

REPORT



# AUDIT REPORT

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# ISOQAR Audit Report

7366-001-A1 Group / 7366 /  
Recertification

Complete

<b>Actions</b>	4
<b>Head Office</b>	7366-001-A1 Group, 7366-A1 Group
<b>Head Office Address</b>	
Silver Birches Highland Avenue Wokingham RG41 4SP United Kingdom	
<b>Certificate Number</b>	7366
<b>Legal Status</b>	Limited
<b>Type of Audit</b>	Recertification
<b>Expiry Date</b>	2024-04-30

Alcumus ISOQAR’s Rules of Registration Apply

This report is confidential and its distribution will be limited to the audit team, client representative and Alcumus ISOQAR office

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Audit Report / Management System Detail and Evidence / Clause 8 / Control of externally provided process, products and services and contractors

**This was evidenced by:**

Purchasing Incl. supplier evaluation/assessment (PG)

There are purchasing procedures regarding scrap metal, wet waste, luo hire and the review of supplier performance clearly documented. Currently there are three levels of purchase orders raised, the fitter and tyre depot both hold their own purchase order books and a general Wokingham scrap metal purchase order book is also held for suppliers, demonstrated on request.

A current list of approved suppliers was also seen and reviewed. Each part of the business have their own suppliers list. The following examples were viewed:

- Car Spares
  - o ALPHAMAC Alpha Machine Knife Co. Ltd
  - o CBOC C.B.O.C Lubricants Limited
  - o JSWEEPER Johnston Sweepers Limited
- Loo Hire
  - o INDESPEN Indespension Ltd
  - o BEECHSGA HRVS Beech's
  - o TRIMMANI Trimmania Ltd
- Wet Waste
  - o CELLULAR Cellular Services Ltd
  - o MCHVEH MCH Vehicle Rental
  - o POLYETHY Polyethylene Pipelines Co Ltd

The purchase process was demonstrated on request. This process and corresponding records confirmed the following:

When a purchase had been made for the scrap metal department, the following had been recorded in the PO book:

- Date
- Order No (order numbers viewed as evidence)
- Name of Supplier
- A description of the goods to be ordered and quantities

Orders are only processed once approval by the Yard Manager. Delivery notes are retained and confirm that when goods had been received. These are cross checked against the purchase order books to confirm the order is correct. Confirmation of this was seen via the initials/signature/date of the inspecting/authorised person on the delivery note. An appropriate process was clearly in place regarding the raising of any discrepancies. When an invoice is received, they are separated into individual piles and checked off once a week, the details are then entered onto Sage.

Before working for A1 Group all contractors have to complete a questionnaire and provide the appropriate insurances and Safety Rules onsite. Viewed the following;

- Digicore CCTV Limited - 21/08/18 - Questionnaire, Risk Assessment & Safe Systems of Work
- Berridge Electrical - 21/06/18 - Questionnaire, Risk Assessment & Safe Systems of Work

(See OFI Below)

**Open** | Assignee: Paul Grainger | Priority: Low | Due: 01/02/2025 10:28 AM GMT | Created by: Paul Grainger

**OFI-01 - Permit to Work**

Although the business don't use many external sub-contractors on site, it maybe beneficial to introduce a permitting system to help control their activities onsite. Eg. Working at Height.

### Monitoring, measuring, analysis and performance evaluation evidenced by:

The company monitor performance via their management meetings and through their targets and objectives. These are all monitored on a regular basis and in the management review meetings.

See OFI-02 - KPI's

**Open** | Assignee: Paul Grainger | Priority: Low | Due: 01/02/2025 1:33 PM GMT | Created by: Paul Grainger

#### OFI-02 - Performance Measures

The business may wish to consider adding performance measures (KPI's) to their targets and objectives

### Internal Audit evidenced by:

IMS Audit Timetable available during the visit and headers include Procedure/scope and audit month covering HO and Bennetts site. Internal audits are carried out by JR Consultants sampled as below,  
-Internal Audit Report & checklist, dated 05/01/2024,

Scope of the audit

Business Risks

OP 003 - Compliance Obligations

OP 006 - Document and data storage

OP 013 - Complaints

De-pollution Process

SITE WALK to encompass health, safety and environmental issues

Management Review.

Auditor - MS (external auditor)

No findings raised in this audit.

-Internal Audit Report & checklist, dated 14/07/2023

Audit scope,

Scope, Context and interested parties

OP 002 - Environmental Aspects

OP 007 - Waste Management and the Environment

OP 008 - COSHH

OP 010 - Calibration and Maintenance

OP 011 -Monitoring

OP 012 -Non-conformances corrective and preventive actions Management Review

SITE WALK to encompass health, safety and environmental issues (No site walk due to remote audit)

Auditor - MS (external auditor)

No NCRs raised in this audit.

-Internal Audit Report & checklist, dated 17/04/2023

Scope of the audit

Loo Hire Process

Wet Waste Process

Procurement

Risk Assessments

Environmental Aspects

Calibration & Maintenance

Waste Management and the environment

Auditor - SC

No NCRs raised.

MS (external consultant) is working on a new audit plan shown to the auditor during the visit and it follows the ISO clauses and includes company operations procedure under clause 08.

AA

**Open** | Assignee: Aswin Aliyachen | Priority: Low | Due: 01/02/2025 1:05 PM GMT | Created by: Aswin Aliyachen

### Observation

The company may benefit from introducing a desktop audits on the company online platform 'Back Office' to ensure all the documented information was relevant and up to date.

