Media Powerhouse

QUALITY ASSURANCE MANUAL

Reviewed: 22 June 2013

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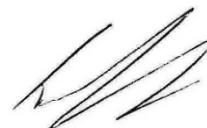Document Revised on 22 June 2013
Revised by:

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Company Director and H&S Representative

1. INTRODUCTION

Media Powerhouse Ltd was formed in 2008 to satisfy customer requirements for Technical Event Management & bespoke installation solutions. This business has developed well and is expanding successfully.
Additional capabilities have been added to the organization to include technical assistance and support, installation, maintenance of products and systems, and design of systems.
The company is now engaged in including design, engineering, stocking and distribution, installation, commissioning and maintenance of equipment and systems.
This Quality System relates to the full range of company activities.

2. POLICY & OBJECTIVES

'Media Powerhouse Ltd' Quality Policy aims to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers.
This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and independent auditing authorities.
Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Managing Director or Quality Manager.
To achieve and maintain the required level of assurance the Managing Director retains responsibility for the Quality System with routine operation controlled by the Quality Manager.
The objectives of the Quality Assurance System are:
a) To achieve and maintain a level of quality which enhances the Company's reputation with customers.
b) To ensure compliance with relevant statutory and safety requirements.
d) To endeavour, at all times, to maximize customer satisfaction with the services provided by Media Powerhouse Ltd

3. DEFINITIONS

The terms and descriptions used in this Manual are generally defined within standard - Quality Systems.
Additional definitions apply for items not covered by the documents:
Site location, other than the Company's established premises, where work is undertaken as part of a formal contract

4. QUALITY SYSTEM

The Quality Assurance System applies to all activities of the Company. The Quality Assurance System is fully documented and structured in 3 levels:

Level 1: Quality Manual

This document details the corporate quality policy and structure of the Company and references appropriate Operating Procedures.

Level 2: Operating Procedures

These documents describe the actual process, and controls applied, to all activities concerned with the attainment of a quality assured contracting service.

A list of Operating Procedures is given in the Index Section of this Quality Assurance Manual.

Level 3: Quality Planning

As the Company operates a standard type and range of services, customer satisfaction and quality are achieved by operation in accordance with the documented quality system. Specific customer requirements are identified and documented during the contract review process, allowing these requirements to be communicated and achieved, ensuring satisfaction of all customers declared needs.

