type="text"/>
Postcode:	<input type="text"/>
Phone number:	<input type="text"/>
Fax number:	<input type="text"/>
e-mail:	<input type="text"/>
Contact (for information):	<input type="text"/>

Crane/cranes on track; type and uses:	<input type="text"/>		
Wheel base (essential for high bay warehouse cranes):	<input type="text"/>	metres	
Lateral guide rollers:	yes <input type="checkbox"/>	no <input type="checkbox"/>	
Type of industry:	<input type="text"/>		
Crane class:	<input type="text"/>	Or duty:	Light <input type="checkbox"/> Medium <input type="checkbox"/> Heavy <input type="checkbox"/>
New Track:	<input type="checkbox"/>	Existing Track:	<input type="checkbox"/> Continuous: <input type="checkbox"/> Discontinuous: <input type="checkbox"/> Drawing?: <input type="checkbox"/>
Crane wheel load:	<input type="text"/>	Units	
This is essential for design purposes.	<input type="text"/>	Tonnes/Newtons/Kilos	
Horizontal wheel load (if known):	<input type="text"/>		
(If it is not known it will be assumed by Gantrail)			
Number of wheels on each rail:	<input type="text"/>		
Material on which rail is to be fixed	Steel <input type="checkbox"/>	Concrete <input type="checkbox"/>	Other <input type="checkbox"/>
if other please specify	<input type="text"/>		
Width of girder top flange or sole plate:	<input type="text"/>	mm	
Rail type or section:	<input type="text"/>	Number of rails:	<input type="text"/>
Track length:	<input type="text"/>	metres	Height above ground: <input type="text"/> metres
Ambient temperature range:	Max <input type="text"/>	Min <input type="text"/>	°F/°C
Environment:	Inside <input type="checkbox"/>	Outside <input type="checkbox"/>	Damp <input type="checkbox"/> Corrosive <input type="checkbox"/>
	Oil/Grease <input type="checkbox"/>	Other <input type="checkbox"/>	Please specify <input type="text"/>
Expansion joint required <input type="checkbox"/> *	Rail fixed point required <input type="checkbox"/> **		

\* Most tracks do not need expansion joints or rail fixed points. When in doubt please supply full information to Gantrail for advise.

\*\* Please supply any other information or drawings that may be of relevance. Please list drawing numbers on the back or on another sheet.

Questionnaire completed by.....Date.....

## SURGE CONNECTOR APPLICATION - QUESTIONNAIRE

This questionnaire may be used to record the information required for the proper specification of a crane girder surge connector. It also allows the correct ordering of Gantrail products. Please complete one form per girder or for each different type of structure. Please supply any other information or drawings that may be of relevance.

Customer:

Address:

Postcode:

Phone number:  Fax number:  e-mail

Contact person:

Project description (e.g. Steel Mill, Aluminium Plant, Power Station):

Type of industry:  Installation due date:

Crane class or duty:    Light:                       Medium:                       Heavy   
                                   New track:                       Existing track:                       Drawing?:

Horizontal load to be carried by each Surge Connector (if this is known then the other information on wheel loads may not be necessary)  Units Tonnes/kN force

Length of Surge Connector between bolt centres if known (if this is known then the other information on structure dimensions may not be necessary)  mm

Crane vertical wheel load:   
 This is essential for design purposes.  Units Tonnes/kN force

Horizontal wheel load (if known):   
 (If it is not known it will be assumed by Gantrail)  Units Tonnes/kN force

Wheel positions and numbers of wheels per crane (essential if we are to help in the selection of the correct Surge Connector):

Number of cranes on the girder (can cranes approach so that the force from two cranes will be carried by one column at an time?)

Lateral guide rollers:    yes                       no

Width of girder top flange:  mm/inch

Distance of top flange from column centre  mm/inch

Rail type or section:  Number of rails:

Number of Surge Connectors per column (normally two but sometimes one)  
*Can the force occurring at one column be carried on both Surge Connectors? (With Gantrail welded base clips the rail acts as a shear key between adjacent girders.. It is also possible to provide a separate shear key to ensure the force is carried by both Surge Connectors.)*

Who will be responsible for the design? Customer/design engineer/Gantrail

Contact details

Ambient conditions temperature range if not normal:  °C

Environment:    Inside                       Outside                       Damp                       Corrosive   
                    Oil/grease                       Other                       Please specify

Questionnaire completed by  Date

## **Section 4 Maintenance and Warranty**

## MAINTENANCE

Depending upon crane usage, regular six or twelve monthly inspections are essential for trouble-free crane track installations.

We offer attractive contract terms for undertaking this service, which will include a detailed examination, report and corrective recommendations where necessary.

Our range of care and maintenance of crane rail tracks includes:

- Condition inspections and surveys
- Alignment and level surveys
- Problem investigation
- Rail profile grinding
- Rail weld repair and rail head repair by welding
- Uneven wear can cause misalignments

## GUARANTEE

Gantrail Rail Clips and Pads are covered by our 5 year replacement guarantee providing certain terms are met.



guarantee

**GANTRAIL** Rail Clips are covered by our five year replacement guarantee providing always that they are correctly specified and installed in accordance with our recommendations based on precise information being given to us regarding the type of environment and nature of duty they are required to withstand. Additional products supplied by ourselves but manufactured by others will be subject to the individual suppliers terms of warranty. When installation is undertaken by Gantry Railing Limited's own specialist personnel we will further guarantee the workmanship providing always that:

- the information supplied to the company in the preparation of the design and specification is full and correct.*
- any failure of the supporting structure or event outside the control of the company will relieve the company of any responsibility under the terms of the guarantee.*
- the company reserve the right to elect to undertake any remedial works due to failure of the rail clips for workmanship covered by the guarantee.*
- annual maintenance service contract (payable by customer) is entered into. The foregoing will provide comprehensive cover of the Gantry Railing Limited installation at nominal cost.*

**5**  
**YEARS**



## **Section 5 Collaborative Working Experience**

## **APPROVED SUPPLIERS LIST**

**BS EN ISO 9001: 2000 Sets the Criteria for Annual Review of Suppliers**

**GANTRY RAILING LIMITED APPROVED SUPPLIERS LIST**

**REVIEWED NOVEMBER 2015**

**NEW / AMENDED SUPPLIER FILE**

To be completed by the *Supplier* .

