



A Solid Future

HSEQ Manual

An overall system description for
the company's management system
& production control system

Ølen Betong AS, Ølen Betong Transport AS & ØB Group AS

English edition 2022

Head office and factory in Ølensvåg Situated in Vindafjord municipality



Ølen Betong AS (owned by ØB Group AS) is a company within Nordic Concrete Group. NCG and its subsidiaries have 70 production sites in Norway with factories and plants for Ready-mix Concrete, Concrete Products, Elements, Tunnel Linings, mortars and aggregates.



The sister company, Ølen Betong Transport AS, takes care of logistics.

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This HSEQ Manual is a description of the company's management systems in ØB Group AS, Ølen Betong AS and Ølen Betong Transport AS, based on the ISO standards, as well as our Production Control System (PKS) certified by the "Kontrollrådet" based on Norwegian product standards.

The management system is designed jointly for companies which is wholly or partly owned by ØB Group AS, as well as some other companies within Nordic Concrete Group AS.

Company & Concern Structure

'Ølen Betong' is a part of a group / concern consisting of several companies, further described in the organisational charts below. "Ølen Betong Gruppen AS" owns together with "KB Gruppen Kongsvinger AS", the company: "Nordic Concrete Group AS" (NCG). Further NCG owns 100% of the holding company "ØB Group AS" (ØBGR).

ØBGR owns 100% of the companies Ølen Betong AS (ØB), Ølen Betong Transport AS (ØBT) as well as several other companies within concrete related production and logistics. This book uses the trademark «Ølen Betong» about the 3 companies: ØBGR, ØB and ØBT.

The group's main product areas are as follows:

- **Ready-mixed concrete** (From mobile or stationary mixing plants)
- **Concrete Products** (pipes, inspection chambers, building blocks, retaining wall blocks etc.)
- **Concrete Elements** (Prefabricated elements; Tunnel linings; Piles, Beams, Columns, Slabs etc.)
- **Aggregates** (Raw material for concrete production)
- **Dry mortars** (supplied in sacks & big bags)
- **Logistics** (Lorry & trailers, concrete mixer trucks, concrete pumps)

Ølen Betong AS's operations are divided into the divisions: **Ready-mixed concrete, Concrete products** and **Elements**, which are each managed by a division manager with responsibility for sales, budget, production and organization of the business. The division manager reports to the general manager of the company.

Ølen Betong Transport AS. An independent logistics company for road transport and concrete pumping.

ØB Group AS performs joint administrative functions on behalf of the subsidiaries (systems within IT, HR, payroll, accounting, finance, legal advice, management system, etc.). The companies are by themselves responsible for R&D, concrete technology, production management, quality management and control, internal control, HSE, environment, training, etc., with cooperation in relevant areas.

Main administration. Ølen Betong AS is responsible for important parts of the administration on behalf of sister companies in the group. These are followed up by common and integrated systems within IT, accounting / financial management, concrete technology, production management, quality management and control, internal control, HSE, environment, training etc.

The group's main administration, situated in Vindafjord municipality, has the following address:

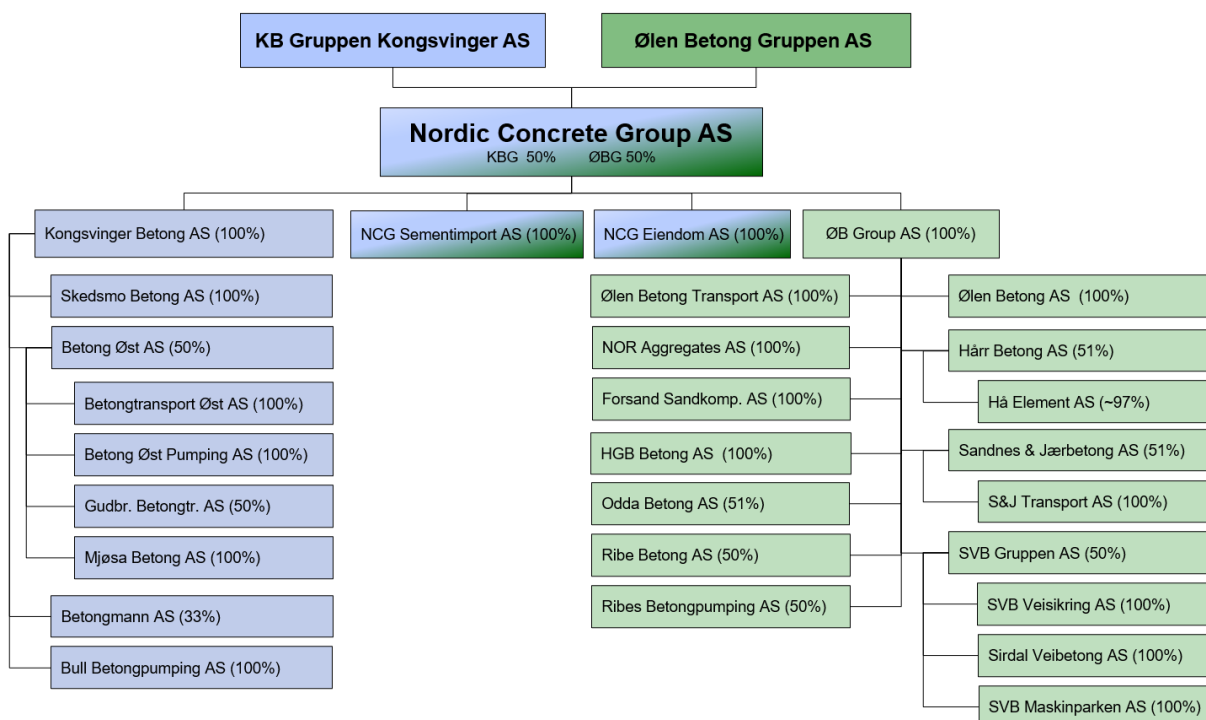
Bjoavegen 191, NO-5582 Ølensvåg, Norway.