5. Organization
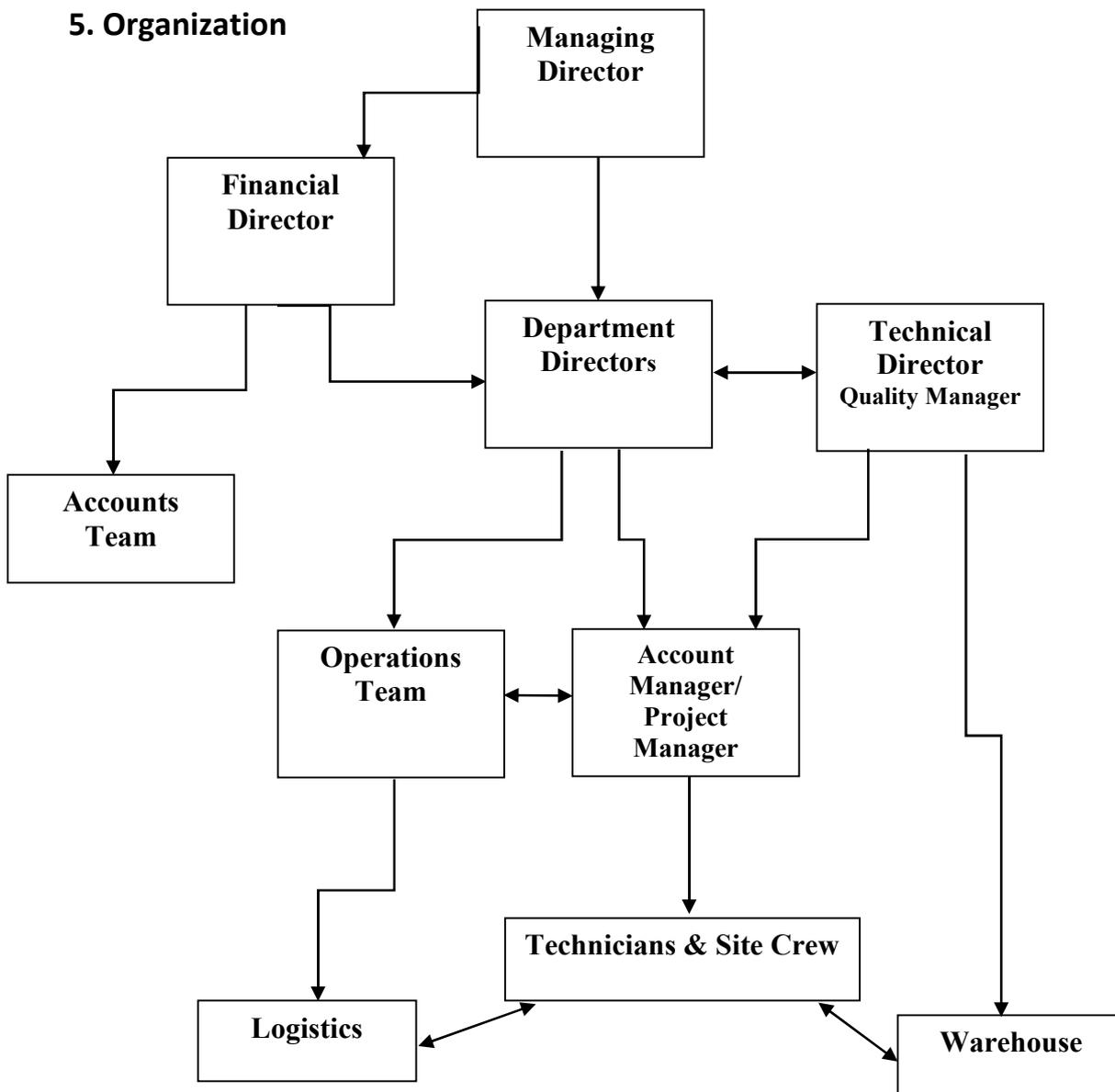
6. AUTHORITY & RESPONSIBILITIES

6.1 Authority

6.1.1 All staff are allocated with authority to perform their allocated responsibilities. The following provides a summary of the principal responsibilities of each job role, and these are clarified in greater detail within the Operating Procedures.

6.1.2 All staff shares the authority and responsibility of identifying non-compliances or possible improvements, and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent recurrence.

6.1.3 The Managing Director continually reviews the company's resources to ensure that adequate staff, equipment and materials are available to meet customer requirements.

6.1.4. The role of an Account Manager & Project Manager is to manage relationships and ensure service quality within a portfolio of clients. The two roles can be combined, but when called for be split depending on the size and complexity of the project.

6.2 Responsibilities

6.2.1 Managing Director

- Approval of the Quality Assurance System
- Management Review
- Management & Co-ordination of Sales
- Control of Company Direction
- Contract Management & Control
- Approval of New Product Identification & Evaluation
- Control of Marketing and Company Profile
- Staff Training approval

6.2.2 Financial Director

- Control of Finance, Accounts
- Contract Review and Order Processing
- Control of Company overheads
- Contract Review
- Sales Order Processing
- Control of Contract Documentation
- Supplier Selection & Purchasing
- Quotations Control
- Control of office technical infrastructure
- Approval Secondary Warehouse stock rotation
- Training Control

6.2.3 Director

- Quotations & Estimating
- Management of Contract Documentation
- Project Allocation Control
- Control & Maintenance of the Quality Assurance System
- Documentation & Change Control (Quality System Documents)
- Project Planning and co-ordination
- Design Control
- System Design
- Technical Consultation
- Control of department specific Secondary Warehouse Operations
- Project Purchasing Management & Control
- Staff Training Management

6.2.4 Technical Director/Quality Manager

- Identifying & standardising criteria for all technical equipment
- Procurement Specification
- Resolution of Quality Assurance System Discrepancies
- Maintenance of Stores & Equipment
- Control of Main Warehouse Operations

- Internal Audit
- Technical, Site & Project Mangers Consultation

- New Product Identification & Evaluation Control & Management

6.2.6. Account Manager

- To be the first point of contact to assigned client portfolio
- Develop and manage assigned clients by building relationships and offering the highest quality of service. This will be put into effect by regular communication and visits (at the office and onsite).
- Responsibility for growing and maintaining the income & profitability from the client portfolio
- Produce monthly revenue and GP forecasts using the approved method for each of your allotted clients
- Specify event solutions that maximize returns from opportunities through cross selling complete company services

- Overseeing / Producing accurate and constructive quotations for clients
- Clear lines of communication between client and team (internal / external)
- Reporting to Project Director on all commercial aspect prior to quote submission.
- Financial overview and responsibility within approved projects ensuring best discounts are sought to maximise margins
- Ensure submission of all documentation to clients, up to project closer
- Ensuring sufficient presents throughout project times scale to ensure client satisfaction.
- Ensure sufficient staffing to cover project management.

