

7.1.4 ISO 9001:2015

Environment for the operation of processes

The organization shall determine, provide and maintain the environment necessary for the operation

of its processes and to achieve conformity of products and services.

NOTE A suitable environment can be a combination of human and physical factors, such as:

- a) social (e.g. non-discriminatory, calm, non-confrontational);
- b) psychological (e.g. stress-reducing, burnout prevention, emotionally protective);
- c) physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise).

Topics to Highlight but not limited to: (Use Extra Pages if required)

Name: *Sophie*

Held By: *Dele*

25/9/17

Social

Do you think you work in a non-discriminatory Atmosphere

No

Do you think you work in a calm Atmosphere

Yes

Do you think you work in a non-confrontational Atmosphere

Happy

Psychological Environment

Can anything be done to reduce stress

No Not Stressed

Is anyone feeling burnout

No

Can we do anything to be emotionally protective in the current environment

No

Physical Conditions

Small Desk
Screen to low
Ergonomically

Temperature

Always Cold but its ok.

Humidity

fine

Light

its

Airflow

its good.

Hygiene, is there anyone that needs a quite word?

fine its

Noise Levels

fine.

Management Approachability to Staff Issues
Comfortable with the

Management Response to Staff Concerns / Issues
think it gets dealt with ok.

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Topics to Highlight but not limited to: (Use Extra Pages if required)

Name: Katie
Held By: Gareth Lewis
25/9/17

social

Do you think you work in a non-discriminatory Atmosphere

Happy Now

Do you think you work in a calm Atmosphere

Happy Now

Do you think you work in a non-confrontational Atmosphere

Happy Now

Psychological Environment

Can anything be done to reduce stress

Already Done

Is anyone feeling burnout

Getting better

Can we do anything to be emotionally protective in the current environment

Already Done

Physical Conditions

Temperature

five

Humidity

No problem

Light

Plenty

Airflow

it ok

Hygiene, is there anyone that needs a quite word?

Hands?

it ok

Noise Levels

ok

Management Approachability to Staff Issues

Scm:

Management Response to Staff Concerns / Issues

ok

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Topics to Highlight but not limited to: (Use Extra Pages if required)

Name:

Held By:

25/9/17

social

Do you think you work in a non-discriminatory Atmosphere

4

Do you think you work in a calm Atmosphere

4

Do you think you work in a non-confrontational Atmosphere

4

Psychological Environment

Can anything be done to reduce stress

4

Is anyone feeling burnout

4

Can we do anything to be emotionally protective in the current environment

4

Physical Conditions

Temperature

yes its ok

Humidity

yes

Light

yes

Airflow

yes

Noise Levels

fine

Management Approachability to Staff Issues

yes

Management Response to Staff Concerns / Issues

I HAVE NO ISSUES

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Topics to Highlight but not limited to: (Use Extra Pages if required)

Name: *Colin Gray*
Held By: *Derek*
25/9/17

social

Do you think you work in a non-discriminatory Atmosphere

Yes all ok

Do you think you work in a calm Atmosphere

Yes all ok

Do you think you work in a non-confrontational Atmosphere

Yes all ok

Psychological Environment

Can anything be done to reduce stress

Not much stress all ok

Is anyone feeling burnout

No

Can we do anything to be emotionally protective in the current environment

No

Physical Conditions

Temperature

Car is hot and miss but its
A warehouse have clothes for differences

Humidity

ok

Light

fine

Airflow

ok

Hygiene, is there anyone that needs a quite word?

fine

Noise Levels

fine

Management Approachability to Staff Issues

Yes

No

Pollicus

Management Response to Staff Concerns / Issues

Believe we do.

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Topics to Highlight but not limited to: (Use Extra Pages if required)

Name:

Jonathan Couner

Held By:

Deek

25/6/17

social

Do you think you work in a non-discriminatory Atmosphere

Clicky? Social groups other than that No.

Do you think you work in a calm Atmosphere

Pretty Calm.

Do you think you work in a non-confrontational Atmosphere

Yes

Psychological Environment

Can anything be done to reduce stress

move staff, bigger, otherwise, Skype!

Is anyone feeling burnout

No

Can we do anything to be emotionally protective in the current environment

No.

Physical Conditions

Temperature

Fine

Humidity

Fine

Light

OK

Airflow

Stuffy in Summer so OK
But here days so OK

Hygiene, is there anyone that needs a quite word?

OK

Noise Levels

Generally OK.

Management Approachability to Staff Issues

Fine no problems

Management Response to Staff Concerns / Issues

Yes Attempt to find solution!

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Topics to Highlight but not limited to: (Use Extra Pages if required)

Name: *Michael Green*
Held By: *Derek Green*
25/9/17

social

Do you think you work in a non-discriminatory Atmosphere

Happy

Do you think you work in a calm Atmosphere

Yes

Do you think you work in a non-confrontational Atmosphere

Generally

Psychological Environment

Can anything be done to reduce stress

No all good

Is anyone feeling burnout

No

Can we do anything to be emotionally protective in the current environment

No all good

Physical Conditions

Temperature

its ok adjustable

Humidity

Comfortable.

Light

Yes.

Airflow

Yes

Hygiene, is there anyone that needs a quite word?

Fine.

Noise Levels

OK.

Management Approachability to Staff Issues

Yes.

Management Response to Staff Concerns / Issues

Yes all good.

