
Quality, Health, Safety, Environmental & Energy Manual:

Document No:SM-04 Scope, Interactive Relationships & Organisational Structure

Scope of the company's Environmental Management System

The Environmental Management System as defined and described in this manual will apply to the Leicester Depot functions for supply, service and repair of mechanical handling equipment in accordance with the parameters expressed in the scope of its Environmental Certification to the relevant standard BS EN ISO14001 certificate number EMS 53532, and the possible environmental aspects as determined by periodic Aspect/Impact reviews, see SM-41.

Scope of the company's Quality Management System

The Quality Management System as defined and described in this manual will apply to the below, in accordance with the parameters expressed in the scope of its Quality Certification to the relevant standard BS EN ISO9001 certificate number FS 21096.

Leicester

- The servicing and repairs on customers' premises of mechanical lifting and handling equipment/lift trucks.
- Group Quality Administration, document control and records.
- Centralised stores function including the provision of associated spare parts, purchasing and warranty returns.

Castleford

- The repairs of material handling equipment/lift trucks,
- The servicing and repairs in a Toyota workshops of mechanical lifting and handling equipment/lift trucks.

Old Dalby

- The servicing and repairs in a Toyota workshop of mechanical lifting and handling equipment/lift trucks.
- The assembly, modification and customising of materials handling equipment to customers' specified requirements including paint finishing.

Warrington

- The servicing and repairs on customers' premises and Toyota workshops of mechanical lifting and handling equipment/lift trucks.
- The assembly, modification and customising of materials handling equipment to customers' specified requirements including paint finishing service.
- Technical sales support.

Clause 8.3 Design and Development of the standard is excluded. The company is not involved in the design and development of product i.e. Mechanical Handling Equipment.

Quality, Health, Safety, Environmental & Energy Manual:

Document No:SM-04 Scope, Interactive Relationships & Organisational Structure

Scope of the company's Occupational Health and Safety (OHS) Management System and Energy Management System (ENMS)

The Occupational Health and Safety Management System and Energy Management System as defined and described in this manual and in accordance with the parameters expressed in the scope of its OHS Certification to the relevant standard BS EN ISO45001 certificate number OHS 694046 and ENMS Certification to the relevant standard BS EN ISO50001 certificate number ENMS 694048, will apply to:

- The supply, servicing and repair of material handling equipment

All TMH UK sites, which are strategically located throughout the UK and constitutes of six depots and three network offices.

- **Slough** financial administration
- **Leicester Business Centre** offers full rental and training support plus parts supply function.
- **Warrington Business Centre** offers full sales and field service support plus technical services and new product workshops/warehousing.
- **Fleet Management Centre (Old Dalby)** houses extensive workshop and storage facilities, also the trade operation.
- **Castleford** has marketing, human resources, rental administration and new product workshops/warehousing and customer repair centre.
- **Three Network offices** which are located throughout the UK and are used predominately by our field-based team members.
- **Field Service and Sales force** are managed through their local office.

Organisational Structure

A company organisational structure is available on the company's intranet and responsibilities are outlined in individual job descriptions which are held with Human Resources Department.

Interactive Relationships

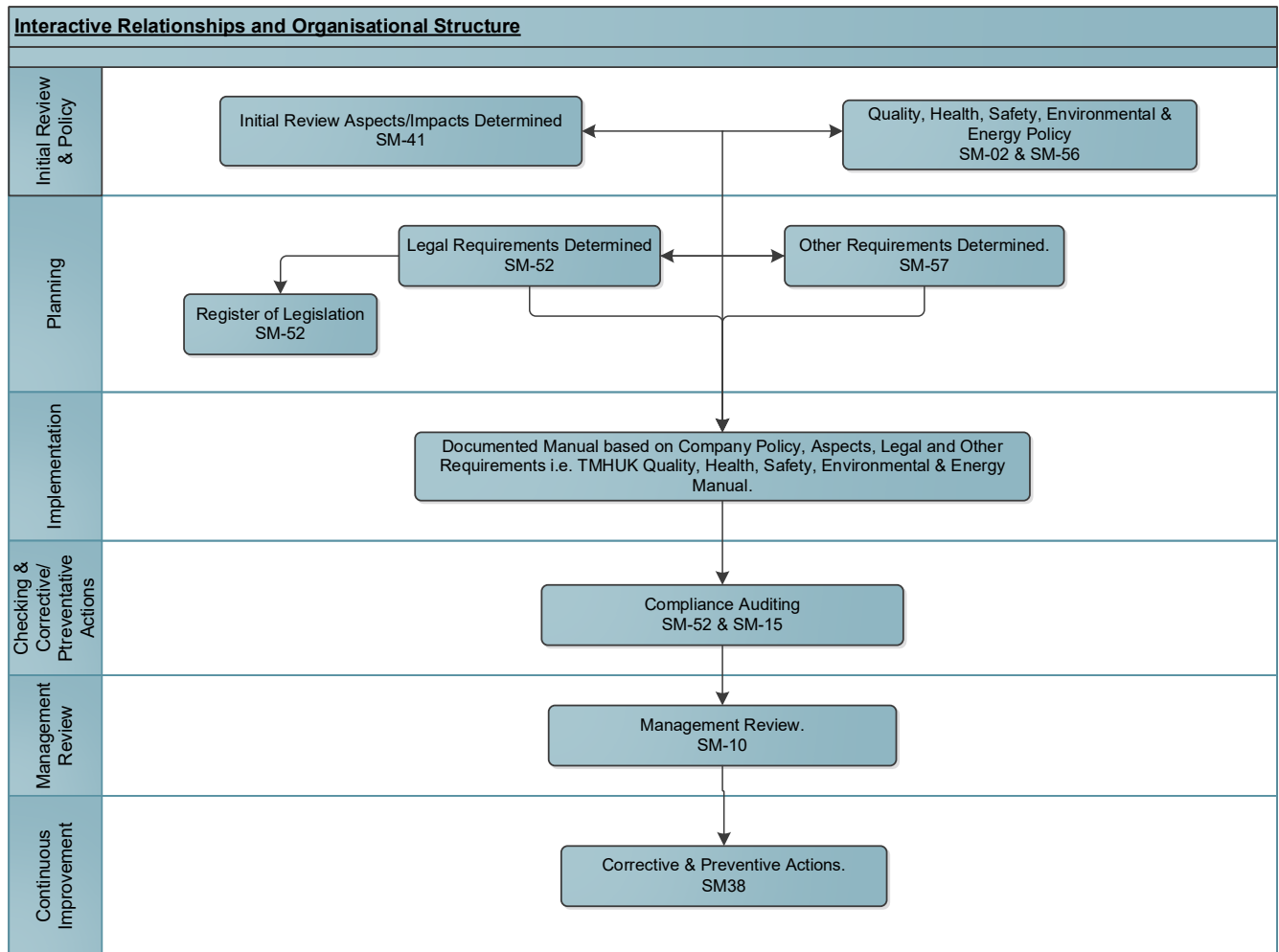
The interaction, relationships and organisational structure defined below is further supported by SM03 and SM-05.

Date of Issue: May 2025	Page 2 of 4	Revision 9
--------------------------------	--------------------	-------------------

Quality, Health, Safety, Environmental & Energy Manual:

Document No:SM-04 Scope, Interactive Relationships & Organisational Structure

Quality, Health, Safety, Environmental & Energy



Quality, Health, Safety, Environmental & Energy Manual:

Document No:SM-04 Scope, Interactive Relationships & Organisational Structure

Quality

Customer and departmental interaction.