**CORPORATE ADDRESS**

Supplier's Full Trading Name		
Address line 1		
Address line 2		
Town		
County		
Country		Post Code:
Telephone Number		Facsimile Number:

**PURCHASING ADDRESS**

AS CORPORATE ADDRESS

Supplier's Full Trading Name		
Address line 1		
Address line 2		
Town		
County		
Country		Post Code:
Telephone Number		Facsimile Number:

**MANUFACTURING ADDRESS**

AS CORPORATE ADDRESS  AS PURCHASING ADDRESS

Supplier's Full Trading Name		
Address line 1		
Address line 2		
Town		
County		
Country		Post Code:
Telephone Number		Facsimile Number:

**INVOICE ADDRESS**

AS CORPORATE ADDRESS  AS PURCHASING ADDRESS

Supplier's Full Trading Name		
Address line 1		
Address line 2		
Town		
County		
Country		Post Code:
Telephone Number		Facsimile Number:

**BANK DETAILS**

Name of Bank		
Address line 1		
Address line 2		
Town		
County		
Country		Post Code:
Bank Account Number		Sort Code:
Swift Code		IBAN Number:

**CONTACT DETAILS**

For Purchasing Issues	
For Invoicing Issues	
For Quality Issues	

**PRODUCTS INFORMATION**

Type Of Supplies	MATERIALS ONLY	LABOUR ONLY	LABOUR & MATERIAL
Description Of Supplies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>IF LABOUR SUPPLIED,                      PLEASE PROVIDE                      INSURANCE DETAILS</b> (photocopies of public & liability insurance papers required)			
UTR NUMBER (photocopy required)			

**PURCHASING INFORMATION**

EC COUNTRY	
OPEN ORDER LIMIT	
CURRENCY	
VAT NUMBER	

To be completed by Gantry Railing Limited:

(1) NEW ACCOUNT <input type="checkbox"/>	(2) AMEND DETAILS <input type="checkbox"/>	(3) DELETE ACCOUNT <input type="checkbox"/>
--	--	---

**DATE:**

**ACCOUNT NUMBER:** (if 2 or 3 above)

**SORT KEY:** (Abbreviated 4 Character Find Keys)

**PURCHASING INFORMATION** Please tick (✓) boxes as applicable

CLASS	PAYMENT TERMS	SHIP VIA	PAYMENT TYPE
1. INVENTORY	1. NET PLUS 0	1. ROAD	1. B.A.C.S.
2. GENERAL SUPPLIES	2. EOM PLUS 30	2. TIR	2. CHEQUE
3. PLANT	3. EOM PLUS 45	3. PARCEL POST	3. PROFORMA
4. TRANSPORT	4. EOM PLUS 60	4. UPS	4. TELEGRAPHIC TRANSFER
5. GOVERNMENT	5. 60 DAYS	5. COURIER	5. OTHER (specify):
6. CONTRACT LABOUR	6. NET PLUS 30	6. AIR FREIGHT	
7. SERVICES	7. EOM 15	7. SEA FREIGHT	
8. SUBCONTRACT CONSTRUCT	8. EOM 20	8. COLLECTION	

I require full financial investigation of the above Company prior to additional to the Supplier  
 File: **YES**  **NO**

**TECHNICAL INFORMATION**

COMMODITY CODE	DESCRIPTION	SAFETY CRITICAL ITEM?
		<b>YES</b> <input type="checkbox"/> <b>NO</b> <input type="checkbox"/>
		<b>YES</b> <input type="checkbox"/> <b>NO</b> <input type="checkbox"/>
		<b>YES</b> <input type="checkbox"/> <b>NO</b> <input type="checkbox"/>

**QUALITY INFORMATION**

QUESTIONNAIRE QA 124 COMPLETED	<b>YES</b> <input type="checkbox"/>	<b>N/A</b> <input type="checkbox"/>
QUESTIONNAIRE QA 153 COMPLETED	<b>YES</b> <input type="checkbox"/>	<b>N/A</b> <input type="checkbox"/>



**APPROVAL**

The above request is approved by:-

.....BUYER / PURCHASING ASSISTANT

.....QUALITY CO-ORDINATOR

.....FINANCIAL DIRECTOR

## GANTRY RAILING LIMITED SUPPLIER LIST

Scope Categories:					Grade Categories						
(A) Main Supplier (B) Provisional Supplier (C) Ancillary supplies & Equipment (D) Little used Supplier					: A - 16-20, B - 10-15, C - 5-9, D 0-4 ( Score 0-5 in each Category) Improvement : ^ = Better , V = Worse, - Same						
Supplier	Address / TELEPHONE No	Scope	Date Re-Evaluated	Material Type or Work Employed	Quality	Delivery	Non-conformance	Response	Approval Grade	Improvement	
1	A.B.C. LTD	ABC HIGH STREET	A	Jan-09	CRANE RAIL	4	4	4	4	A	-
2	D.E.F. LTD	DEF HIGH STREET	D	Feb-09	RAIL ON CONCRETE	4	4	4	5	A	-



**SUPPLIER REGISTRATION QUESTIONNAIRE**

Please, complete and return this questionnaire in order to assess your inclusion in our list of approved suppliers.

Supplier's Name		
Address line 1		
Address line 2		
Town		
County		
Country		Post Code:
Telephone Number		Facsimile Number:
Q.A. Contact		Position:

Do you operate any form of Quality System?				
YES <input type="checkbox"/> NO <input type="checkbox"/> if "NO" Do you intend introducing a Quality System? <div style="text-align: center;">                     YES <input type="checkbox"/>      NO <input type="checkbox"/> </div>				
Do you have the following certificates: NOTE: if <b>YES</b> , please attach a <b>copy of the certificate</b> )				
	<b>NO</b>	<b>YES</b>	<b>Registration / ID No</b>	<b>Expiry Date</b>
BS EN ISO 9001	<input type="checkbox"/>	<input type="checkbox"/>		
BS EN ISO 14001	<input type="checkbox"/>	<input type="checkbox"/>		
OHSAS 18001	<input type="checkbox"/>	<input type="checkbox"/>		
LINK UP	<input type="checkbox"/>	<input type="checkbox"/>		
GM/RT 2470	<input type="checkbox"/>	<input type="checkbox"/>		
Other	<input type="checkbox"/>	<input type="checkbox"/>		
Other	<input type="checkbox"/>	<input type="checkbox"/>		
Other	<input type="checkbox"/>	<input type="checkbox"/>		

## **Section 6 Training and Development**

## **TRAINING AND DEVELOPMENT**

### **General**

Gantry Railing Limited has selected and assigned personnel to ensure that those whose activities impact the conformity of product and/or service are competent on the basis of applicable education, training and experience.