Audit Report / Management System Detail and Evidence / SSiP

### SSiP Assessment Required?

Yes

**Open** | Assignee: Aswin Aliyachen | Priority: High | Due: 01/05/2024 9:01 AM BST | Created by: Aswin Aliyachen

### SSiP Technical Review Required

### Client and Audit Information

#### Audit Information

#### Standard(s) Audited

ISO 14001: 2015

ISO 45001: 2018 SSIP

ISO 9001: 2015

#### EAC Codes

99.07, 39t, 24a, 32m, 39s, 35f, 39a

#### Scope

Provision of waste management incorporating metal recycling, vehicle de-pollution, toilet hire and wet waste removal.

#### Visit number

3

#### Visit Pattern

2 x 2.0

NB If the next visit is a Recertification Visit additional days over and above the surveillance days may be required

#### Audit Team Leader

Paul Grainger

#### Audit Team Member

Mark Phillips, Aswin Aliyachen

#### Accompanying Person(s)

N/A

#### Date(s) of Audit

2024-01-30 - 2024-02-01

#### Onsite number of days

5

#### Offsite numbers of days

1

**Is any part of the audit being conducted remotely?**

YES

The following questions are to be confirmed by the auditor during the opening meeting, or prior to the audit commencing where possible:

**Can the client able to provide all required documented information via file sharing systems or conferencing facility?**

Yes

**Will identified key personnel be available during the audit?**

Yes

**Is the business functioning normally and operating to the full scope of certification?**

Yes

**Does the client have the capability to conduct a safe site walk via video-link (e.g., Facetime/Teams/Zoom/WhatsApp) on a phone, tablet or other device? (This includes any service delivery in house and at temporary sites as per the scope of certification)**

Yes

**Remote Audit Feasibility Confirmed**

Yes

### Signature

Paul Grainger  
29/01/2024 8:04 PM GMT

### Start Time and Finish Times per day

0900 - 1630 x 6

**Total number of audit hours**

45

**Justification if less than 8 Hours a day**

2 hours preparation and report writing

Client Information

**Client representative**

Clive Owen

**Consultant Representative**

Sean Whittle & Martin Saunders

**Appropriateness of scope**

Scope is considered to be appropriate

**Non-applicable clauses**

Design

**Full time staff**

60

**Part time staff**

0

## Opening Meeting

The objectives of the audit:

- To confirm that the management system conforms with the requirements of the audit standard and also any statutory, regulatory and contractual requirements that are applicable;
- To confirm that the organisation has effectively implemented the planned management system;
- To confirm that the management system is meeting its specified objectives
- The auditing is based upon a sampling process of available information
- As applicable identification of areas for potential improvement of the management system.
- To identify any non-applicable clauses under the scope of certification

Audit scope:

- The audit will evaluate the effectiveness of the processes identified within the visit plan and in line with the 3 year plan. The audit will be conducted at the location(s) specified within the visit plan.

### Opening meeting attendees

#### Name and Position

Clive Owen - General Manager  
Martyn Saunders - Consultant  
Sean Whittle - HR Consultant  
Paul Grainger - Lead Auditor

**Is recertification planning required at this audit ?**

No

Follow up of previous audit results

**Have previous Observations or OFI been actioned?**

N/A

**Has previously raised improvement request/non-conformance been effectively closed out?**

N/A

Registration Marks

**Are Registration Marks in use (Websites, Emails etc)**

Yes

**Brief details of where the UKAS Accreditations Mark and Alcumus ISOQAR logo is used:**

Website

**Use of registration marks on website is appropriate to the scope of the certification**

Yes

### Significant Changes

Significant Changes

**Does the client require standards to be integrated at next**

No

<b>audit?</b>	
<b>Any changes to name of business ?</b>	No
<b>Any significant changes since last visit Including any changes of addresses.</b>	No
<b>Any changes to staff number?</b>	No
<b>Is the scope of the organisation appropriate?</b>	Yes
<b>Any significant changes to the codes?</b>	No
<b>Audit Report</b>	4 actions
Management System Detail and Evidence	4 actions
<b>Standard Being Audited</b>	9001,14001,45001
Site Walk	
Site Walk 1	

### Site Walk Location and Summary

The Organisation is based on an industrial site in Wokingham Berkshire, within a gated and fenced compound which is covered by CCTV and guarded 24/7. A large car park which is situated to the front of the reception area. When arriving at the site visitors are stopped and must report to the main reception, visitors are then directed to the relevant departments. The main office is situated within a two-floor building which is very modern and clean, the ground floor containing administrative staff and main reception, with a large staff kitchen and toilets which provides good staff welfare. The First-floor houses management staff with offices, customer meeting rooms and a large boardroom. The building is well spaced out and contains plenty of natural lighting and emergency lighting in the event of an emergency. On the site walk of the yard it was noted that a large amount signage was visible from instruction on PPE, Hazard warnings, First Aid point of contacts, fire points, multiple first aid Kits which are in good order and had an expiry date of 2024. The Fire extinguishers were present in large numbers across the site. Starting out from the Reception area was a clearly marked walkway which lead to the main car storage and display area where visitors can inspect the cars and parts before purchasing, visitors are required to wear High Vis vest and enter the area at their own Risk. The cars are stored on large industrial Racking which is 4 levels high and well-spaced out to allow access to the viewing public and staff. The site is laid out very neat and tidy considering the nature of the business. Staff are required to wear Hard Hats, Hi-Vis Vests and Protective Footwear throughout the site. To the side of the storage area again following a walkway is the breakers Yard which also has a decontamination area for removal of unused fuels, Liquids and oils. Before entering the Breakers, yard there is a PPE station with available PPE for staff and visitors which all personnel are required wear when entering this area. other notable areas in the site were:

- Health and safety Notice Board
- Defibrator located outside the Kitchen on the ground floor of the office building
- Tyre storage area
- Reception office to the Car yard
- A small Decontamination area within the car yard storage site
- Shelving for storage of cars and parts
- Spill kits
- Fire extinguishers present on every unit of shelving
- First Aid kits in every area of work
- A large metal sorting Machine within the breakers yard
- A Fire evacuation gathering point



The site was very tidy considering the nature and scale of the operations it was obvious it was very well managed.

The whole site is built on concrete and the drainage is a sealed system to ensure contamination is captured in run off. There is a large interceptor tank at the bottom of the site and this is emptied out on a regular basis by the waste carriers. There are also holding tanks further up the site to help manage the control to the interceptor. Spill kits were observed at various locations throughout the site.

The site is swept clean on a daily basis to ensure good housekeeping is maintained, when sections of concrete flooring start to break down they are repaired. The site by nature is a scrap yard and as such this was taken into account when conducting the audit.



Photo 1



Photo 2

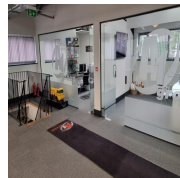


Photo 3



Photo 4



Photo 5



Photo 6

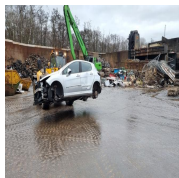


Photo 7



Photo 8



Photo 9



Photo 10



Photo 11



Photo 12



Photo 13

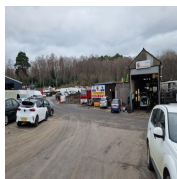


Photo 14

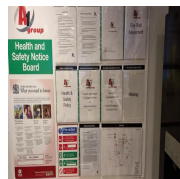


Photo 15



Photo 16

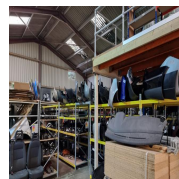


Photo 17

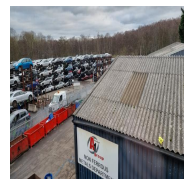


Photo 18

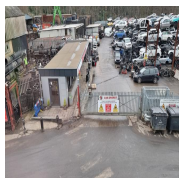


Photo 19



Photo 20



Photo 21



Photo 22



Photo 23



Photo 24

#### Clause 4

#### Understanding the organisation and its context

Is this section being audited ?

Yes

#### Understanding the organisation and its context evidenced by:

Detailed within section 4.1 of the Management System Manual

The organisation has determined the external and internal issues that are relevant to its purpose and strategic direction to achieve its integrated management system.

The organisation maintains and retains a SWOT analysis that helps in assessing its strengths, weaknesses, opportunities, and threats. This analysis serves as a crucial tool in understanding the internal factors that impact the organisation's performance and how it can effectively respond to external challenges.

By conducting a SWOT analysis, the organisation can identify areas where it excels, enabling it to leverage its strengths to its advantage. Simultaneously, it pinpoints weaknesses, providing valuable insights for improvement and risk mitigation.

The analysis also highlights potential opportunities in the market or industry

that the organisation can capitalise on to enhance its competitive position and achieve its strategic objectives.

The SWOT analysis helps in identifying external threats that may pose risks to the organisation's operations, allowing for timely measures to be taken to counter or mitigate these threats.

The retention of this SWOT analysis enables the organisation to make well-informed decisions, align its integrated management system with its strategic direction, and stay agile in response to both internal and external dynamics. Through a continuous review and update of the SWOT analysis, the organisation ensures it remains adaptive to changing circumstances and maintains its competitive edge in the market.

**Does Evidence Conform with requirements and any Non-applicable Clauses with justification:**

Conforms

The organisation has determined external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its management system. The organisation monitors and reviews information about these external and internal issues.

Understanding the needs and expectations of interested parties

**Is this section being audited ?**

Yes

**Understanding the needs and expectations of interested parties evidenced by:**

Interested Parties and Needs & Expectations (PG)

This information is documented within the integrated systems manual under section 4.2. There have been no changes to the information or interested parties list since the last audit;

- Government Bodies such as HMRC, VAT, PAYE etc. ensuring that they comply with them as required.
- Local Council, Scrap Metal Dealers Act and ensuring they comply with all requirements of our license in accordance with the Act, calibration and inspection of the weighbridge and scales; ensuring they follow requirements as set for receiving any scrap waste.
- Enforcement Authorities, such as the HSE, EA, Animal and Plant Health Agency, Traffic Commissioner etc. Compliance to health and safety requirements is mandatory, the environment agency are the regulators for our licenses to allow us to deal and carry waste, and also regulate the site.
- The Public, including our close neighbours and those within the surrounding areas. They shall respond to any complaints with due diligence and keep them up to date with site improvements as necessary. Ensuring their safety and well-being at all times throughout our operational activities
- Our memberships, accreditation, certifications and trade organisations, Construction Line, NOEA, BVSF, Freight Transport Association, PSE, RISQS, Achilles, ISO, MUDA and FORS.
- Suppliers and service providers, such as transport providers used by the Group for peak times. Ensuring they are aware of our policies and have their own systems in place for managing their policies and procedures and permits. Any other supplier shall comply with our requirements and any further instructions as given on an order or email.
- Customers, compliance to their requirements wherever necessary. E.g. Network Rail and their specific requirements will be catered for as necessary.
- Employees & Stakeholders - Expect to work in a safe environment and to receive fair and agreed remuneration. They expect to receive training wherever necessary and opportunity for professional development and growth. It is important for employees to understand the Management system and their responsibilities.  
We expect our employees to work well within the confines of their abilities, following all training guidance, and to attend work within the agreed terms of their employment.  
Stakeholders commitment and financial application to the ISO standard.