6.2.6 Project Manager

- Support Account Hander on project by project basis
- Assist with quotations and equipment specification
- Ensure and identify the correct levels & skills of onsite staff required for each project
- Good working knowledge of current technology used within the company and industry with a good understanding in the key areas:
  - Video and Projection Systems
  - Audio Systems
  - Lighting Systems
  - Rigging Systems
  - Set Systems
  - Logistics
- Good working knowledge of current company and industry H&S including generating full RAMS (Risk & Method Statements) for each project
- Competent knowledge in standard / company bespoke software packages. Required in planning and preparation of projects. To include, but not limited to:
  - Word
  - Excel
  - Database - TBS
  - CAD
  - File Sharing
  - Line Array Calculation Software
  - Photo Manipulation Software
  - Video Replay Software
- Producing project related documentation. To include, but not limited to:
  - Cable Calls
  - Purchase Orders
  - Crew Calls
  - Site drawings
  - Technical & Show Scheduling – when required
  - Risk & Method Statements (RAMS)
- Onsite responsibility for the following:
  - Full offering of services supplied by Media Powerhouse
  - Crew
  - Installation & removal of equipment and materials
  - Safe working practice

* Support Account Hander in project closer – not just the truck door

6.2.7 Operation Team

* Sales Database Administration
* Checking of Sales Orders
* Processing of Sales Orders

* Allocation of Order Reference Numbers
* General Operations Assistance
* Management of logistics

6.2.7 Accounts Team

* Sales & invoicing Administration
* Processing of Purchase Invoicing & Payment

* Management of Invoicing

6.2.8 Warehouse

* Control of Stock
* Maintenance of Stores & Equipment
* Replenishment Recommendation for stock

* Protection and Preservation of Stock
* Goods received Inspections
* Packaging and Despatch

7. MANAGEMENT REVIEW & INTERNAL AUDIT

Management review of the suitability and effectiveness of the Quality System take place at least twice per year. During the management meetings actions are allocated and minuted to record the development of the Company's management system.

The objectives of Management Review are:

a) To establish that the Quality (Management) System is achieving the expected results and meeting the Company's requirements, continuing to conform to the Standard, continuing to satisfy the customer's needs and expectations, and functioning in accordance with the established Operating Procedures.

b) To expose irregularities or defects in the System, identify weaknesses and evaluate possible improvements.

c) To review the effectiveness of previous corrective actions, and to review the adequacy and suitability of the management system for current and future operations of the Company.

d) To review any complaints received, identify the cause and recommend corrective action if required.

e) To review the finding of internal/ external audits and identify any areas of recurring problems or potential improvements.

f) To review the reports of nonconforming items and trend information to identify possible improvements.

Internal audits of the Quality System are undertaken at least once per annum to confirm that the function concerned is adhering to the Company's Procedures. A comprehensive Audit Programme is compiled at least a year in advance however, should particular needs be identified and the frequency of audit may be increased at the discretion of the Quality Manager.

Audits are undertaken by auditors who are trained in auditing and not directly responsible for the functions being audited within that Company. Non-conformance observed is brought to the attention of the person responsible, and is recorded, documented and subject to timely corrective action to ensure full rectification.

8. CONTRACT REVIEW

The Company offers both standard products and specialist services to meet each customer's needs. Standard products are listed within the company's database and are specified to our customer on an inquiry by inquiry basis. Specialist service requirements differ from one customer to another (and from one contract to another), therefore each tends to be quoted for the specific contract.

Once a proposal is accepted by the customer, or an order is placed, it is recorded and reviewed to establish that the requirements of the order are adequately defined and documented, any differences from the proposal are resolved, and the Company is capable of fully satisfying the customer's requirements.