#### *Training, qualification and competence*

Gantry Railing Limited has:

- a) Determined training needs required for achieving conformity of product and/or service
- b) Provided training to address these needs
- c) Evaluated the effectiveness of training on a continual basis.

Individuals are educated and trained to qualify them for the activities that they perform. Competence, including qualification levels achieved, is demonstrable.

## **Section 7 Health and Safety**

## HEALTH AND SAFETY POLICY STATEMENT

# Gantry Railing Limited

## HEALTH AND SAFETY POLICY STATEMENT

The management of Gantry Railing Limited recognises that it has a legal duty of care towards protecting the health and safety of its employees and others who may be affected by the company's activities, and that managing health and safety is a business critical function.

In order to discharge its responsibilities the management will:

- bring this Policy Statement to the attention of all employees
- carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk
- communicate and consult with our employees on matters affecting their health and safety
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- encourage staff to identify and report hazards so that we can all contribute towards improving safety
- ensure that emergency procedures are in place at all locations for dealing with health and safety issues
- maintain our premises, provide and maintain safe plant and equipment
- only engage contractors who are able to demonstrate due regard to health & safety matters
- provide adequate resources to control the health and safety risks arising from our work activities
- provide adequate training and ensure that all employees are competent to do their tasks
- provide an organisational structure that defines the responsibilities for health and safety
- provide information, instruction and supervision for employees
- regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement

This Health and Safety Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all employees.

Signed:



Dated: 7<sup>th</sup> October 2015

Position: Director



## **CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS**

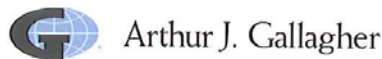
### **COSHH Declaration**

Gantrail use a number of materials which require Control of Substances Hazardous to Health (COSHH) documentation and precautions.

The Company is familiar with these requirements and can supply the documentation as required.

## **Section 8 Insurance Certificates**

## EMPLOYERS LIABILITY, PUBLIC LIABILITY AND CONTRACTORS ALL RISK



Birmingham Office  
Newwater House  
Eleven Newhall Street  
Birmingham  
B3 3NY  
Tel: 0121 606 0660  
Fax: 0121 606 0661  
[www.ajginternational.com/g](http://www.ajginternational.com/g)

To Whom It May Concern

14<sup>th</sup> July 2015

**Re:** Gantry Railing Ltd

**Business description:** Design, manufacture, assembly, supply, installation, inspection and maintenance of crane rail fastening systems and property owners

**Employers Liability**

Policy number: UKPKNC60604  
Underwriters/Insurers: Ace European Group Ltd  
Renewal date: 31/07/16  
Limit of indemnity: £10,000,000 any one occurrence or occurrences arising out of one original cause

**Public/Products Liability**

Policy number: UKPKNC60604  
Underwriters/Insurers: Ace European Group Ltd  
Renewal date: 31/07/16  
Limit of indemnity: £5,000,000 any one accident or series of accidents arising out of one original cause in respect of Public Liability.  
£5,000,000 in the aggregate any one period of insurance in respect of Products Liability.

Restrictions: £2,000 Excess each and every occurrence inclusive of costs and expenses

**Contractors All Risks**

Policy number: EAA041001171  
Underwriters/Insurers: Northern Marine Underwriters Ltd  
Renewal date: 31/07/16  
Maximum any one contract: £1,350,000  
Hired in Plant: £250,000  
Restrictions: £100 Excess in respect of Employers Tools and £500 Excess Each and every loss for all other claims

The information provided is based on the insurance arrangements at the time of writing. Alterations may be made during the period of cover. Any expiry date shown represents the normal expiry date of the policy. In some circumstances, such as in the event of non-payment of premiums due, cancellation could occur before the normal expiry date. We should be pleased to confirm the current position upon request.

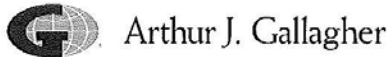
Signed for Arthur J. Gallagher Insurance Brokers Ltd.



Emma Doré Cert CII  
Corporate Broker  
Direct Dial: 0121 233 6347



## Employers Liability Insurance Certificate



Birmingham City Office  
Temple Point  
1 Temple Row  
Birmingham  
West Midlands  
B2 5LG  
Tel: 0121 200 4920  
Fax: 0870 197 3289  
[www.ajginternational.com/g](http://www.ajginternational.com/g)

To Whom It May Concern

25<sup>th</sup> July 2014

**Re:** Gantry Railing Ltd

**Business description:** Design, manufacture, sale, supply, installation, inspection and maintenance of crane rail fastening systems

**Employers Liability**

**Policy number:** UKPKNC60604  
**Underwriters/Insurers:** Ace European Group Ltd  
**Renewal date:** 31/07/15  
**Limit of indemnity:** £10,000,000 any one occurrence or occurrences arising out of one original cause

**Public/Products Liability**

**Policy number:** UKPKNC60604  
**Underwriters/Insurers:** Ace European Group Ltd  
**Renewal date:** 31/07/15  
**Limit of indemnity:** £5,000,000 any one accident or series of accidents arising out of one original cause in respect of Public Liability.  
£5,000,000 in the aggregate any one period of insurance in respect of Products Liability.  
**Restrictions:** £2,000 Excess each and every occurrence inclusive of costs and expenses

**Contractors All Risks**

**Policy number:** EAA041001171  
**Underwriters/Insurers:** Northern Marine Underwriters Ltd  
**Renewal date:** 31/07/15  
**Maximum any one contract:** £1,350,000  
**Hired in Plant:** £250,000  
**Restrictions:** £100 Excess in respect of Employers Tools and £500 Excess Each and every loss for all other claims

The information provided is based on the insurance arrangements at the time of writing. Alterations may be made during the period of cover. Any expiry date shown represents the normal expiry date of the policy. In some circumstances, such as in the event of non-payment of premiums due, cancellation could occur before the normal expiry date. We should be pleased to confirm the current position upon request.