Phone/switchboard: **+47 - 5377 5200**

E-mail: **mail@olenbetong.no;**

E-mail for invoices: **faktura@olenbetong.no**

The companies in Nordic Concrete Group:



Ølen Betong - its organization

Ready-Mix Concrete Division consists of all mixing plants producing and supplying factory-made Ready-mix Concrete. The company has established 18-20 stationary and mobile mixing plants for ready-mixed concrete in Norway, as separate departments. The division is divided into the regions: North, Bergen and Haugalandet, as well as mobile projects. In total, «NCG» has 65 concrete stations in Norway and for larger projects, cooperation between these can be established.

Concrete Products Division. The factory for concrete products is located in Ølensvåg. (Water and sewer systems, drains, cable ducts, blocks, retaining walls, paving, curbs, etc., as well as special elements). Sales offices and warehouses for concrete products have been established at several locations in Norway.

Concrete Element Division. Our factory in Sveio supplies products for transport projects, e.g. tunnel linings securing tunnels. The factory has a large capacity and its own port where the elements are delivered by ship to a quay near the project, and from there with special transport into the tunnels. Other types of elements are delivered in collaboration with the NCG companies: Hå Element AS and Sandnes & Jærbetong AS.

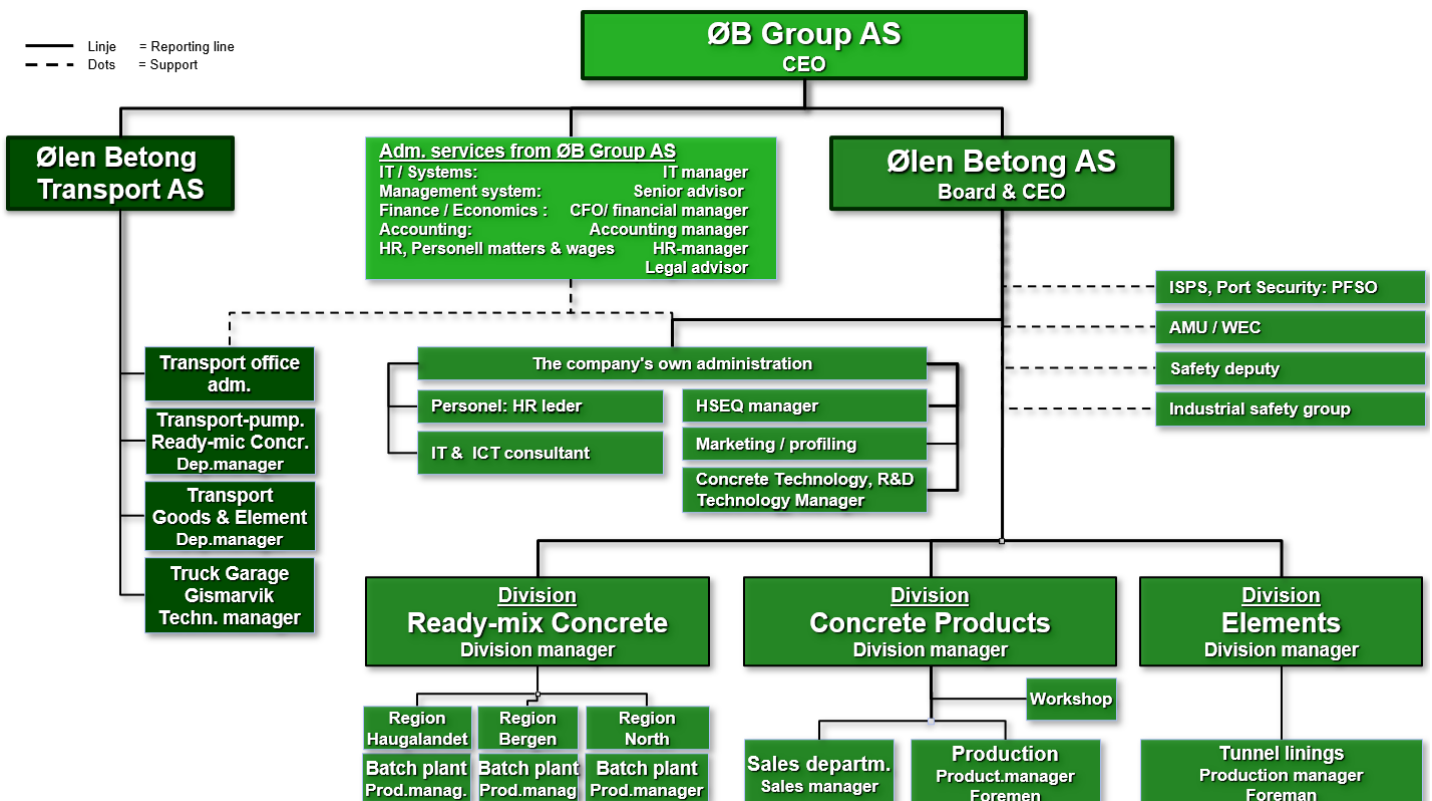
Turnover. Ølen Betong AS has an annual turnover of NOK 6-700 million. The companies within Nordic Concrete Group have a total turnover of approx. NOK 3.5 billion (not adjusted for sales between the companies).