• Neighbours - Expect us to offer no interference to their activities and for us to be aware of noise or pollution from our business. We expect them to offer us the same courtesy.

**Does Evidence Conform with requirements and any Non-applicable Clauses with justification:**

Conforms

The organisation has determined the interested parties that are relevant to the management system, including the requirements of these interested parties that are relevant to the management system. The organisation monitors and reviews information about these interested parties.

Determining the scope of the management system

**Is this section being audited ?**

Yes

**Scope of the management System evidenced by:**

Scope of the Management System (PG)

The scope of the management system is detailed within the Systems Manual under section 4.3. The scope meets the requirements of the standards and reads as follows;

'The provision of waste management incorporating metal recycling, vehicle de-pollution, lorry hire and wet waste removal'

**Does Evidence Conform with requirements and any Non-applicable Clauses with justification:**

Conforms

The organisation has determined documentation of the scope of the management system. The scope provides justification for any requirement of the International Standard that the organisation has determined is not applicable. The scope is suitable for the organisation.

Quality, Environmental and OH&S Management System and its Processes

**Is this section being audited ?**

Yes

**Quality, Environmental and OH&S management system and its processes evidenced by:**

The business have identified the context of the organisation within the Integrated Management Systems Manual - Issue 01 - Dated - Feb 2025.

The Company operates an electronic information system known as 'Back Office'. This system is sub-divided into two areas one for use by internal staff and one for client access. Each main screen is sub-divided into the following areas:

- Company
- H&S
- Human Resources
- Transport

The new integrated systems manual identifies the context of the organisation, interested parties, needs and expectations, interaction of processes and related processes and procedures.

Documented procedures and processes (PG)

- OP 1 - Risk Assessments and Method Statements
- OP 2 - Environmental Aspect Assessment

OP 3 - Compliance Obligations  
 OP 4 - Training and Competency  
 OP 5 - Communication and Consultation  
 OP 6 - Document Control  
 OP 7 - Waste Management and the environment  
 OP 8 - COSHH  
 OP 9 - Accident, Incident and near miss reporting  
 OP10 - Calibration and Maintenance  
 OP11 - Monitoring and Measurement  
 OP12 - Control of non-conformances  
 OP13 - Customer complaints and feedback  
 OP017 - Calibration & Maintenance

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has established, implemented, maintained and continually improve a management system, including the processes needed and their interactions, in accordance with the requirements of the standards held by the business. The organisation has determined the processes needed for the management system and their application throughout the organisation.

**Summarise Conformity of Clause 4**

Meets the requirements of the standards  
 Audited by PG

Clause 5

Leadership and commitment

**Is this section being audited ?**

Yes

**Leadership and Commitment evidenced by:**

An interview was held with Clive Owen - Director, SW - HR Consultants and Martyn Saunders - JR Consultants. Leadership and commitment were evidenced during the opening meeting and audit and Top management take ultimate accountability for the management system, ensuring they engage, direct and support. The management system adopts a process approached and risk-based thinking.

The management team provide leadership to create and maintain a culture within the organisation which encourages the fulfilment of the objectives. They have responsibility for ensuring that the policies are understood, implemented, and complied with. All personnel are responsible for ensuring that each part of the management system relevant to them, is operated in accordance with specified requirements.

The following areas were discussed:

- Overview of the business including business Processes and any changes
- Resources including any changes
- Objectives/KPI's and achieving the intended results
- Improvements

It was evident from the discussions held that top management are actively involved and committed to the Management System. CO is the Director accountable for the overall effectiveness of the IMS. On speaking with CO regarding the business scope it was evident that there was a good/ understanding of the business scope and its overall Context. Good communications from top management and the commitment to ensuring that the IMS is effectively communicated, CO provided a good understanding of the current communications process, internally and externally within the business IMS, including how these are communicated.

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

Leadership and commitment were evidenced during the audit. Top management take ultimate accountability for the management system, ensuring they engage, direct and support. The management system adopts a process approached and risk-based thinking.

The management team provide leadership to create and maintain a culture within the organisation which encourages the fulfilment of the objectives. They have responsibility for ensuring that the policies are understood, implemented and complied with. All personnel are responsible for ensuring that each part of the management system relevant to them, is operated in accordance with specified requirements.

A Top management interview was conducted. The top management discussed the following areas:

- Overview of the business including business Processes and any changes
- Resources including any changes
- Objectives/KPI's and achieving the intended results
- Improvements

It was evident from the discussions held that top management are actively involved and committed to the MS.

Customer Focus

**Is this section being audited ?**

Yes

**Customer Focus evidenced by:**

The organisation focuses on enhancing customer satisfaction by ensuring that customer requirements have been determined, understood and are being continually met. This includes ensuring risks and opportunities that can affect conformity are determined and addressed. Customer and client feedback is documented and analysed to ensure the correct action is undertaken if issues arise. The process for Customer complaints and feedback is documented within Op013 and Op 012 Non- Conformance, Corrective and Preventative Actions.