Signed for Arthur J. Gallagher.



Emma Capewell Cert CII  
Corporate Broker

## **Section 9 Data Protection Policy**

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## **DATA PROTECTION POLICY**

Gantry Railing Limited (“The Company”) is committed to full compliance with the Data Protection Act 1998 (the Act). The Company will therefore follow procedures designed to provide that all Employees, Contractors, Consultants or Agents of the Company (collectively referred to as “the data users”) who have access to any personal data held by or on behalf of the Company are fully aware of and abide by their duties and responsibilities under the Act.

The Company will nominate a Senior Manager who will be responsible for co-ordinating all data protection issues for the Company, for the receipt of subject access requests and the co-ordination of and compliance with the requirements of the Act when such requests are received.

The Company will use personal data obtained or processed, in accordance with the Act, as reasonably necessary to enable the efficient delivery of services in accordance with the aims of Best value and within a joined-up service delivery environment.

All data will be processed fairly and lawfully, unless such processing fails to be exempt under section 29 of the Act (crime and taxation). In particular, form and document design will be kept under review, to ensure compliance with the data protection principles under the Act.

All processing of personal data by the Company will be subjected to a risk assessment, taking into account:

- 1) The likelihood of a breach of the data protection system**
- 2) The potential impact on the data subject, managers or staff, and**
- 3) The level of controls in place with regard to the data.**

together with the setting and testing of clear controls to minimise breaches of the Act.

No disclosure of data is to be undertaken by any data user, which breaches any of the provisions of the Act, as interpreted by the Company, the Commissioner or the Courts for the time being.

All data users are to be fully trained in and aware of this policy and their duties and responsibilities under the Act.

The Company regards any unlawful breach of any provision of the Act by any employee of the Company as being a disciplinary matter. Any employee(s) who breaches this policy will be dealt with under the disciplinary procedure, which may result in dismissal for gross misconduct.

All Managers and Staff within the Company’s departments will take steps to ensure that personal data is kept secure at all times against unauthorised or unlawful loss or disclosure and in particular will ensure that:

- 1. Paper files and other records or documents containing personal data are kept in a secure environment.**

- 2. Personal data held on computers and computer systems is protected by the use of secure passwords and that no staff member leaves a computer unattended, whilst personal data can be accessed.**
- 3. Individual passwords should be such that they are not easily ascertainable and that they are not disclosed to another person.**

The Company will put in place procedures for the weeding, deleting and destruction of personal data to ensure compliance with the third, fourth, fifth and seventh data protection principles under the Act. This will be completed in line with Service developed document and information retention policies.

The Company will undertake a rolling audit and review of all data protection systems and controls, this policy and data security to ensure compliance with the Act.

All Contractors, Consultants, Partners or Agents of the Company must:

- 1. Ensure that they and all of their Staff who have access to personal data held or processed for or on behalf of the Company are aware of this policy and are fully trained in and are aware of their duties and responsibilities under the Act. Any breach of any provisions of the Act will be deemed as being a breach of any Contract between the Company and that individual, Company, Partner or Firm.**
- 2. Promptly, pass any subject access requests relating to the Company's business to this Company's Data Protection Officer for the time being and provide that person with any information needed by them to comply with the subject access request.**
- 3. Allow data protection audits by the Company of data held on its behalf.**
- 4. Indemnify the Company against any prosecutions, claims, proceedings, actions or payments of compensation or damages, without limitation.**

All Contractors who are users of personal data supplied by the Company will be required to confirm that they will abide by the requirements of the Data Protection Act with regard to information supplied by the Company. Contractors will be required to evidence this in writing in a form determined by the Company.

In this policy document, the term "processing" means:

Obtaining, recording or holding the information or data or carrying out any operation or set of operations on the information or data, including:

- a) Organisation, adaptation or alteration of the information or data**
- b) Retrieval, consultation or use of the information or data**
- c) Disclosure of the information or data by transmission, dissemination or otherwise making available**
- d) Or alignment, combination, blocking, erasure or destruction of the information or data.**

and “processed” shall be construed accordingly.

To ensure full compliance with the requirements of the Act protocols and procedures will be set and annually tested to ensure the authority’s ability to respond to individual access requests promptly and, in any event, within the timescales laid down in law.

Any orders or requests for disclosure of personal data, which are deemed to fall under one of the categories of exemptions under sections 27 to 37 of the Act or under any other statutory power shall be passed promptly to the Senior Manager who will be responsible for and take reasonable steps to ensure that the request does fall within the relevant exemption and comply with the request in a manner deemed by that person to be appropriate.

All data users will ensure that appropriate security measures are undertaken to safeguard personal data, commensurate with the nature of the data concerned.

# **Section 9 Data Protection Policy**

## **Appendix**

## Certificate of Registration

This is to certify that:

**GANTRY RAILING LTD**

is registered with the Information Commissioner's Office under  
registration reference:

**Z7164189**

Registration Start date:

**30 September 2002**

Registration Expiry date:

**29 September 2016**

## **Section 10      Equality and Diversity**



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## **Employee Policies**

Gantry Railing Limited has developed an Employee Handbook which addresses all forms of policies to meet with Equality and Diversity. It consists of the following:-

1. Disciplinary Policy
2. Grievance Policy
3. Equal Opportunities Policy
4. Harassment Policy
5. Equal Pay Policy
6. Dignity at Work Policy
7. Stress Policy
8. Relationships at work Policy
9. Maternity Policy
10. Paternity Leave Policy
11. Adoption Leave Policy
12. Parental Leave Policy
13. Time off for Dependants Policy
14. Flexible Working Policy
15. Health & Safety
16. Alcohol & Drugs Abuse Policy
17. Bereavement Policy
18. Data Protection Policy
19. Vehicle Policy & Use of Mobile Phone Policy
20. Retirement Policy
21. Whistleblowing Policy

All policies can be supplied upon request.

---

## **DISCRIMINATION EQUAL OPPORTUNITIES POLICY**

The Company is committed to a policy which prevents discrimination and stimulates and promotes equal opportunities.

The company's aim is to ensure that all of its employees and job applicants are treated equally irrespective of disability, race, colour, religion, nationality, ethnic origin, age, sex or marital status. This policy sets out instructions that all employees are required to follow in order to ensure that this is achieved.