In addition to the original order/ contract specification the customer may also request addition/ variation work to be undertaken by the Company. In these circumstances the work content is documented and agreed with the customer prior to execution to ensure that no ambiguity exists.

The Company operates on a computerized order processing system to ensure rapid fulfilment of customer orders.

9. DESIGN, FABRICATION & SYSTEMS INTEGRATION CONTROL

9.1 DESIGN CONTROL

All Design activities are strictly controlled to ensure that the design output information complies with customer/ contract requirements, and all design input data.

Design activities are planned and normally executed by specialists and are subject to regular management, review and verification by the General Manager & Directors and where relevant, agreement with the Customer.

The design input and output items are documented, and where ambiguity exists, will be clarified and documented. All items of design documentation and notes are recorded in a project file. Design output documentation is produced and reviewed to ensure that it:

- meets the design input,
- references the design input or appropriate criteria,
- And identifies all of the characteristics which are critical to the safe and effective operation of the system(s).

Design output is reviewed and approved by the relevant Director overseeing the project, and is also provided to the Customer for approval prior to use. Validation of the design is achieved during commissioning of the system to confirm compliance to the customer's requirements.

The designer is required to specify any inspections or tests which may verify the design, by practical means, at the earliest possible stage of development.

All changes to the design criteria, input or output are subject to strict review and documentation control procedures.

10.1 FABRICATION & SYSTEMS INTEGRATION CONTROL

Our team of engineers, structural, mechanical, electrical and design, together with our Project Managers, site engineers, site electricians and experienced installation technicians combine their experience and resourcefulness to ensure that a solution can be provided with effective results, even in the most demanding of environments.

All System integrations are designed within the product operating capabilities and in accordance with manufactures specifications.

Structural fabrications are designed to confirm to or exceed the relevant design standards.

The team project assignment within the design and fabrication &/or assembly phases will be drawn from our staff both regular full time and freelance. The project team management will be undertaken by full time representatives of the various disciplines within our company structure.

11. DOCUMENTATION & CHANGE CONTROL

All documentation utilized within the Company related to the management system itself, or to the execution of individual customer contracts is controlled to ensure that it is issued to the appropriate personnel, under the correct level of authority, is revised and reissued as necessary, and all obsolete versions are removed from the point of use.

Such documentation typically includes:
Specifications, Customer Orders, Plans/Drawings, Quality Assurance Manual/ Operating Procedures, National/ International Standards and Codes of Practice.

The Quality Assurance Manual, Procedures and Quality Plans are maintained by the Quality Manager with the Directors consulting throughout; to ensures that the appropriate items, at the correct revision levels, are issued to all who need them within the Company.

National/International Standards, Codes of Practice are maintained by the Directors & Project Manager who ensure that appropriate documents are available within the Company, and are issued at the correct revision levels. External suppliers of documentation are contacted regularly to ascertain that the documents held remain current.

The Distribution Lists are controlled and stored centrally on the company's computer system. These are reviewed and updated as changes occur.

All changes to documents are reviewed and approved by the person responsible for the original issue and, where appropriate, the nature of the change is indicated on the document. Master copies of the revised documents are retained as records of the changes and renewed as necessary to ensure clarity.

Each contract has a File which contains all relevant information. This file is held on the company's computer system for ease of access and manipulation.

12. PURCHASING

Suppliers of products, materials and services, where unspecified by a customer contract, are selected on their ability to meet the company's requirements given due consideration to the quality, statutory obligations, timescale and cost. A list of approved suppliers and sub-contractors is maintained which is compiled on the following criteria:-

a) Previous performance in supplying to similar specifications and requirements.

b) Stocking of high volume standard items conforming to a relevant British Standard, or supplied with a statement of conformity.

c) Compliance with an approved third party product/ quality registration scheme.

d) Recommendation by other similar purchasers or manufacturers of equipment.

e) A trial order and evaluation of performance.

All supplies and sub-contracts are subject to an authorized Purchase Order providing full clarification of the type and extent of supply.

Should a supplier, not appearing on the Approved Suppliers List be proposed, they will be analysed by capability and subject to acceptance on the authority of a Director.

13. CUSTOMER SUPPLIED ITEMS

Goods received from customers (i.e. free issue items or equipment being serviced) are always visually inspected at the receipt stage, with any un-declared non-conformance being immediately reported to the customer.