The Domestic Market Area for Ølen Betong & Ølen Betong Group

Ready-mixed concrete: Ølen Betong AS is mainly established in the counties of Vestland, Rogaland, Troms and Finnmark. Mobile mixing plants will be moved and established at major construction sites throughout Norway. Sister companies are established in Rogaland and Agder counties, while NCG collectively covers the entire country.

Concrete products and elements are delivered to major projects across the country.

Organisation Chart - Ølen Betong AS & Ølen Betong Transport AS



Organization and management

The companies are led by the C.E.O / general manager and operated according to guidelines and limits laid down by the company's owners and Board of Directors. Subordinate to the CEO of Ølen Betong AS are the Executive Managers of each of the operating divisions (plant-mixed concrete, concrete products and concrete elements). The administration is placed directly under the general manager, but several administrative functions are provided by ØB Group AS. See org. chart page 5.

Organizational changes. The functions and extent of Ølen Betong can vary. Therefore, organisational changes play an important role in planning in order to ascertain the quality of the various tasks.

Each organisation shall, at given any time, have its own updated organization chart. Revision of organizational plans and job descriptions are performed in case of changes and is part of the company's management system. Stored and displayed digitally, they can be reviewed during audits.

The companies have a common and coordinated IT system, as well as ISO-based management systems, financial management, accounting, environmental management, traffic safety, training, GDPR, HR & HSE. Furthermore, solutions for quality assurance, control and documentation have been arranged as part of the «Synergy program». This has been developed jointly for the group.

Management Philosophy

Ølen Betong relies on extensive delegation of responsibility and authority in order to make use of the human resources that exist at all levels of the organisation. Delegation is not limited to the relationship between the CEO and his/her closest associates; it is prevalent to all levels of the company.

It is emphasised that although decisions are made on a daily basis by those with professional skills and who set such decisions in motion, formal responsibility is clearly defined. Ultimately, responsibility rests with the Chief Executive Officer and the Board of Directors, who are also responsible for formulating common main objectives and strategies.

Each executive manager (head of divisions) is responsible for the shaping of partial objectives and for furthering objectives by way of correct action plans for each operating department.

In order to motivate each employee and to make all colleagues' draw in the same direction, the company places great emphasis on reporting and feedback to the individual employee, using: "the Synergy system", intranet, social media, internal newspaper, staff meetings, HSE activities, info screens etc. Furthermore, we are engaged in appraisal interviews and welfare measures to promote good team spirit and create good collegial conditions in the company.

Vision, business idea & policy

Ølen Betong has a clear set of objectives for its activities. These goals are consolidated in our vision and business concept.

Our vision:

“Ølen Betong aim to be the best concrete producer in Norway”

With safe workplaces, good economy and focus on the environment
we work every day for a solid future.

Our slogan is:

“A Solid Future”

The Business Concept of Ølen Betong:

“Our mission is to produce and sell products made of concrete as well as related products and services that meet the demands of the building and construction market.”

Our Quality Policy

Ølen Betong shall endeavour to satisfy all applicable laws, regulations and standards that form the basis of our business, wherever relevant. Our products and production shall conform to applicable standards and meet the requirements of our customers, the authorities and accredited certification bodies. We shall establish, follow and maintain a quality management system in accordance with applicable standards. Our production facilities shall be approved and certified in accordance with these requirements and the results of our quality control measures are to be documented.



The company shall place the customer at the centre of activities and build good customer relations.

The management will strive for long-term, sound and prudent economic management. In the same way the company shall have a personnel policy that contributes to development of a healthy work environment where employees feel involved and thrive, and that the HSE requirements and internal compliance is a part of planning and activity.