- Policy 1**      There shall be no discrimination on account of disability, race, colour, religion, nationality, ethnic origin, age, sex or marital status.
- Policy 2**      The Company shall appoint, train, develop and promote on the basis of merit and ability.
- Policy 3**      Employees have personal responsibility for the practical application of the Company's Equal Opportunities Policy, which extends to the treatment of members of the public and employees.
- Policy 4**      Managers and supervisors who are involved in the recruitment, selection, promotion and training of employees have special responsibility for the practical application of the Company's Equal Opportunity Policy.
- Policy 5**      The Grievance Procedure is available to any employee who believes that he or she may have been unfairly discriminated against.
- Policy 6**      Disciplinary action under the Disciplinary Procedure shall be taken against any employee who is found to have committed an act of unlawful discrimination. Discriminatory conduct and sexual or racial harassment shall be regarded as gross misconduct.
- Policy 7**      If there is any doubt about inappropriate treatment under the Company's Equal Opportunities Policy, employees should consult their Managing Director.

### **Implementation**

In order to ensure the effective implementation of this Equal Opportunities Policy the Company is committed to:-

Providing training and guidance for Management and Supervisory employees and those involved in personnel and management practices.

Examination and reviewing existing procedures for recruitment, selection, promotion, performance, management and training.

Establishing and communicating the Company's policy for the satisfactory resolution of individual and/or collective grievances and harassment. Reviewing the policy and procedure on a regular basis.

---

## **EQUAL OPPORTUNITIES POLICY**

Gantry Railing Limited aims to be an equal opportunities employer and has a policy for this purpose. The objectives of the Equal Opportunities Policy are to:

- Ensure fair treatment of all existing and potential employees.
- Ensure that the Company has access to the widest labour market.
- Ensure that no applicant or employee receives less favourable treatment and that, wherever possible, they are given the help they need to attain their full potential to the benefit of the Company and themselves.
- Achieve an ability based workforce which is in line with the working population mix in similar manufacturing sectors.
- Ensure all customers receive consistently high standard of service and performance.
- Provide facilities and access to training and development for all employees regardless of religion, gender, age, race, disability or sexual orientation.

The co-operation of all employees is essential for the success of this policy. However, ultimate responsibility for achieving the policy's objectives and for ensuring compliance with the relevant Acts of Parliament as well as the various Codes of Practice lies with the Director. Behaviour or actions against the spirit and letter of the law on which this policy is based, discrimination, abuse or harassment of any kind will not be tolerated by the Company and will be considered a serious disciplinary matter and may, in some cases, lead to dismissal.

This policy covers all aspects of employment from vacancy advertising, selection, recruitment, induction, training, appraisal, disciplinary and grievance to conditions of service and membership or non-membership of a trade union.

To ensure this policy is operating effectively (and for no other purpose) the Company will review employees' and applicants' race, gender, disability, religion and age.

Ongoing monitoring and regular reviews of such provide the basis for appropriate action to eliminate unlawful direct and indirect discrimination and promote equality of opportunity and best practice within the Company.

The Company's long term aim is that the composition of our workforce should reflect that of the community when recruiting for vacancies and promotion opportunities special-step, as permitted by the relevant Acts of Parliament will be taken to help disadvantaged and/or under-represented groups to compete for such on a genuine basis of quality.

The Director and managers are responsible for the effective operation of the company's Equal Opportunities Policy.

Signed: \_\_\_\_\_

Director: \_\_\_\_\_

*Overall responsibility for the policy*

---

## **HARASSMENT POLICY STATEMENT**

The Company is committed to creating a harmonious working environment in which equality of opportunity is a reality and in which no worker feels apprehensive because of his/her beliefs, race, sex, sexual orientation, disability or religion.

The Company is also committed to ensuring violence or bullying of any nature does not occur on its premises. Intimidation or harassment in any form is unacceptable behavior and in many cases constitutes unlawful discrimination. Harassment is any behavior, which is unwanted by the recipient. This behavior may focus on age, creed, disability, race, sex, sexual orientation, family status, religion or any other personal characteristics and may affect the dignity of any individual or a group of individuals at work. The company will not tolerate such behavior and will treat it as Gross Misconduct, which may warrant dismissal. This policy will be enforced and promoted throughout the Company.

### **The complaints procedure**

1. What is perceived as harassment can vary from individual to individual, so in the first instance, the harasser should be asked to stop, and it should be made clear to him/her that such behavior is unwanted.
2. In circumstances where it is too difficult or embarrassing for an individual to do this on their own behalf, an employee can seek the support of a friend who is employed at the company, and/or an employee representative.
3. If the harassment continues in any form, the matter should be raised formally with the employees immediate supervisor, or with a more senior manager where this is not feasible.
4. It is management's responsibility to treat any complaints seriously and investigate the matter thoroughly and in a timely and confidential manner. Investigations will pay due respect to the rights of both the complainant and the alleged harasser.
5. If the investigation reveals that the complaint is valid, the disciplinary procedure will be invoked.
6. Employees will be protected from intimidation, victimization or discrimination for filing a complaint of sexual harassment, or assisting in an investigation.

---

## **RACIAL EQUALITY STATEMENT**

### **Training**

All employees will have full and equal access to training, retraining, promotion and career development opportunities, subject to company requirements, and based on their individual aptitudes and abilities.

### Equal opportunities

1. The company is committed to the development of positive policies to promote equal opportunity in employment regardless of employees' creed, colour, race or ethnic origins. This principle will apply in respect of all conditions of work.
2. Opportunities for training and promotion will be drawn to the attention of all eligible employees.
3. Where any employee considers that he or she is suffering from unequal treatment on the grounds of creed, colour, race or ethnic origins and this cannot be resolved at company level, the matter will be subject to the provisions of the national xxxxx disputes and differences procedure if appropriate. If necessary, advice will be sought from the appropriate external organisations.
4. The operation of this racial equality policy will be reviewed from time to time.