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has been assessed and focuses on enhancing customer satisfaction by ensuring that customer requirements have been determined, understood and are being continually met. This includes ensuring risks and opportunities that can affect conformity are determined and addressed.

Establishing Policy / Communicating the Policy

**Is this section being audited ?**

Yes

**Policy and Communication evidenced by:**

The organisation has established, implemented, and maintains policies appropriate to the standards held by the business. All organisation documentation is stored on the Back Office Solution application. On review of the documentation the following policies were evidenced:

- OH&S policy seen signed and dated 01/01/24 by CO
- Environmental Policy signed and dated 01/01/24 by RP
- Quality Policy signed and dated 01/01/24 by RP

These policies are located within company Welfare facilities and within the online system.

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has established, implemented and maintains policies appropriate to the standards held by the business.

Organizational Roles, Responsibilities and Authorities

**Is this section being audited ?**

Yes

**Organizational Roles, Responsibilities and Authorities evidenced by:**

Detailed within section 5.3 of the integrated management system manual. The organisation has assigned, communicated, and ensured understanding of roles and responsibilities relating to the management system. Top management has assigned responsibility and authorities as required by the standards held by the business.

This was evidenced by:

The organisation reviews the Roles and Responsibilities in a form of a Group Structure Chart Version 8 dated 10/01/22, this is located within the online system Back Room solutions.

Roles and responsibilities are also documented within the Business Risk Register dated 01/01/24 in relation risks that may affect the company.

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has assigned, communicated and ensured understanding of roles and responsibilities relating to the management system. Top management has assigned responsibility and authorities as required by the standards held by the business.

Consultation and Participation of workers

**Is this section being audited ?**

Yes

**Consultation and Participation of workers evidenced by:**

Consultation and Participation of workers is detailed within section 5.4 of the Integrated Manual. The organisation has established, implemented, and maintained a process for consultation and participation of workers at all applicable levels and functions, and, where they exist, workers' representatives, in the development, planning, implementation, performance evaluation and actions for improvement of the OH&S management system. This was evidenced by:

- The organisation hold a monthly OH&S meeting to review any incident, accidents, near misses and aspects that may have occurred or within the group's activities. The last meeting was conducted on the 24/01/24 with all management groups present. As discussed, the organisation has an open-door policy with the reporting of any aspects that may have had an affect or could have an effect on the company's activities or outcomes.

Other methods of consultation included;

- Regular Toolbox talks - Yard Safety - 10/10/23 (Signed)
- Company News Letters - Example - November 2023 - Mental Awareness
- Weekly Depot Walkaround Inspections - Viewed 29/01/24 conducted by LB (94.6%)
- H&S Communication Framework Document - January 2024

### Summarise Conformity with Requirements and any non-applicable clauses with justification:

Conforms

The organisation has established, implemented and maintained a process for consultation and participation of workers at all applicable levels and functions, and, where they exist, workers' representatives, in the development, planning, implementation, performance evaluation and actions for improvement of the OH&S management system.

### Summarise Conformity of Clause 5

Meets the requirements of the audit

Audited by PG

Clause 6

Action to address risks and opportunities

Is this section being audited ?

Yes

### Action to address risks and opportunities evidenced by:

Business Risk Register dated 01/01/24

The organisation has considered the context of the organisation to determine the risks and opportunities to be addressed and appropriate actions taken. This was evidenced in the above document. The following risks are reviewed This is detailed as the following:

- Metal Recycling
- Car Spares
- Loo Hire
- Wet Waste
- Transport
- Financial (including Suppliers)
- Resources
- Training
- H&S
- Environmental

The risk table is detailed as a Traffic light system detailing the level of risk categorized as Low, medium, and High. The risks identified are classified into Operations, Health and Safety, Environmental, Services and activities, infrastructure and resources etc. The document headers include risks, initial risk, control measures residual risk and monitoring. The following sampled during the audit.

- Service risk, Losing customers, residual risk M.
- Transport risk, Accidents involving vehicles, residual risk M
- Strategic Risk, Failure to identify Risks in advance, residual risk M
- Compliance Risk, Fire Prevention Plan, residual risk H
- Loo Hire, Damage to equipment in transit, residual risk M
- Wet Waste, Poor maintenance to service vehicles, residual risk L
- Spillages, Damage to the Environment, residual risk L

Opportunities Sampled include,

-Losing current contracts , New contracts - look at expanding the Wet Waste and Loo Hire business.

Investigate new opportunities

-Lack of competency training for Loo hire , Formal NVQ qualification for Loo Hire Business to begin in

November 2018

-Finding additional employees to ensure current workload for clients is completed, Where to source additional staff at low cost possibly use local agencies / advertise / use Indeed / Develop own vacancy page on Web site

-Breakdown of equipment , What new equipment is required to grow the business. What current equipment is nearing end of life

AA

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has considered the context of the organisation to determine the risks and opportunities to be addressed and appropriate actions taken.

Hazard identification , Risk assessments and Planning Actions

**Is this section being audited ?**

Yes

**Hazard identification & Risk assessments evidenced by:**

OP 0001 Risk Assessments and Method Statements, issue 02.