14. PROCESS CONTROL

All productive work is planned and undertaken in accordance with the company's procedures, and any specific documents agreed for individual contracts (e.g. contract specifications).

Work instructions are provided by the agreed contract specification and any documents referenced therein, alternatively work is performed in accordance with nationally or internationally accepted codes of practice (e.g. BS6701).

15. RECEIVING INSPECTION PROCEDURES

15.1 GENERAL

All stores areas are maintained as secure as practical. All items received by the Company are identified and verified in accordance with the requirements of the Delivery Note and Purchase Order, and are inspected for correct identity, quantity and any signs of damage.

All goods received are documented and, in the event of non-conformance, the items are placed in a reject area or labelled to ensure identification. The extent of the non-conformance is noted and subject to disposition review by nominated personnel.

15.2 PROCEDURES

15.2.**1** Part of the initial requirements placed on suppliers at both the enquiry and during the order process, is that the material shall, when necessary be accompanied by a test certificate of conformity.

15.2.2 All materials ordered by the company are inspected on arrival at MPH depot, and after passing this preliminary quality control procedure are entered into stock or allocated to a specific job and held in a storage bay.

15.2.3 Test certificates received from the supplier are checked for accuracy and filed.

15.2.4 Test certificates are required to show details from the tests specified by the relevant standard (E.G. – BSS 302/1987 part 1) for wire ropes.

15.2.5 Failure by a supplier to provide certification where required, will result in the goods being returned to quarantine in anticipation of their rejection. They may not be issued for production until such time as the file has a current certificate appended to it.

15.2.6 Goods that do not require statutory certification, will also be the subject of inspection on their arrival at MPH depot, and will be treated in exactly the same way as certified products.

16. INSPECTION AND TESTING

16.1 GENERAL
Inspection and testing is carried out on completion of installation and maintenance activities, with results being documented. Should items not be acceptable against the agreed contract criteria they will be repaired, replaced or identified for a subsequent evaluation and decision. All repaired items are subject to a re-inspection to ensure acceptability.
On completion of installation and maintenance works, the customer is also invited to check the work performed to ensure full acceptability.

16.2 Electrical
For Electrical testing only NIC-EIC accredited electrical engineers are used to undertake these works
Records of all examined items & certification are held in our computer server in the appropriate job folder.
Test certificates or other certificates of conformity may only be signed by a Manager deemed competent by the Directors of the companies.

16.3 LOLER
For lifting equipment reports of a thorough examination are issued on all installations, supplied lose or associated items and mechanical lifting devices along with recommended maintenance periods thereafter.
Test certificates or other certificates of conformity may only be signed by a Manager deemed competent by the Directors of the companies.

17. PRODUCTION & MEASURING EQUIPMENT

Production and measuring equipment held is maintained in good condition, and capable of safe and effective operation within a specified tolerance of accuracy. Test and measuring equipment is regularly inspected or calibrated to ensure that it is capable of accurate operation, by comparison with external sources traceable back to National Standards.
Electrostatic protection equipment is utilized when handling sensitive components and this equipment is regularly checked to ensure that it remains fully functional.

18. INDICATION OF INSPECTION STATUS

As goods are inspected, the status is defined by location in stores, with all non-conforming items being placed in a reject area or marked as reject for review. The status of work in progress is established by markings or associated documentation recording the inspections undertaken and their acceptability.

19. NON-CONFORMING ITEMS, PREVENTIVE & CORRECTIVE ACTION

Once non-conforming items have been identified they are documented by location, associated documents, or specific markings to prevent their inadvertent use. All non-conforming items and customer complaints are subject to review and rectification by nominated personnel. The type and extent of non-conformity is documented in order to establish trends and identify possible areas for improvement.

The corrective action required to prevent recurrence is evaluated, documented, and its effective implementation is monitored. All rectification is subsequently re-inspected to ensure complete customer satisfaction.

All employees are encouraged to suggest improvements in methods, materials, suppliers, and sub-contractors. The Company has established procedures for review of all activities in order to identify and evaluate all possible improvements in methods/ materials and its procedures.