Our Environmental Policy

In Ølen Betong we comply with current legislation for health, safety and environment. We take responsibility for the employees' safety and the environment both within our business and in relation to the local communities in which we have our business.



We continuously work to prevent and reduce the environmental impact of our own business as well as from the products and services we provide. Environmental deviations are reported and measures are taken quickly.

In the departments and jointly, our employees define areas for environmental improvements, set realistic targets and participate in the evaluation of the goal achievements.

The management stimulates and encourages environmental measures and facilitates the financial framework and resources of the measures.

Our products must have features that provide an environmentally friendly life cycle - from production, application and further disposal. One should strive for solutions where products can be recycled after the end of life.

We have established a system for measuring environmental impact and will regularly evaluate the results against the targets. Against this background, measures and targets are adjusted for new periods of time.



Our Traffic Safety Policy

Improving and maintaining good behaviour and attitude when driving, are key components to achieve a safe driving style. We expect all drivers to put traffic safety first, and we don't want any injuries to happen neither to our employees or others. A safe driving style also contributes to a more economic driving style, that is good for the environment!

As a driver in Ølen Betong you are: "The company's face outward" and represents our view of road safety.

We want our employees to be committed and motivated for traffic safety work. To achieve this, management should always strive for the best involvement and employee participation. Openness regarding our challenges and cooperation around this, is the key to good traffic safety work.

(For the full TS policy read the employee manual and attachments to the driver's manual).

Supereminent Objectives

Ølen Betong has a set of clear and determined objectives for all its activities. These objectives are rooted in our vision and business concept.



Main Objectives Regarding Quality

The business must be profitable. Planned financial management must regulate all activity. Ølen Betong will be one of the leading companies in Norway in terms of quality, delivery ability, service and competitiveness. The company must be customer-oriented.

Main Objectives Regarding HSE

Ølen Betong's business shall be conducted in a safe and secure manner. The security measures shall protect:

- The lives and health of the persons involved
- The environment
- The plants and their production
- Knowledge and information



Our main objective is 0 injuries.

All employees are responsible for their own behaviour, and for doing whatever necessary to prevent injuries occurring to themselves or others, or any damage to equipment, products and environment.

How can we achieve this?

Through a preventative internal control system, Ølen Betong will contribute to preventing accidents and injuries, and promote job satisfaction.

This will be achieved by focusing on health, safety and environment alongside production, engineering, and economy, as well as conducting risk assessment, Safe Job Analysis and documented training of all. HSE must be a part of the manager's responsibilities for results. The result of the effort will show that Ølen Betong is a leader when it comes to safety.

As an essential part of the work to achieve the objectives within quality, environment and HSE, Ølen Betong places emphasis on good training and information, as well as great emphasis on causal analysis, measures and information in the event of deviations. This is to ensure that there are no re-occurrences, and to create motivation and professional pride, as well as to encourage each individual in the organisation to set standards for him or herself. The purpose is to achieve continuous improvement.

Main Objectives Regarding the Environment

Ølen Betong shall not pollute, but contribute to

- **0 emission of environmentally harmful substances.**
- **The company must comply with the laws and regulations in force in this area.**

This means that as far as possible, material residues and different types of waste must be either be:

- treated or used as raw material in new products, or
- delivered for material and / or energy recovery, or
- delivered to receipts approved for environmentally correct processing of the material.

In addition, the company must focus on minimizing all other forms of emissions, as well as energy consumption. Management should determine annual environmental aspects, goals and action plans.

The Basis for our Goals

Quality means conformity with specified requirements and expectations, but can also be measured to the extent and level of customers satisfaction.

Requirements relevant for Ølen Betong are:

- Requirements from relevant Norwegian product standards.
- Descriptions from consultants / architects
- Specifications / expectations of customers and interested parties.
- Public laws, rules and requirements.
- Guidelines from our accredited certification body



Management System

In order to meet these requirements we have established a management system based on the requirements of the ISO standard NS-EN ISO 9001 (quality), NS-EN ISO 14001 (environment), NS-ISO 45001 (occupational health and safety) and NS-ISO 39001 (traffic safety). Ølen Betong AS is approved and certified according to NS-EN ISO 14001: 2015.



Our management system must also comply with requirements in the relevant product standards on which our certifications are based. For example: NS-EN 206 for concrete, as well as corresponding standards for concrete products and elements.

The certification body is 'Kontrollrådet'.

Responsibility and authority are clearly delegated and described in our 'Management Manual', Compilation of Procedures, Employee Manual, as well as the HSE and IC Manual.

Quality plans will be prepared for major projects. Security booklets, fire plans, waste plans and risk evaluations etc. are incorporated, as well as reporting routines, non-conformance reporting and treatment.

Responsibility for the management systems

The overall responsibility for the management system as described above, lies with the CEO and the board of the individual company. The responsibility for the development and facilitation of a joint management system for several companies in the group has been assigned to ØB Group AS.