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Topics to Highlight but not limited to: (Use Extra Pages if required)

Name: *Elmura*

Held By: *Derek.*

social

Do you think you work in a non-discriminatory Atmosphere

Yes

Do you think you work in a calm Atmosphere

Yes

Do you think you work in a non-confrontational Atmosphere

Yes

Psychological Environment

Can anything be done to reduce stress

No

Is anyone feeling burnout

No

Can we do anything to be emotionally protective in the current environment

No

Physical Conditions

Temperature

Normally.

Humidity

fine

Light

fine

Airflow

fine.

Hygiene, is there anyone that needs a quite word?

fine OK

Noise Levels

OK

Management Approachability to Staff Issues

fine

Management Response to Staff Concerns / Issues

good.

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Topics to Highlight but not limited to: (Use Extra Pages if required)

Name: **RYAN SWAIN**

Held By: **DEREK LAMIS**

25/9/17

Social

Do you think you work in a non-discriminatory Atmosphere

Yes Happy

Do you think you work in a calm Atmosphere

Generally yes Calm

Do you think you work in a non-confrontational Atmosphere

Generally yes

Psychological Environment

Can anything be done to reduce stress

Nothing outstand + management + HR + HR + HR

Is anyone feeling burnout

No

Can we do anything to be emotionally protective in the current environment

No problem

Physical Conditions

Temperature

most fine ok

Humidity

ok

Light

ok

Airflow

ok

Hygiene, ~~is there anyone that needs a quite word?~~

all fine

Noise Levels

generally ok

Management Approachability to Staff Issues

Never any issue

Management Response to Staff Concerns / Issues

Issues get addressed.

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Topics to Highlight but not limited to: (Use Extra Pages if required)

Name: *Zoe*

Held By: *Zoe LHM*

25/9/17

Social

Do you think you work in a non-discriminatory Atmosphere

OK fine

Do you think you work in a calm Atmosphere

yes better

Do you think you work in a non-confrontational Atmosphere

its good

Psychological Environment

Can anything be done to reduce stress

yes

Is anyone feeling burnout

No

Can we do anything to be emotionally protective in the current environment

Physical Conditions

Temperature

Five

Humidity

Five

Light

Five

Airflow

Five

Hygiene, is there anyone that needs a quite word?

clean kitchen top. Five

Noise Levels

Five

Management Approachability to Staff Issues

No problems.

Management Response to Staff Concerns / Issues

No problems

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Topics to Highlight but not limited to: (Use Extra Pages if required)

Name: *Steve Mowbray*

Held By: *Derek Lamb*

25/9/17

Social

Do you think you work in a non-discriminatory Atmosphere
*Yes, in the sense we
 team building - felt everyone
 was doing - felt everyone
 Do you think you work in a calm Atmosphere*

*Comply legally
 unfairly treated*

Do you think you work in a non-confrontational Atmosphere

Psychological Environment

Can anything be done to reduce stress

Order

*Technical Knowledge. support
 Is anyone feeling burnout*

*No
 over loaded/at cap but ok*

Can we do anything to be emotionally protective in the current environment

No

*So cover, after holidays
 filter (technical) goldmine against*

Physical Conditions

Temperature
OK

Humidity
OK

Light
OK

Airflow
OK

Hygiene, is there anyone that needs a quite word?
OK

Noise Levels
OK

Management Approachability to Staff Issues
No Problems raise issues and
concerns

Management Response to Staff Concerns / Issues
Fix Concern's mentioned above

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Topics to Highlight but not limited to: (Use Extra Pages if required)

Name: Enlis

Held By: Dade

25/9/17

social

Do you think you work in a non-discriminatory Atmosphere

No it's good

Do you think you work in a calm Atmosphere

No problems

Do you think you work in a non-confrontational Atmosphere

No problems

Psychological Environment

Can anything be done to reduce stress

No

Is anyone feeling burnout

No

Can we do anything to be emotionally protective in the current environment

good at work

Physical Conditions

Temperature

fine

Humidity

fine

Light

OK

Airflow

OK

Hygiene, is there anyone that needs a quite word?

No

Noise Levels

No

Management Approachability to Staff Issues
Depends on people.

Management Response to Staff Concerns / Issues
Now Confidentially - Discussion

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Topics to Highlight but not limited to: (Use Extra Pages if required)

Name: Sarah
Held By: David Lang

25/9/17

Social

Do you think you work in a non-discriminatory Atmosphere

Not Now

Do you think you work in a calm Atmosphere

its fine

Now

Do you think you work in a non-confrontational Atmosphere

Now

Psychological Environment

Can anything be done to reduce stress

Yes

Is anyone feeling burnout

No

Can we do anything to be emotionally protective in the current environment

No

Physical Conditions

Temperature

Always warm but not too.

Humidity

fine

Light

fine

Airflow

fine

Hygiene, is there anyone that needs a quite word?

fine

Noise Levels

fine

Management Approachability to Staff Issues

No problem.

Management Response to Staff Concerns / Issues

Maybe in past No.

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Topics to Highlight but not limited to: (Use Extra Pages if required)

Name: *Rakul*

Held By: *Dach*

social

Do you think you work in a non-discriminatory Atmosphere

Happy.

Do you think you work in a calm Atmosphere

Calm

Do you think you work in a non-confrontational Atmosphere

Happy

Psychological Environment

Can anything be done to reduce stress

Not that can think of

Is anyone feeling burnout

No.

Can we do anything to be emotionally protective in the current environment

No.

Physical Conditions

Temperature

Usually Fine.

Humidity

Fine

Light

Fine. Covered a window but no problem.

Airflow

Fine fans.

Hygiene, is there anyone that needs a quite word?

good

No

Noise Levels

Fine.

Management Approachability to Staff Issues

No problems

Management Response to Staff Concerns / Issues

Fine.