The organisation have established a process through which hazard identification can be carried out within the business. This is carried out in an ongoing and proactive manner in order to ensure hazards are controlled and mitigated. This process takes into consideration the relevant routine and non-routine activities, past incidents which are relevant, potential emergency situations, and people. Risk assessments were seen in the company online portal Back Office, sampled as follows,

-Fire Risk Assessment Wokingham, Assessor SW, completed on 21 Nov 2023

Portable Toilet Operation and Setup - Dated - 01/01/24 - RA Conducted by LW - Hazards identified included - Crushing Injuries, Cuts and Bruises, Slips and Trips, Contact with Chemicals.

-Pressure Washing Vehicles/Plant/Portable Toilets - Dated - 01/01/24 - RA Conducted by LW - Hazards identified included - Crushing Injuries, Cuts and Bruises, Slips and Trips, Contact with Chemicals.

-Confined Space Work - Dated - 01/01/24 - RA Conducted by SW - Hazards identified included - Oxygen Deficiency, Electric Cable/Shock, Falls Cuts and Bruises, Slips and Trips.

-Confined Space Work - Dated - 01/01/24 - RA Conducted by SW - Hazards identified included - Oxygen Deficiency, Electric Cable/Shock, Falls Cuts and Bruises, Slips and Trips.

The company has also done CoSHH risk assessments and DSE risk assessment and sampled in clause 08 of this report.

For more details please refer to clause 8 - Eliminating Hazards and reducing OH&S Risk section of this report.

AA

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation have established a process through which hazard identification, risk assessment and planning actions can be carried out within the business. This is carried out in an ongoing and proactive manner in order to ensure hazards are controlled and mitigated. This process takes into consideration the relevant routine and non-routine activities, past incidents which are relevant, potential emergency situations, and people.

Environmental aspects & impacts including Lifecycle

**Is this section being audited ?**

Yes



## Environmental aspects & impacts evidenced by:

Environmental Management System - Aspect Assessment, dated 13 July 2023

The organisation has considered the aspects and impacts associated to its operations and activities classified into Waste, office and yard, yard activities, travel/transport, abnormal, local area etc. They have identified any normal, abnormal, and foreseeable emergency situations that may relate to these and any significant impacts are communicated throughout the business. Where applicable the organisation have considered the whole lifecycle perspective of these items. This was evidenced by:

The following are examples of aspects and their control measures:

- Printers Cartridges: Overall score 16, Control - Printer cartridges are removed for safe disposal.
- Electrical Equipment: Overall Score 16, Control - Electrical Equipment is disposed of as required by a recognised provider.
- Absorbents (granules and rags): Overall Score 36, Granules used to collect spillages are left for a period of time to clear up the spillage.
- Fuel - diesel & petrol: Overall Score 60, Control - Fuel from the vehicle when de-polluted is dipped and checked and re-used if possible in all A1 vehicles.
- Tires: Overall Score 60 Control Tires are removed from use - with tires that are re-usable these are sold on to the general public through the tire shed.

The group have undergone a Noise Management Plan V4, January 2023, to comply with the requirements of the site permit 83313. This assessed the whole site during hours of work on areas which produce the most noise.

AA

## Summarise Conformity with Requirements and any non-applicable clauses with justification:

Conforms

The organisation has considered the aspects and impacts associated to its operations and activities. They have identified any normal, abnormal, and foreseeable emergency situations that may relate to these any significant impacts are communicated throughout the business. Where applicable the organisation have considered the whole lifecycle perspective of these items

## Legal compliance

### Is this section being audited ?

Yes

## Legal Compliance evidenced by:

Register of Legal and Other Requirements, issue date 05/01/2024

The organisation has established, implemented, and maintained a process to determine applicable legislation to the business, including how they apply to the business and what needs to be communicated. They have ensured that they have access to up to date legal and other requirements. Document headers include Legislation, Regulator, Comments / means of compliance, Method / Record maintained to ensure legal compliance. The following legislations were sampled during the audit;

- Environmental Protection Act 1990
- Hazardous Waste Regulations 2005
- Environmental Permitting Regulations 2010
- The Control of Noise at Work Regulations 2005
- Lifting Operations and Lifting Equipment Regulations 1992
- Electricity at Work Regulations 1989
- Health and Safety (First Aid) Regulations 1981
- Regulatory Reform (Fire Safety) Order 2005
- Control of Substances Hazardous to Health Regulations 2002
- Health And Safety at Work Act 1974

This was reviewed as part of the latest management review meeting.

AA

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has established, implemented and maintained a process to determine applicable legislation to the business, including how they apply to the business and what needs to be communicated. They have ensured that they have access to up to date legal and other requirements.

Objectives and planning to achieve them

**Is this section being audited ?**

Yes

**Objectives and planning to achieve them evidenced by:**

A1 Management Objectives 2024

The organisation has established objectives relevant to the business at relevant functions and levels. These are consistent with company policies and are measurable, monitored, communicated, and updated as appropriate. Documented information is maintained on the objectives. Document headers include Objective, Standard, Source of data, Date to be achieved by, Responsibilities.

The objectives are reviewed during Management Meetings, the last set of objectives were reviewed during meeting dated 05/01/24.

The company objectives for 2024 sampled as follow,

- Achieve a 98% customer satisfaction rate through efficient and reliable service delivery.
- Reduce the number of work-related accidents by 90% through comprehensive safety training and regular risk assessments.
- Achieve a reduction in overall energy consumption by the end of the fiscal year by adopting energy-efficient practices and technologies.
- Conduct 100% regular safety audits to identify potential hazards and implement appropriate preventive measures.