The HSEQ manager in the company in question has been assigned a responsibility for implementation and follow-up of the management systems and contributes to the further development of the systems together with ØB Group AS, including that documents are updated and further developed in accordance with the company's descriptions and requirements, e.g. in standards, collaboration with leaders and the organization.

Implementation, planning, execution and monitoring of the management systems rests with the responsible **division and department managers**.

Managers have the authority and organizational freedom to test the scope and efficiency of the system, to identify quality problems, recommend measures to solve them and to follow up the implementation of the measures. The need for changes is to be reported to the HSEQ manager and reviewed in the management's review. They report to ØB Group AS, which coordinates this with the other companies using the joint management system.

Responsibility and authority for the quality and requirements to be checked, are described in the **job descriptions and the procedures**. However, it is up to each employee to be responsible for the quality of his/her own work, and to carry out their own checks to ensure this, even though the work is later reviewed and tested by others.

Managements annual review.

The top management shall review the organization's management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization. This review should include assessing opportunities for improvements and needs for changes to the management system, including policies and objectives.

The review shall be performed early each year and according to company's procedure and requirements in the standards.

Procedures are reviewed and corrected when there are changes in the company, in current standardization or in other requirements. Changes are to be informed to management and employees, as laid down in our procedures.

The review of the management system should be carried out in accordance with the procedure 'A1112 Managements review', as well as the procedures: 'A1110 Audit of Management Systems' and: 'A1111 Main Review of the Company's Management Systems'.

Principles of communication

Documents and management systems are available electronically, via intranet and 'Synergi'.

To raise the sense of responsibility for quality, environment and safety among employees, the company has established:

- Clear and precise employment agreements
- Organization plans and job descriptions with responsibility and authority
- Decentralized organization with regard to responsibility and authority
- Good reporting systems for operation, production, economics etc.
- The "Improve" system for reporting and following up deviations, injuries and risks
- Risk assessments
- Digital reports for quality, production, stock, sales, etc.
- Systems of documented training and courses to increase the skills of the company
- Regular meetings for planning of production and product development, etc.
- Welfare Club to increase well-being and working environment

Order and Systemisation

The company shall emphasize the proper order and systemisation for the promotion of good well-being, the work environment and excellent productivity. This shall enhance our confidence in terms of the stable quality of our products. This is considered to be vital for strengthening the company's position as a supplier of ready mixed concrete, elements and concrete products.

We must act as a solid and reliable supplier to all our customers, both in terms of quality of products and services and protection of the external environment.

Further development of our systems

Ølen Betong is in a strong financial position and shall continuously work for further development of our products, production technologies and processes, and the development of organizational and customer relations.

Modern information technology (IT) should be used in all areas where this is possible: production, documentation, quality control and follow-up, communication, marketing, administrative, in financial management etc. Invoices and documents are prepared, processed, distributed and archived digitally. The overall goal is for archiving and all written communication to take place digitally and for the use of paper to be minimized.

This HSEQ Handbook

The **abbreviation HSEQ** is used for our total management system including Quality, Environment, Road Traffic Safety, Occupational health & Safety, as described in this manual. It is incumbent upon each division and department to comply with the requirements set out in this layout.

Even though several companies have based their management system on the same documentation and system, there will be individual differences. This HSEQ handbook is an individual description for our company, regarding the company's structure, organisation and modifications of the management system made to fit local laws & regulations and the company's distinctive character.

This 'Management System' is described in the following chapters. Our management system is described in more details in the following chapter. Each operating department and division in the company is responsible for complying with the requirements and standards given in this handbook.

As an overall description of Ølen Betong's management systems, the HSEQ handbook is binding on us to our customers and authorities. It is therefore to be perceived as a guideline from the company's management to all parts of the organization.

The management system will be reviewed annually in the management's review, for evaluation of appropriateness and efficiency. Updating, further development and follow-up will be verified. Internal audits will be performed in the event of changes in company, standards or other requirements.

The CEO is responsible for performing audit work, but is performed by managers in the organization. Internal audits are led by the HSEQ manager in collaboration with management, technology manager and professional personnel.

Reviewed and approved in the management review, 1st of March 2022



Lars Arvid Norekvål
CEO / general manager

.....
Lovise Amanda Lærdal
HSEQ manager

The Structure of our 'Management system'

Generally

All of the activities of Ølen Betong are equally important for the total quality of all products and services that we deliver, and to the environmental influence. Therefore, each single activity in the company is of particular importance.

The established objectives regarding quality, environment and safety can only be attained if the management and the execution of all our activities, at all levels, are in harmony with the general principles and the layout that are described in our management system.

Processes and procedures

Chapter 4 of the Management Manual specifies the company's main processes and process thinking. It is important to focus on both the totality and the context. For many years, the company has prepared procedures for its operations. These are to be continued, but should focus on the context and coherence of the processes.