---

## **SEXUAL HARASSMENT POLICY**

### **Policy on the prevention of sexual harassment**

Company policy is as follows:-

1. Sexual harassment refers to unwanted and unsolicited conduct of a sexual nature or other conduct based on sex, which is personally offensive to the recipient. It is distinguished from mutually acceptable, friendly or social behavior, which may occur during contacts between people at work.
2. Sexual harassment is a form of sex discrimination. It is unlawful, improper, and inappropriate behavior, which is contrary to the Sex Discrimination Act. It usually takes the form of persistent, unwanted attentions, but a single incident may constitute sexual harassment if it is sufficiently serious.
3. Sexual harassment will not be condoned or tolerated within this company. Anyone who considers that he/she is suffering from harassment should follow the complaints procedure overleaf. If, following investigation, the complaint is found to be valid, the disciplinary procedure will be invoked.
4. All employees have a responsibility to comply with this policy and to help ensure that there is no sexual harassment at the work place. Management and supervisors have a particular duty to ensure that sexual harassment does not occur in the work areas for which they are responsible.
5. Any threat, or insinuation, made that employees rejection of sexual advances will influence an employment decision effecting that person will be treated as a serious disciplinary offense.
6. All allegations of sexual harassment will be dealt with sensitively and in confidence under the complaints procedure overleaf, with any necessary action to stop the harassment reoccurring being taken promptly.
7. It will be considered a disciplinary offense to victimise, or retaliate, against a person making a complaint of sexual harassment, or any person assisting in an investigation.
8. Employees who consider they are being subjected to sexual harassment can seek advice, support and counseling in total confidence and without any obligation from the Employer.

---

## **SMOKE FREE POLICY**

### **PURPOSE**

This policy has been developed to protect all employees, service users, customers and visitors from exposure to second-hand smoke and to assist compliance with the Health Act 2006.

Exposure to second hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

### **POLICY**

It is the policy of Gantry Railing Limited that all our workplaces are smoke free, and all employees have a right to work in a smoke free environment. The policy shall come into effect on Sunday 1<sup>st</sup> July 2007. Smoking is prohibited on all Gantry Railing land other than in the designated smoking shelter situated in the yard at the rear of the building. This includes company vehicles. This policy applies to all employees, consultants, contractors, customers or members and visitors.

### **IMPLEMENTATION**

Overall responsibility for policy implementation and review rests with Mr Les Spencer. However, all staff are obliged to adhere to, and support the implementation of the policy, The person named above shall inform all existing employees, consultants and contractors of the policy and their role in the implementation and monitoring of the policy. They will also give all new personnel a copy of the policy on recruitment/induction.

Appropriate “no smoking” signs will be clearly displayed at the entrances to and within the premises, and in all smoke free vehicles.

### **NON-COMPLIANCE**

Local disciplinary procedures will be followed if a member of staff does not comply with this policy. Those who do not comply with the smoke free law may also be liable to a fixed penalty fine and possible criminal prosecution.

### **HELP TO STOP SMOKING**

The NHS offers a range of free services to help smokers give up. Visit [gosmokefree.co.uk](http://gosmokefree.co.uk) or call the NHS Smoking Helpline on 0800 169 0 169 for details. Alternatively you can text “GIVE UP” and your full postcode to 88088 to find your local NHS Stop Smoking Service.

Signed..... Date.....

On behalf of Gantry Railing Limited

## **CRIMINAL RECORD DISCLOSURE – DECLARATION**

The United Kingdom staff we employ can be assessed against the requirements of the Criminal Records Bureau. As an organisation with a limited need we use an umbrella body to carry out such checks.

Nationwide Accreditation Bureau Ltd.  
61 Southwark Street  
London  
SE1 0HL

The NAB is a comprehensive pre-employment screening and accreditation service. Our experienced Accreditation Consultants check, chase and verify the documents of prospective staff according to your needs and industry regulations.



## **Section 11      Environmental Policy**

## ENVIRONMENTAL POLICY STATEMENT

# Gantry Railing Limited

## ENVIRONMENTAL POLICY STATEMENT

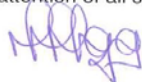
The management of Gantry Railing Limited recognises that the day-to-day operations can impact both directly and indirectly on the environment. We aim to protect and improve the environment through good management and by adopting best practice wherever possible. We will work to integrate environmental considerations into our business decisions and adopt greener alternatives wherever possible, throughout our operations.

In order to discharge its responsibilities the management will:

- bring this Environmental Policy Statement to the attention of all stakeholders
- carry out regular audits of the environmental management system
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- eliminate risks to the environment, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- ensure that emergency procedures are in place at all locations for dealing with environmental issues
- establish targets to measure the continuous improvement in our environmental performance
- identify and manage environmental risks and hazards
- improve the environmental efficiency of our transport and travel
- involve customers, partners, clients, suppliers and subcontractors in the implementation of our objectives
- minimise waste and increase recycling within the framework of our waste management procedures
- only engage contractors who are able to demonstrate due regard to environmental matters
- prevent pollution to land, air and water
- promote environmentally responsible purchasing
- provide adequate resources to control environmental risks arising from our work activities
- provide suitable training to enable employees to deal with their specific areas of environmental control
- reduce the use of water, energy and any other natural resources
- source materials from sustainable supply, when practicable
- where risks cannot be eliminated they will be minimised by substitution, use of physical controls or, as a last resort, through systems of work

This Environmental Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all stakeholders.

Signed:



Dated: 7<sup>th</sup> October 2015

Position:



**ELLISWHITTAM**

PDS2GAN3/6

## **Section 12      Customer Communication**

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## **CUSTOMER COMMUNICATION AND COMPLAINTS**

### **Identification of customer requirements**

Gantry Railing Limited has established a process for identifying customer requirements.

### **Customer communication**

Gantry Railing Limited has implemented effective liaison with customers, with the aim of meeting customer requirements. Gantry Railing Limited has defined communication requirements relating to:

- a) Product and service information
- b) Enquiry and order handling, including amendments
- c) Customer complaints and other reports relating to nonconformities (*Please refer to Complaints Form Appendix 19*)
- d) Recall processes, where applicable
- e) Customer responses relating to conformity of product

This process considers the:

- a) Extent to which customers have specified the product and/or service requirements;
- b) Requirements not specified by the customer but necessary for fitness for purpose;
- c) Obligations related to product and/or service, including regulatory and legal requirements;
- d) Customer requirements for availability, delivery and support of product and/or service.

### **Review of customer requirements**

The identified customer requirements are reviewed before a commitment to supply a product and/or service is provided to the customer.

This review determines that:

- a) Identified customer requirements are clearly defined for product and/or service
  - b) Where the customer provides no written statement of requirement, the order requirements are confirmed before acceptance
  - c) Contract or order requirements differing from those in the tender or quotation are resolved.
- These review provisions are also applied to amendment of customer contracts or orders.