20. HANDLING, STORAGE, PACKAGING, PRESERVATION & DELIVERY

The identification of materials/ equipment, where it is not obvious, is confirmed by the presence of a manufacturers/ suppliers part number or description label, or other marking for each item. The identification of the item may be on the packaging or on the item itself, and this identification remains in place for as long as possible, provided it does not hamper effective use of the item. Materials and consumables are not identified by the company where they are obvious to a trained/ experienced employee, however, should a risk of misinterpretation exist between two or more types of material these will be marked in a suitable manner to ensure that no ambiguity exists.

All items with serial numbers are recorded individually.

Materials and goods received, whether the property of the company or others, will, as far as practicable, be protected and their quality preserved until such time as they are transferred to a customer, or disposed of to a third party. The objective is to prevent deterioration and damage whilst in storage, or in the process of transportation, installation, commissioning or maintenance.

21. RECORDS & FILING

21.1 Records

Storage facilities are allocated which ensure that all stored records are identifiable and retrievable, and the storage areas are free from damp and other agents which could cause premature deterioration. Where records are maintained on computer magnetic media, and these are subject to "back-up" at regular intervals, with the "back-up" information being stored in a protected location to ensure security from loss/ damage of active data.

All records are retained for a minimum of 2 years.

21.2 Examination certification

Records of all examined items & certification undertaken by the company is held on the company's computer server on the register database.
Any Certification supplied by third parties is scanned and filed in the electronic job folder on the company's computer server.

21.1 Filing

21.2 Copies of test certificates and key information are distributed as follows:-

1) Copy sent to the customer.
2) Copy filed with electronic job file.
3) master certificates held in master electronic test certificate register.

22. TRAINING

The policy of the company is to ensure that all personnel are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively. The company generally procures and recruits employees capable of meeting the technical, skill, experience and educational requirements of the company's activities.

All staff and senior employees are responsible for recommending the training needs of others and for ensuring that all employees allocated specific tasks are suitably qualified and experienced to execute those tasks. Once training needs are identified these are provided under the responsibility of the Directors.

Full records are maintained of all training undertaken by employees.

23. SERVICING

Service and maintenance contracts are offered to all customers, and these activities are controlled in the same manner as Process Control.

Media Powerhouse

Appendix 1: Typical Training for Staff Operatives

Media Powerhouse Ltd provides employees with suitable and sufficient information, instruction, training and supervision.

General induction training is given to all employees, which forms part of our safety programme. This training includes;
- The Organisation
- MPH Safety Policy
- Fire Procedures
- Employees Duties
- First Aid Information
- Additional Training as Required

Safety Awareness;
- The Health & Safety at Work Act 1974
- Accident Prevention and Control
- Electrical Awareness
- Office and work shop's induction
- Personal Protection

Additional roll specific In-house training for staff to cover;
- Manual handling
- Portable electric tools
- Hot works
- Rigging and slinging
- Scenic construction processes

Project & Department Managers undertake a First Aid at work course
First Aid Training Course;
This course covers:
- Aims and principles of First Aid
- Communication and delegation in an emergency
- Contents of First Aid boxes and their uses
- HSE Regulations and Approved Code of Practice
- Infectious diseases including HIV and Hepatitis
- Management of the unconscious casualty
- Poisons and chemical injuries
- Recognition of illnesses
- Resuscitation
- Shock
- Simple record keeping
- Treatment of burns and scalds
- Treatment and control of bleeding

- Treatment of injuries to bones, muscles and joints
- Treatment of eye injuries

In addition to above staff are also sent on or expected to hold the following accreditations/corses as applicable with their roll within the company:

Contractors Site Certification Scheme
Work site safety awareness scheme for all staff working on our client or third party sites

Certified Technical Specialist

C.I.T.B. Plant Training Courses – Fork Lift Trucks & M.E.W.P's
For all staff operating plant

National Rigging Certificate
For person within the company undertaking rigging works
Course covers:
- Basic events rigging procedures
- Safe system of rigging events suspension points

Electrical operatives
Only persons who have to attend and pass City & Guilds – Electrical works

Portable Appliance Testing
For warehouse staff responsible for basic day to day electrical equipment maintenance

Lifting Equipment Engineers Association Accreditation
Our staff required to undertake lifting operations or examine lifting or suspended installations, these courses cover:
- Lose item examination & application
- Mechanical item examination & application
- Correct application of equipment
- Soft sling examination
- Steel wire rope examination & application

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Appendix 2: Recycling Policy