Relationship to ISO standards

The company's Management System has been developed to satisfy the requirements of NS-EN ISO 9001: 2015 (quality), NS-EN ISO 14001: 2015 (external environment), NS-ISO 39001 (traffic safety) and NS-ISO 45001 (working environment). It is built together with the company's reporting solutions using the Synergy database and adapted ICT solutions. The structure must at all times be adapted to the company's established structure and will therefore be alive and in continuous development.

Management Manual & Quality Plans

The management manual is general and compiles preparation of quality plans for larger projects. Such a quality plan will also contain items related to HSE, based on our HSE and IC manual (p. 15).

Responsibility, Authority and Job Descriptions

The company emphasizes delegating responsibility and authority to managers and employees at various levels in our business. This is described in job descriptions prepared for all management positions as well as employees with independent responsibility for tasks and execution. The of the area of responsibility must be clearly described. The same applies to the authority to make decisions and implement measures, as well as delimitation of authority. This will provide security for making decisions at all levels.

The principles of our quality management are:

- Customer Focus
- Leadership
- Human's commitment
- Process approach
- Improvement
- Evidence-based decision-making
- Relationship Management

Our main principle is that any activity should be conducted in a controlled manner, where each employee is responsible for the quality of his/her own work and where the basic elements are (PDCA):

- **PLAN:** Identification of requirements, resource needs and goals, as well as planning of activity
- **DO:** Implementation and performance of the planned activities
- **CHECK:** Monitoring, control and documentation of activity and results
- **ACT:** Correct and improve the plans when the check shows deviations or possibilities

To ensure that the final end-product will correspond to what is expected, detailed requirements have been set for the performance. This must be done with the right resources and with qualified personnel in a suitable organization. Focus on process is fundamental in this.

Rules have been given for the treatment of deviations and changes, and requirements have been set for how a systematic should take care of and make use of the experiences gained. Management's monitoring and control of how the management system works at all levels takes place through internal audits and management's review.

Our management system & production control are described in more details in the following pages →

Our Management System for Quality, Environment, Occupational Health & Safety

Documented information in a web-based IT system, called: HSEQ

The basic guidelines of Ølen Betong in the preparation of this management system have been to build on existing routines, incorporate new ones or improve these where this has been needed, but at the same time not build up to an unmanageable number of documents. The main principle is to facilitate documented information digitally, through web-based database solutions.

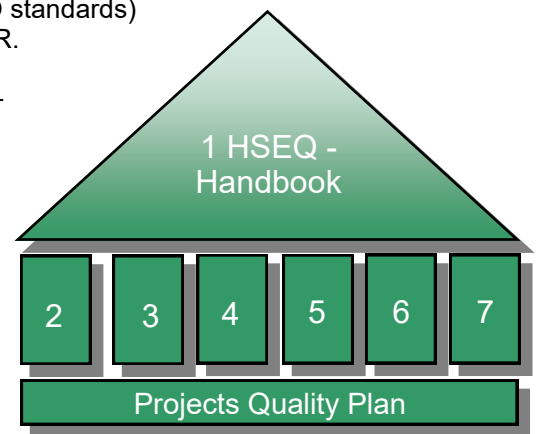
The basic principle is that the information that emerges with the system should be used for something positive, and lead to continuous improvement and transfer of experience. Furthermore, reports from this information should be related to previously achieved, goals and requirements so that this can be used for a continuous improvement of processes, work routines and results.

The management system is built in such a way that that overall it will give the company better security, better solutions and increased earning capacity, and not be a burdensome factor in our competitive situation. It will primarily initiate and drive good solutions, increased quality, increased productivity and improved environmental understanding of ourselves, as well as give our customers and authorities the same experience.

COMPANY'S TOTAL MANAGEMENT SYSTEM

The management system is built up around seven key elements:

1. **HSEQ-HANDBOOK** – a system description **adapted to each company**
2. **MANAGEMENT MANUAL** – (description based on the ISO standards)
Covers quality, environment, logistics, personnel and GDPR.
Describes the company's processes and stakeholders.
3. **PROCEDURES**: Description of routines and procedures for activities, including the control routines.
4. **IMPROVE**: System for reporting and processing of nonconformities, adverse events and improvement reports, as well as risk assessments, safety round reports etc.
5. **HSE & IC MANUAL (Internal Control)**:
also includes driver's manual, safety manuals and database for safety data sheets etc.
6. **EMPLOYEE MANUAL** Digital on Intranet for employees.
7. **ISPS - SHIP PORT SECURITY** (See page 15)
Applicable only to companies with their own port facilities.



A common management system covering several companies. This includes:

- **Quality management system** (Based on NS-EN ISO 9001)
- **Environmental management system** (Certified according to NS-EN ISO 14001)
- **HSE and Internal Control System** (Internal Control Regulations, AML w / regulations)
- **Port facility security management system, ISPS** (Based on the IMO regulations and the Norwegian regulations for port security)
- **Occupational health and safety management systems** (Based on NS-ISO 45001)
- **Road traffic safety (RTS) management systems** (Based on NS-ISO 39001)

'SYNERGI' and our INTRANET: Employee access to this information

'Synergi' is a database for storing documented information, reporting, treatment of nonconformance and communication of management system documents. All employees are assigned username & password that gives access to the information via: **SynergiWin** & **SynergiWeb** (se page 15).