### **Review of ability to meet defined requirements**

Each commitment to supply a product and/or service, including amendment to a contract or order, are reviewed to ensure Gantry Railing Limited will have the ability to meet defined requirements for product and/or service

## COMPLAINTS FORM

Customer Name
Address
Tel No

Project Manager
Contracts Manager
Quality Manager Officer
Date

Complaint Details

Customer Signature .....

Gantry Railing Limited Signature .....

Date .....

Proposed action to be taken by Gantry Railing Limited i.e. Investigation	Commencement Date
Action Taken	Gantry Railing Limited Customer Service Department Informed / Date

**Complaints Categorised under the following headings**

- |   |        |   |
|---|--------|---|
| (a) Missed Appointments                   | Yes/No |   |
| (b) Quality of Work                       | Yes/No |   |
| (c) Behaviour of Gantry Railing Personnel | Yes/No |   |
| (e) Racial Incident                       | Yes/No | Complaint Closed:<br>Customer Signature:<br>GRL Signature:<br>Date: |
| (f) Quality of Materials                  | Yes/No |   |
| (g) Job not Complete                      | Yes/No |   |
| (h) Other                                 | Yes/No |   |

## **Section 13      Case Studies**



**Union Railtrack (Australia) in conjunction with the expert help of the Gantrail design team supplied technical expertise - 89 kg Railtrack and Gantrail 9220/20 clips to secure two rails each side of the Arena for a sliding roof.**

This world class entertainment stadium was designed by Perth company Cameron Chisolm and Nicol and was constructed by BGC Western Australia.

#### **AIMS**

- To design and build an Entertainment and Sports Arena complex in the City of Perth Western Australia.
- It will have a seating capacity of 12,000 people for sporting events and 14,000 for concerts.
- Incorporate a retractable roof which will give an open air facility for sporting events. Attract world class performers and international sporting events.

**END USER:**  
Perth Arena  
Sporting and  
Entertainment Complex

**OPERATOR:**  
Venues West

**CONTRACTOR:**  
BGC Contractors  
Vector Lifting

**LOADS:**  
2000 tonnes

#### **KEY BENEFITS:**

- Provision of a much needed indoor sports and entertainment complex
- The sliding roof has been incorporated to accommodate the Hoffman Cup; a world class tennis event played in Western Australia as a lead into the Australian Open

## TIMESCALE

Design was released in 2007 and went through rigorous engineering consultation regarding the capacity of 89 kg rail, the 9220/20 Gantrail weldable base clips and the MKVII Gantrail reinforced rubber pad due to the excessive winds Perth can generate. With the help of the engineering and design staff at Gantrail this was given the go ahead in 2008 for installation.



## INSTALLATION

The project consisted of;

- 89kg rail 484 mts (44 x 11.89 mts)
- 1200 off Gantrail 9220/20 weldable base clips
- 484 mts Gantrail MKVII -168 reinforced rubber pad to suit 89kg rail.

The rail was joined using an aluminothermic welding process and installed by Vector Engineering in December 2008.



## OUTCOME

The Perth Arena is scheduled to be open in 2011 giving Perth Western Australia a state of the art, world-class sporting and entertainment Arena.







## CASE STUDY

# Aqaba Port

APRIL 2009



This photograph shows civil work ongoing. It was decided to use bolt pockets to accommodate the anchor bolts for the rail system.

**Aqaba is strategically important to Jordan as it is the country's only seaport. The container port needed to be expanded to cope with a significant growth in traffic. The overall plan was to extend the berth to increase the number of vessels able to be docked at a time. It was also decided to introduce large cranes that will be able to load and unload larger vessels.**

As the new cranes were significantly heavier than the existing cranes it would be necessary to install a larger crane rail on the existing quay. There was also the challenge of accommodating a wider span on the new cranes so a new beam was to be installed by MAG Engineering. This beam will support a new crane rail, landside of the existing rails to allow for the wider span of the new crane. MAG Engineering placed a subcontract with Gantrail for the supply of the rails and fixings system for this new rail which included 396 metres of A120 together with Gantrail 9220/20 Rail Clips, 396 metres of Gantrail MKVII Pad, all supporting soleplates bolt pockets, anchor bolts, grout and welding materials etc. Also included in the order was provision for Supervision by experienced Gantrail Site personnel.

END USER:  
Aqaba Ports Corporation

OPERATOR:  
Aqaba Port Authority

CONTRACTOR:  
MAG Engineering &  
Contracting Co

LOADS:  
2000 tonne container  
cranes

### KEY BENEFITS:

- Close liaison with contractor and consultant meant potential for problems over design were avoided
- The presence of an experienced Gantrail Supervisor on site ensured a timely completion of the installation was achieved
- The establishment of a positive working relationship with our customer and the consultant provided for a successful project

## AIMS

One of the main aims was to minimise disruption of the operations of this important port. To achieve this the civil work was carried out in stages along the quay. Later the Crane Rail was installed in one continuous phase.

## TIMESCALE

The timescale for this project was quite tight. Gantrail worked with MAG Engineering and the Consultants Cullen Grummit and Roe to complete the design phase and afterwards worked with both parties during the civil works to give advice where needed, attending meetings on site. It was necessary to keep to schedules as the arrival of the crane was already planned.

## INSTALLATION

Installation of the rails was carried out by MAG Engineering under the supervision of Gantrail who also completed the welding of the rail joints through their own qualified welders using the Aluminothermic Welding Method. Gantrail supplied all the materials for the welding including the equipment.

As mentioned above, the need to complete this work without disrupting the operations of the port was paramount. At one stage serious consideration was given to working in sections but, whilst this was beneficial during the civil work phase, it was agreed that completing the installation of the rail in one continuous phase would be far more efficient. Bringing together a team of very experienced personnel made this possible and all the work was completed on time.

## ROI

Extending a quay and installing a new crane requires a major investment by the Port Authority. The Crane Rail System, whilst in value when measured against the overall cost, may seem a very small part, is critical to the whole operation. Employing the services of a specialist company such as Gantrail ensures a smooth transition and can greatly reduce the time on site to complete the installation thus saving a considerable amount of money.



Civil work was completed in sections as illustrated in this photograph



This photograph shows the work going on whilst the Port continues to operate with minimum interruption

Gantrail - A world of crane rail expertise.

