



“Generic Company ISO QA Diagnostic & HSE Gap Analysis”



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Content for Generic Company ISO Diagnostic & HSE Analysis

1. Background Information and Client Briefing
2. Areas of Possible Co-Operation and Consultancy
3. Diagnostic Existing Operations & State of the Art Review
4. Review of Business Benefits for ISO 9001
5. Review of Business Benefits for ISO14001
6. Company – Experience – References

BFC Solutions Limited, Consultancy in Sustainability, Renewables, Strategic and Tactical Marketing, Market Research & Feasibility Studies, Carbon Footprint Assessment & Innovative Low Carbon Solutions, SKYPE name **Business Focus Consultancy**

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Registered Company Number 5392315

1. Background Information and Client Briefing Kick off Meeting

Informal Familiarisation Meeting,

“The nicest thing about not planning is that failure comes as a complete surprise, and is not preceded by a period of worry and depression”

John Perton – Boston College



1/18/2012

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It is absolutely vital to increase the quality and certainty of information, don't rely on perceived wisdom and third hand information, due diligence is vital.

Reflect on the 17th Century words of Isaac Pennington

“All truth is shadow except the last truth, but all truth is substance in its own place though it be a shadow in another place, and the shadow is a true shadow, as the substance is a true substance”

The first meeting will cover the following areas,

1. Ownership and Management
2. Short & Medium Term Growth Aspirations
3. Current Organisation
4. Overview of Current Environmental, Quality or HSE System
5. Overview of Current Business Model
6. Group History

2. Areas of Possible Co-Operation & Consultancy

The possible areas of co-operation will be based on BFC's understanding of short to medium term aspirations and ambition. At this stage it will be essential to understand the scope of any SOR, the SOR will be need to be 100% agreed between the key "stakeholders" involved with the development and delivery of an action programme. At this critical stage it is necessary to define the possible roles and responsibilities of contributing parties all need to be aligned with any SOR.

BFC will always simplify, explain and facilitate the process to deliver the SOR.

Output – Statement of Requirements (SOR)

- Key Actions, Budgets, Timescales
- Management reporting structure
- Communications Protocol
- Contingencies, Plan A, Plan B & Assumptions
- Key Actions and Methodology to complete report

Action – Complete Statement of Requirements (SOR) for Programme

Outline process proposed in 3 stages,

1. Diagnostic of Existing Operations & State of the Art Review, a half day on site to audit systems, documentation, and training for each of environmental, quality or safety management.
2. Office Time required for analysis, planning and report
3. Deliverables, one printed copy of the report and a second copy on disc

3. Diagnostics of Existing Operations and State of the Art Review

Typical Areas Covered in Review prior to implementation of a Quality Management and Safety Management System

1. Audit existing environmental, quality or safety management systems, documentation & training to establish the starting point
2. Identify any additional systems, documentation and training needed to comply with ISO 9001:2008, ISO 14001:2004 and legal environmental compliance, OHSAS 18001:2007, and Health & Safety legal compliance
3. Estimate resources and timescales needed to achieve ISO 9001:2008, ISO 14001:2004 and legal environmental compliance, OHSAS 18001:2007, and Health & Safety legal compliance
4. Estimate costs for implementation, registration and certification to ISO 9001:2008, ISO 14001, OHSAS 18001:2007



5. Estimate consultancy costs to implement legally compliant environmental or Health and Safety systems
6. Estimate the clients time commitment for implementation of the management system
7. Review of Fire Safety Guidelines for PV systems and best practice protocols
8. Audit level of exposure to external warranties and services

1-8, delivered by BFC with contracted 3rd party experts

Output – Summary Detailed Gap Analysis

Clients Preparations

- Identify existing systems and documents relating to environmental, quality or safety management
- Provide Copies of example documents and systems
- Provide a knowledgeable "guide" for the duration of the site visit

4. Review of Business Benefits for ISO 9001

Review of Business Benefits

Improve Business Performance

ISO 9001 ensures that all processes and working practises are understood and are driven by business objectives, reducing mis-directed effort. This can free managers and employees to carry out more important work for the business.

Manage Business Risk

ISO 9001 ensures that your supply chain and contractors are under control, reducing the chance of delay or downtime caused by materials or work being defective, delivered late or not delivered at all. The standard also encourages organisations to improve the consistency of products and the service provided, which reduces the risk of costly remedial work and customer claims.

Save Money

ISO 9001 increases the visibility of wasted time, processes, and materials. This allows an organisation to put a value on poor performance and waste of all kinds, so it can prioritise programmes for improvement and increase productivity and margin.

Increase Customer Satisfaction

ISO 9001 ensures that products and services are supplied on time and to the customer's satisfaction. Customer satisfaction is measured, so that an organisation



can identify and catch adverse trends before they cause damage to reputation. The standard ensures that organisations have an effective response to customer complaints.

Increase Sales

ISO 9001 boosts an organisations brand reputation and gives access to customers that demand that their suppliers hold a certified quality management standard.

Improve Employee Performance

ISO 9001 ensures that employees are more involved in the business, leading to better morale and lower staff turnover. Skill shortages and lack of competence are identified and addressed, leading to a higher rate of right first time work and fewer mistakes. Team working problems can be readily identified.

5. Review of Business Benefits for ISO 14001

ISO 14001 is a voluntary international standard that establishes the requirements for an environmental management system (EMS). The objective of the standard is for an organization to establish an EMS that is integrated with the overall business management process. Elements of the EMS include Environmental Policy, Planning, Implementation and Operation, Checking, and Management Review.

Integral to the model is the concept of continual improvement of the EMS. This improvement can take many forms, such as improved communications and employee awareness, improved environmental performance, and improved emergency planning and response programs. It is not necessary for all elements of the EMS to be improved simultaneously.