INTRANETT: a web portal with access to the groups of documented information that the individual is given access to. As a general rule, the information will only be available digitally.

PARTNER PORTAL is a web portal where specified and selected information is facilitated for the control bodies and other external interested parties (e.g. larger customers).

Printouts or copies are considered obsolete (outdated) after they are printed, as they will not capture changes made after this time. Printouts or PDF copies can be used as attachments to applications, tenders, etc., with the revised number, date and validity.

The managers of each divisions, departments and facilities have a responsibility for informing and implementing the system among their employees. Furthermore, it is the managers' responsibility to establish clear, unambiguous organizational, responsibility and authority relations, as well as to take the initiative for planning, preparation and maintenance of documented information for processes, routines, execution and control.

Detailed description of each part of the management system

1. The HSEQ Handbook (this booklet)

- Information on who we are, as a company, group and concern
- Description of our organisation, the distribution of responsibilities and management
- Our vision, mission, policies and overall objectives for quality, environment, HSE etc.
- General description of the requirements set for our business and how our management systems take care of these.
- This handbook is the description of our management systems that is given internally and externally.

2. Management manual (a manual based on the overall structure of the ISO standards)

- The management manual is a common description of the companies' management system (for quality, external environment, working environment, traffic safety) and the main themes and principles that are included in the management system.
- It shows how the company meets the requirements of the ISO standards for management systems, as well as requirements for HSE and internal control.
- It is common to all companies that use ØB Group's management systems.
- The information is archived in "Synergi" and is available to all employees with access codes.

The management manual has the following sectioning:

- 0 Table of Contents and Preface
- 1 Scope (To whom and where the HSEQ system applies; Common within the group.)
- 2 Information about the company and management systems
- 3 Terms and Definitions
- 4 Organization context and processes
- 5 Leadership
- 6 Planning
- 7 Support
- 8 Operation
- 9 Performance & Evaluation
- 10 Improvement
- 11 Environment
- 12 GDPR

More detailed descriptions of where, when and by whom the individual work operations are to be performed are described in the procedures gathered in the compilation of Procedures (section 3).

Focus on analysing and understanding the **business processes** and their interrelationships is crucial to the use and understanding of this management system.

3. Compilation of Procedures

A procedure is a specified method for performing an activity or process. The main idea is that similar work operations should have similar procedures and routines, regardless of who performs them.

The compilation of procedures are descriptions of our routines. They are prepared in the same profile and template for the entire company. The documents are available digitally via Intranet, our Digital Diary-program (Synergi) or in the Partner Portal. The current version is in the database in the form of PDF files. Editable originals are stored on ØB Group's data server.

The procedures are divided into (A-) administrative tasks, (B-) operational tasks and (C-) control tasks, which have an impact on the overall quality of the products or services performed in the company. The documents are numbered and divided into groups corresponding to the company's main products.

To ensure correct routines for maintenance, separate setups have been prepared for the individual machine and vehicle. These are defined as maintenance layouts, and are available in Digital Diary and Apps. The layouts can refer to: Parts layouts for machines and equipment, Suppliers and Preparedness.

All procedures are marked (numbered) and divided into the following groups:

3.1 Compilation of procedures (Documents)

- A Administrative tasks
- B Operational tasks
- C Control tasks

3.2 Maintenance layouts (More and more are transferred into onscreen overviews and apps)

- D Maintenance descriptions (on screen: Synergi, Digital Diary)
- E Maintenance checklists for machineries & equipment (on screen)
- R Other Routines & descriptions

These documents cover or refers to the 'Synergi-database' / documents:

3.3 Schema / Inputs (ISO 9000:2015, 2.4.1.2)

Database solutions ('Synergi') have been established where input data and input factors should be entered directly into. However, some schemas and forms are still available as ready-to-print templates for use as supporting documents.

3.4 Profile manual and templates

Written communication should be carried out with the help of templates for the different types of documents and follow the guidelines drawn up and defined in the company's profile manual, whether this is done electronically or on paper. The templates are divided into:

Document, definition according to: ISO 9000:2015 (3.8.5):

A **document** is the information and the medium on which it is contained. The media can be paper, magnetic, electronic or optical data disk, photography or working standard, or a combination of these.

Documented information is understood as information that an organization is required to manage and maintain, and the medium on which it is stored. Documented information can be in any format and on any medium and from any source.

Digitization processes will be continuously worked on. The goal is for all documents to be archived and available digitally. Documents must have an audit date and, where appropriate: an audit number. A document printed on paper is considered obsolete (outdated) the day after printing, as changes can occur continuously. The latest and current version is always the digital version in Synergi.