Media Powerhouse Ltd is committed to protecting public health by conducting our operations and activities in an environmentally responsible and sustainable manner. We are committed to complying with all applicable laws and regulations. We recognize that reducing and, where possible, eliminating the environmental impacts of our activities is an important part of our mission as stewards of public health

The Media Powerhouse Ltd guiding principles and practices to achieve resource conservation, waste reduction, and sustainability overall are summarized below:

- Comply with mandatory requirements and conduct our activities and operate our facilities within applicable environmental laws and regulations
- Conserve energy and other natural resources
- Encourage employees to use mass transit
- Reduce, reuse, and recycle to reduce waste
- Minimize the production of hazardous waste
- Adopt green procurement practices
- Ensure all employees complete the environmental awareness training
- Continue to review and minimize the impacts of our activities

Responsibilities

    a)   Energy Conservation

Employees shall:
1. Turn off lights when not in use and use natural light when possible.
2. Turn off, not just log off, all computers, terminals, speakers and other office equipment at the end of every work day.
3. Turn off your power strip at the end of every work day.
4. Activate the power down features on your computer and monitor to enter into a low-power or sleep mode when not in use.
5. Unplug equipment that drains energy even when not in use (e.g., cell phone chargers, fans, coffee makers, desktop printers, radios).
6. Use compact fluorescent light bulbs (CFLs) in desk lamps as opposed to incandescent lights whenever possible.
7. Use the stairs when possible.
8. Utilize videoconferencing and conference calls as an alternative to travel when possible.
9. Limit the use of space heaters.

    b)   Reduction of Materials Consumption

Employees shall:
1. Avoid using paper by distributing and storing documents electronically.
2. Print and photocopy only what you need and double side your jobs when possible.
3. Tell staff and colleagues that you prefer double-sided documents.

4. Use the back side of old documents for faxes, scrap paper, or drafts.

    c)   Reduce Fossil Fuel Consumption and Air Pollution

Employees shall:
1. Ride mass transit or other alternative forms of transportation, whenever possible.
2. Use carpools or vanpools, when possible, over single use cars.

    d)   Minimize Waste and Increase Recycling

Employees shall:
1. Use durable reusable beverage containers, plates, and utensils.
2. Reduce the amount of toner in documents that will be printed when possible.
3. Print documents in black and white or grayscale whenever possible.
4. Recycle paper, paper products, plastic, binders, folders, catalogs, boxes, bottles, cans, batteries, electronics, toner and ink cartridges if located at the Bethesda campus .
5. Recycle plastic and paper products in accordance with county regulations if located Montgomery County facilities other than the Bethesda campus. Plans for implementing such recycling will be developed by the Green Team.
6. Donate used furniture and electronics through the Property Utilization Branch.

    e)   Minimize Toxics and Hazardous Waste
1. Do not pour toxic or hazardous substances down the drain.
2. Reduce the use of toxic chemicals and use less toxic alternatives wherever possible.
3. Do not use or purchase mercury or mercury-containing equipment, unless approval has been obtained.
4. Design experiments, when possible, to use less toxic or hazardous substances.
5. Purchase chemicals in the smallest quantities needed to avoid over-ordering.
6. Dispose of hazardous chemicals appropriately and in accordance with the NIH Disposal Guide and other legal requirements.

    f)   Commitment to Green Purchasing

    Employees shall:
1. Purchase copier and printer paper that contains at least 30% post-consumer recycled content.
2. Purchase office supplies and furniture that contain the highest percentage of recycled and non-toxic content whenever possible.
3. Purchase products that contain bio-based content whenever possible.
4. Purchase Energy Star office equipment.
5. Use the Electronic Product Environmental Assessment Tool (EPEAT) to identify computers and monitors with environmental attributes and purchase computers and monitors with at least a Bronze rating.
6. Purchase quality furniture and electronics that are no longer needed through the Property Utilization Branch.

  g)   Increasing Awareness of Media Powerhouse impact on the Environment and Public Health
    All employees are required to complete the NIH Environmental Management System (NEMS) awareness training course. The course may be found at: http://lms.learning.hhs.gov.

    h)   Complaints Procedure

1. All complaints relating to green and recycling procedures or policies will be brought to the General Managers attention at the earliest opportunity.
2. The General Manger will review the severity of the complaint and subject to the level of severity inform the Directors immediately or in the next quarterly management review meeting.