### Gantry Railing Limited

Sudmeadow Road, Hempsted, Gloucester GL2 5HG  
[www.gantrail.com](http://www.gantrail.com)

Tel: **01452 300688**  
Fax: **01452 300198**

International: **+44 1452 300688**  
email: [info@gantrail.com](mailto:info@gantrail.com)



Certificate No: 5180



CASE STUDY

# Saigon International Terminal Vietnam

AUGUST 2010



The first of 7 STS cranes of SITV in place at the newly installed Crane Rail System from MHE-Demag Vietnam and Gantrail.

**Hutchinson Port Holdings** is one of the world's leading port terminal operators with 51 terminals around the globe. In 2009, they picked MHE-Demag Vietnam to supply and install 1412m of Gantrail Crane Rail Systems for the new Saigon International Terminal Vietnam (SITV) situated in Phu My around 80km southeast of Ho Chi Minh City. The project, worth US\$ 800,000 was completed in August 2010.

The scope of work for MHE-Demag Vietnam included the supply of all materials such as rails, sole plates, epoxy grout, rail clips, anchor bolts followed by the full installation of the system including welding.

The Gantrail crane rails are installed close to the quay, and laid out such that container cranes (ship-to-shore cranes) can move on them sideways along the quay. Each container crane weighs in at approximately 1000 tonnes, putting enormous pressure on the rails especially when in motion. The clips holding the rails and the overall installation in particular had to therefore be executed with exact precision using the best materials available.

#### END USER:

SITV –  
Saigon International  
Terminal Vietnam

#### OPERATOR:

Hutchison Port Holdings

#### CONTRACTOR:

MHE-Demag Vietnam  
Company Limited

#### LOADS:

1000t Container Cranes

#### KEY BENEFITS:

- Project completed on time and within budget
- Dedicated team located on site throughout project duration

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## AIMS

The main aim of the project was to complete the installation within the timelines and specifications provided by the client.

## TIMESCALE

Total installation time from date of contract signing to project hand over was 13 months. The installation was split into 2 phases (600m +814m) with the main focus on phase 1 since the first STS cranes needed to be installed shortly after installation.

## INSTALLATION

The installation including rail welding was carried out by MHE-Demag Vietnam. Furthermore, MHE-Demag fabricated all sole plates at their own workshop in Vietnam.

The complexity of the project required a mix of both local and overseas sourcing for a broad range of materials. The installation took over a year, well within the schedule set by the customer. This was the first ever crane rail installation in a part completed by MHE-Demag Vietnam using its own resources. The team spent 12 months at the remotely located site and had to face both severe heat and wet days during the rainy season.

After completing the first 600 metres, it was a great sight to behold as the first container crane was loaded on to the rails – all ready for operation! The entire 1400 meters was completed in August 2010 with 6 container cranes operating on the rails. A long and complex job had come to a successful end, and team Vietnam looks forward to the next rail job coming on board.

## ROI

By working with MHE-Demag Vietnam in partnership with Gantry Railing Limited, Saigon International Terminals Vietnam can be assured of first-class products, installation and after-sales services.

In addition, Hutchinson Port Holdings can as a global port operator and as part owner of SITV trust that Gantry Railing Limited be available wherever in the world supporting Hutchinson at any site at any location.



Installers grinding the welds



Gantrail - A world of crane rail expertise.

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### Gantry Railing Limited

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CASE STUDY

# Wimbledon Centre Court Roof

May 2009



**END USER:**

The Lawn Tennis Association

**OPERATOR:**

The All England Lawn Tennis and Croquet Club

**CONTRACTOR:**

Street CraneXpress Ltd

**LOADS:**

2000 tonnes

The heavy beams carrying the roof membrane run on two rails at each side of the court.

**Gantrail were subcontractors to Street Crane Xpress who engineered the control technology and mechanical systems, as well as weatherproofing and drainage equipment, for the 5,200 square metre retractable roof over Wimbledon's Centre Court. This was designed by structural design consultants Bianchi Morley. The roof concertinas so that it can be folded into the ends of the building, and translucent to give the court an open feel when closed.**

Gantrail were consulted during the design phase on the best ways of mounting the rails and on the likely deflection of the rails under load. This detail was important for ensuring that the spread of loading between the wheels of the beam end carriages were equally distributed on the four rails. Subsequently Gantrail won the contract to supply and install all the rails and the associated materials.

**KEY BENEFITS:**

- The oldest established Grand Slam tennis tournament can be completed without interruptions from rain.
- The beam, rail, translucent cover arrangement allows the cover to be parked so the grass grows well.

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## AIMS

Since the first Championships in 1877, the Wimbledon tennis tournament has grown to be the senior Grand Slam tournament with a following of millions around the world. It is the only one played on natural grass and for many years it has been interrupted with rain stopping play. With sporting facilities around the world having stadia with retracted roofs it was time for Wimbledon to act. But the problem of ensuring sound grass growth in sports facilities has been a big problem when sunlight is limited by roof mechanisms.

## TIMESCALE

Gantrail were subcontractors to Street Cranes Express. We originally supplied materials for a Mock Up Rail which was built at Stripworth Mills in Rotherham. After successful trials Gantrail were awarded the contract for the supply and install of the complete rail system. This comprised a total of 336 metres of Mrs 87A Crane Rails together with Gantrail 9216/08 Clips and Gantrail MKV11 Pad. The work was completed in time for the Wimbledon Tournament in 2008 after which the installation of the roof itself was completed in time for the 2009 Wimbledon Tournament.

## INSTALLATION

Gantrail provided supervision, labour, plant, equipment and consumables to install 4 x 84m runs of MRS87A crane rail. The rails were fixed with Gantrail 9216 adjustable clips and mounted on Gantrail Mark VII pad. The rail joints were welded using the puddle or enclosed arc weld method. The rails were installed to the accuracy required in British Standard BS466: 1984 Appendix F.

## ROI

The roof was closed for the Wimbledon Opening Event - Centre Court, Sunday 17th May 2009. It was closed in earnest during the first year of its availability although the tournament was fortunately played in fine weather for the majority of the two weeks.



With two rail 'Welding the rails after they had been accurately aligned.'



With one rail 'All clips are finally tighten after the rails are welded.'

Gantrail - A world of crane rail expertise.

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