4. IMPROVE (The deviation treatment system)

This is the company's system for reporting, processing and closing deviations, near miss or adverse events, as well as improvement reports. It includes risk assessments, safety round reports etc. The program is part of Synergi and registration can be done from PC or smart phone, as well as via a link in several of the company's programs.

5. HSE & IC (Internal Control) manual

This describes the company's management system for Occupational health, Environment and Safety, as well as internal control. This is included in the common concept: HSEQ. The manual should be available to all employees via Intranet / Synergi. The subsystem for HSE and IC consists of:

1. **HSE & IC Manual**
2. **Drivers manual** (concrete transport and pumping)
3. **Safety manuals** (where an assessed need has led to preparation)
4. **HSE Information boards** with fixed spreads and information in the departments
5. **HSE Information** presented on the company's intranet or info screens.
6. **IC reports** (Safe round reports prepared in 'Synergi')
7. **Reports from Internal Audits.**

IC reports are prepared after each HSE inspection / safety round. These inspections are carried out in accordance with fixed arrangements for the various areas and are followed up in accordance with a fixed procedure. Measures are decided and implemented. Correspondingly, reports are prepared according to management's internal control and internal audits.

HSE & IC manual - common for all companies, describes the following areas & subjects:

- | | |
|--|--|
| 0. Table of contents, introduction | 13. Alarm set-up |
| 1. Systematic HSE work | 14. Fire protection & Fire safety |
| 2. HSE-Policies, Goals and Objectives | 15. Waste treatment |
| 3. The organization & org. plans | 16. Safety on mechanical equipment |
| 4. Responsibility and authority | 17. HSE related procedures |
| 5. Laws & regulations | 18. Safety Data Sheets (SDS / Collaborate) |
| 6. Training | 19. Data security - Access Control |
| 7. Protective gear & equipment | 20. Transfer of Experience |
| 8. Planning | 21. Working Environment Committee |
| 9. Documentation & archiving | 22. Risk assessment & Safe Job Analysis |
| 10. Safety rounds / HSE inspections | 23. Emergency readiness, crisis management |
| 11. Unwanted incidents & risks. Non-conformities | 24. Fire plans. External documents. |
| 12. Purchases & Receipt of Goods | 25. Other instruction manuals (links) |

HSE information boards are set up at key locations in each department. They contain information about emergency phones for immediate help, security in the company, fire protection and evacuation plan, overview of company's protection organization. These are specially adapted to each department. Correspondingly, information is provided on the intranet, info screens etc.

6. Employee manual

The employee manual has been prepared to ensure information on all matters between the company and the individual employee. The employee manual is only available in digital version, but it is available to all employees on the company's intranet. New employees receive a review of this in the training.

The employee manual deals with information about the company such as objectives (goals), strategies and action plans. There is also a section regarding company culture and motivation and it includes information regarding the company organization, divisions, departments, routines, sales and products.

In addition, employment and labour regulations come with the company's requirements and obligations regarding the employees. Protective work and environmental work has been given a special place and deals with information on company's safety organisation, protection work and rules. Furthermore the company's insurance schemes, welfare measures and rules regarding gifts to employees are described. All chapters are divided into «The Law says» and «The Company's guidelines». Legal texts are updated by an external service provider.

7. International Ship and Port Facility Security (ISPS) Code

Ølen Betong has several ports that are subject to international port security requirements (ISPS). Vulnerability assessments and a separate security plan with accompanying procedures have been prepared on these locations. On arrival of IMO-regulated ships (that require ISPS port facility), access control is implemented and only trusted personnel are granted access. Plans and documentation regarding the ISPS port facilities are exempt from public access. The port security manager is called PFSO.

Project related Quality Plans

For a larger project we can draw up a dedicated quality plan (QA plan). Quality plans are in accordance with ISO 9000 (3.8.9): *Specification of the procedures and associated resources to be applied when and by whom to a specific object*. They are based on standard: NS-ISO 10005 Guidelines for quality plans.

Our quality plan prepared to a specific project, is based on our «Quality Management System» and has incorporated relevant elements from the other sub-systems, described in our HSEQ Manual. The QA plan is adapted to the size and requirements of the construction site, relevant standards and agreements. To the extent that the project's own routines are implemented (from the builder, contractor or from our company), these are described or referred to in the quality plan. Project-specific routines and requirements will then precede the company's standard requirements and guidelines, when agreed.

The “Synergi Database” is the foundation stone of our Management System

The management system (section 1 - 6 above), as well as all internal reporting and storage of control data, is built into a database solution called: Synergi. The information must be available in an updated version at all times, for all employees (depending on access). The access is divided into:

SynergiWeb: Web-based solutions for displaying information, documents and reports, e.g. our Intranet and Partner Portal.

SynergiWin: Windows-based applications such as our: “Digital Diary” etc. This require the use of a windows software.



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Ølen Betong Transport AS

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