There are numerous benefits of implementing ISO 14001. These include:

- Providing a framework for a systematic and integrated approach for environmental management which allows the EMS to become part of the fabric of the organization's business.
- Making the EMS "system" dependent and not "person" dependent.
- Promoting sound environmental management which becomes a means of doing business and not an end in and of itself.
- Positioning the organization as an environmental leader and providing a framework by which to respond to environmental inquiries from customers, stockholders and other interested parties

6. Company – Experience - References

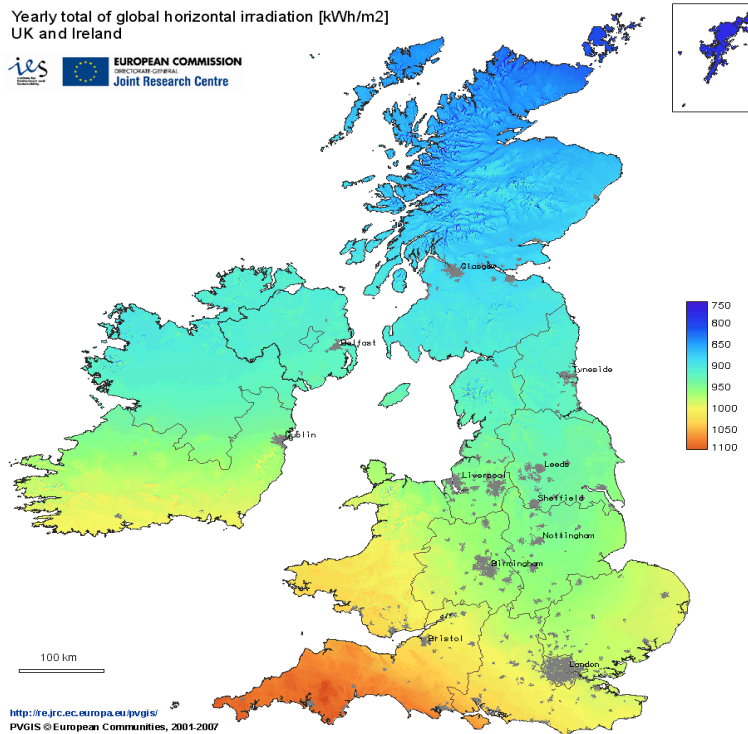
BFC Solutions Limited, Mowbarton House, Taunton, Somerset, TA2 8AS
Status, Limited Company, Registration Number 5392315, BFC was launched in 2004,
followed by incorporation in March 2005;

Managing Director, Mr. Michael Pitcher, Direct 01823 451 378, Mobile 07979 696906,

BFC is located in Taunton, Somerset with the following attributes.

Located in the centre of the South West "Solar" Low Carbon Region

- 1 hour from Bristol, Exeter and Plymouth International Airports
- 1 hour from Cornwall for site visits and negotiations
- 2 hours from London by mainline train
- 2 hours from Schiphol, Frankfurt & Madrid
- Taunton adjacent to UK motorway network
- Full high speed broadband communications
- Excellent Contacts





Mr. Michael Pitcher – Managing Director BSc Hons

29 years in the renewable and sustainable energy sector, MD of consultancy for 8 years and senior executive director and sales, marketing professional with a background in high growth, high technology markets, 21 years experience as senior BP Renewables management team member contributing to strategic development and the global commercialisation of Low and Zero Carbon technology. (LZC)

Mr. Mike Pitcher, MD of BFC has over 29 years of specialist experience and expertise as a pioneer and ambassador in the renewable and sustainable energy, this experience has been gained from many iconic UK and mainland European projects.

Mr Pitcher has been developing, marketing and assessing innovative low carbon state of the art solutions in over 100 countries worldwide, during the period with BP Group, BP Solar developed from a start up Venture Company into a \$1bn commercial enterprise now positioned within BP Alternative Energy valued around \$6-8bn.

In the voluntary sector Mr. Pitcher has contributed by invitation as an adviser to several initiatives including the Devon Sustainable Energy Network (DSEN), and the South West Low Carbon Housing and Fuel Poverty Strategy and Action Plan, and the Taunton Deane Borough Council "Grow and Green" Economic Strategy Plan.

<http://www.tauntondeane.gov.uk/irj/public/services/directory/service?rid=/wpccontent/Sites/TDBC/Web%20Pages/Services/Services/Economic%20Development>

BFC have a reputation for innovative, clear business focussed solutions. In today's fast growing LZC markets proven experience and focus are essential to analyze the rhetoric and information overload associated with climate change, renewable energy, carbon offset and sustainability issues.

BFC are in the business of delivering state of the art low and zero carbon solutions for competitive advantage with true triple bottom line sustainability, taking into account economic, environmental and social factors.

Special Skill Sets

- ✦ Strong Federal Abilities, to put wider good above sectional interests
- ✦ Recognised for clarity, and advanced communication skills
- ✦ A creative and analytical thinker committed to measured results
- ✦ Experienced project leader and member of real or virtual teams
- ✦ Proven background in delivering focussed market research projects
- ✦ A strong financial instinct, bringing discipline and flair to marketing skills
- ✦ A skilled, influential and visionary interviewer/communicator in most cultures
- ✦ Negotiator & network builder who understands value of long term relationships
- ✦ Clear thinking evaluator, with a wide knowledge of UK, EU Energy policy



As an International Associate consultancy BFC has developed a worldwide network of recognised highly professional expert associates; typically these associates have 20 to 40 year careers with proven peer group leadership qualities and blue-chip auditable track records, they are simply the best in their respective fields.

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Registered Company Number 5392315, and Date – 27^t January 2012