AA

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has established objectives relevant to the business at relevant functions and levels. These are consistent with company policies and are measurable, monitored, communicated, and updated as appropriate. Documented information is maintained on the objectives.

Planning of Changes

**Is this section being audited ?**

Yes

**Planning of Changes evidenced by:**

The organisation has ensured that when they determine the need for changes, the changes are carried out in a planned manner. The organisation has considered the purpose for the change, their potential consequences, the integrity of the management system, availability of resource and the allocation/reallocation of responsibilities and authorities. This was evidenced by:

The company review planned changes and document within management meeting minutes dated 05/01/2024 as follows,

'No changes at the moment because the system is new, as it matures we will make sure that the system is managed'.

AA

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has ensured that when they determine the need for changes, the changes are carried out in a planned manner. The organisation has considered the purpose for the change, their potential consequences, the integrity of the management system, availability of resource and the allocation/reallocation of responsibilities and authorities.

**Summarise Conformity of Clause 6**

Satisfies the requirements of the standard.

Clause 7

Resources and People

**Is this section being audited ?**

Yes

**Resources and People evidenced by:**

Resource requirements are discussed at Management Review and during the site walk the work environment and equipment provided was seen to be adequate in all areas for the tasks being performed. No unaddressed health, safety or environmental hazards were evident. Main Site maintenance is the responsibility of the of the organisation.

The organisation has determined and provides the resources which are required to implement, operate, maintain and continually improve the effectiveness of the Management System, comply with health, safety and environmental law, maintain product conformity and increase customer satisfaction by fulfilling the customers' requirements.

MP

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has determined and provides the resources which are required to implement, operate, maintain and continually improve the effectiveness of the Management System, comply with health, safety and environmental law, maintain product conformity and increase customer satisfaction by fulfilling the customers' requirements.

Infrastructure

**Is this section being audited ?**

Yes

**Infrastructure evidenced by:**

The main office has adequate facilities with suitable heating and lighting to allow the operation of the organisation. The following was observed:

- PAT was conducted on in 11/12/23
- Fire extinguishers serviced by RES Fire Protection Engineers Fire dated 2/23
- Aircon was serviced on the 30/05/23
- Fixed wiring certificate no 28018624 dated 30/06/21 MTEK Solutions Electrical & Security expiry 30/06/24.
- Racking inspection report for car storage in Spares department dated 21/10/23 Report No 11212023\_001 conducted by Ironbridge NDT Limited

MP

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has determined, provided and maintains the infrastructure it requires to ensure conformity of health and safety, environmental management, product and customer service/process requirements and to reduce the risk of ill health, injury and environmental harm. This includes buildings, workspace, any related utilities, I.T. equipment, and support services such as transport, communication and information systems. Buildings and work equipment has been serviced, maintained, calibrated and inspected accordingly, in line with manufacturer's recommendations, ISO requirements, legislative and contractual requirements

Environment for operation of processes

**Is this section being audited ?**

Yes

**Environment for operation of processes evidenced by:**

The company's operational environment is characterised by a seamless integration of quality management, environmental sustainability, and occupational health and safety practices. The processes are meticulously designed to ensure high-quality outputs, minimise environmental impact through sustainable measures, and prioritise the safety and well-being of our workforce. This holistic approach reflects a commitment to excellence, environmental responsibility, and the health of our employees, aligning with the standards outlined in ISO 9001, ISO 14001, and ISO 45001. Refer to site walk.

MP

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has determined and manages the work environment it requires to ensure product conformity to requirements. ("Work Environment" means the conditions under which the work is performed, which includes physical, environmental, health, safety and other conditions such as noise, air quality, humidity, temperature, lighting, weather, etc.). See site walk section of this report for details.

Monitoring and measuring resources (Calibration - Maintenance)

**Is Monitoring and measuring resources (Calibration - Maintenance) required as part of the audit?**

Yes

**Monitoring and measuring resources evidenced by:**

Listed below is a sample of equipment/ resources which has been calibrated or inspected. All procedures in the process of equipment calibration are listed within the Backroom Solutions application. OP010 Calibration and maintenance operating procedure outlines the requirements for calibration/ maintenance of equipment and resources.

Weighbridge Calibration - 18/10/23. Serial No - 135150564  
Expires - 05/24  
Certificate No - 109202799/0101  
Carried out by Avery Weigh-Tronix

XAM 2500 Gas Monitor Drager  
Serial No - ARNB-2691  
Date - 09/11/23

Expires - 09/05/24  
Carried out by ESS

XAM 2500 Gas Monitor Drager  
Serial No - ARRJ-2401  
Date - 09/11/23  
Expires - 09/05/24  
Carried out by ESS

Globestick G Tripod (LOLER)  
Date - 09/11/23  
Next service due - 09/05/24

Harness  
Serial No - 449514  
Model - FRS  
Date - 09/11/23  
Inspection due - 09/05/24

MP

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has determined and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. The organisation has ensured the resources are suitable for the specific type of monitoring and measurement activities being undertaken and are maintained to ensure their continuing fitness for their purpose

Organisational Knowledge, Competence, Awareness

**Is this section being audited ?**

Yes

**Organisational Knowledge, Competence, Awareness evidenced by:**

A1 Group has a detailed and well-up-to-date training matrix. The information contained in the table below is a sample of the information detailed in the SAGE online system. The company keeps records on the license/qualifications held by employees, recorded in the training matrix within the SAGE system. Original certificates and copies of licenses are held in hard copy on file. The following were observed during the audit:

Fire Marshal Training for KJ & CW & CC  
Carried out 03/01/24  
Expires - 03/01/27  
Approved by IIRSM

AB - Spill response training  
Date - 01/06/23

CC - In House Safety Awareness and Safe Use of Oxy Acetylene Cutting Equipment  
Date - 10/07/2023

LT - Counterbalance fork truck training  
Date - 17/10/23

MS - Spill kit awareness  
Date - 04/12/23

DW - In House Telescopic Handler- JCB 535-70  
Date - 26/06/23

The Roles and Responsibilities for all positions, are defined within Back Office System, employees are briefed to all staff upon recruitment and are included within the individual's job description. New employees are shown an induction video on starting, this repeated annually. Recent inductions sampled below:

DW - started 01/03/22  
JK - Started 11/08/22  
MR - Started 12/09/22

Other training records seen during the audit included;

RB - Fire Warden Training - 29/11/23 - High Speed Training  
J AH - Emergency First Aid at Work (Level 3) - Cert No. 16935104 - 01/06/23 - Training at Work Group

MP

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has ensured that persons doing work under the organization's control are aware of policies, objectives, their contribution to the effectiveness of the management system, including benefits of improved performance and implications of not conforming with the system requirements and any other applicable requirements. The organisation has determined the knowledge necessary for the operation of its processes and to achieve conformity of products and services. They have determined the necessary competence of persons doing work under its control that affects the performance and effectiveness of the management system, ensuring that these persons are competent on the basis of appropriate education, training, or experience

Communication – Internal & External

**Is this section being audited ?**

Yes

**Communication – Internal & External evidenced by:**

The Company ensures effective communication between various levels and functions by means of staff inductions, periodic training, and direct contact to ensure the process of the management systems are met and are effective. External communication with customers/suppliers is ongoing through phone calls, emails and when required visits to customer sites. Externally communicate information relevant to the HSEQ and Business Continuity is done as per compliance obligation or concerns of interested parties. Such channels of communication are established for communicating to the government authority as well as to submit various obligation reports to the external interested parties as per compliance obligations. Decisions shall be made by a Director on what external communication shall be required in the event of a Business Continuity Incident, such communications shall be proportionate to the severity of the incident.

MP

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has determined the internal and external communications relevant to the management system, including on what it will communicate, when to communicate, with whom to communicate, how to communicate and who communicates

Documented Information, Creating and Updating, Control of Documented Information

Is this section being audited ?

Yes

**Documented Information, Creating and Updating, Control of Documented Information evidenced by:**

The organisation has a document control register in place listing all documents which are used within organisation. All documents are reviewed at MRM and it's the responsibility of the document owners and the external consultant to review the documents. An external back up of electronically stored documents onto the server is taken daily. This is done via remote connection with no back-ups stored on the site. All Training and Personal information is documented on the SAGE system. The Procedure for the control of documented information is OP 006 Control of Documents and Data Storage issue 3.

MP

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has determined documented information that is required by the standards held by the business and what they have determined as being necessary for the effectiveness of the management system. The organisation has ensured when creating, updating and controlling documented information it is in line with the requirements of the standards held by the business

**Summarise Conformity of Clause 7**

The organisation has met the requirements of clause 7

Clause 8

1 action

Operational planning and control, Requirements of Products and Services, Production and Service Provision, Control of Change, Identification and Traceability, Post-delivery activities , Release of Products and Services, Non-Conforming Outputs

Is this section being audited ?

Yes

**This was evidenced by:**

Life Cycle Perspective (PG)

The business recycles ferrous and no ferrous metals as well a reselling spare used car parts as their main operations. The promotion and re-use of the metals therefore has a very positive impact on the environment which is also reflected through the re-sale of their products to customers rather than disposal. The business is committed to work in partnership with local authorities and agencies and its end customers to continue to develop and improve on their recycling targets to as high as possible and ensure this continues to be achieved in the most environmentally friendly ways possible.

Site Permits

Discharge consent – NPSWQD007128 – Environmental Agency

Metal Recycling Site Disposal Licence – WML83313

Environmental Permit - EPR/FP3390EU

Notice of Variation Application Permit No. EPR/FP3390EU/V004

Scrap Metal process: (PG)

The organisation has an operating procedure relating to - Weighing In Bridge Process and Weighing Out Process, last reviewed: Jan 2024, currently on version: 1.0 as seen below:

The process was described by CO inline with the current flow process. The following information is logged within the system:

- Registration
- Name of client
- Copy of identification i.e. Driving licence
- Weight of the vehicle loaded
- Weight of vehicle unloaded
- Ticket is then issued

The following tickets were seen and reviewed at the time of the audit:

**\*\* Inwards Scrap (Metal)**

**#Sample 1**

- Ticket No: 1374924
- ATF No: 83313
- WCL No: CBDU186269
- WM Licence No: EAWML 83313
- Reg No: DY61LNG
- Date & Time: 15/03/2021 @11:14am
- Supplier: GT
- Postcode: RG40 3PJ
- Weight in: 2,440kgs
- Weight out: 1,800kgs
- Weight supplied/off loaded: 640kg
- Payment type: Prepaid card

**#Sample 2**

- Ticket No: 1374919
- ATF No: 83313
- WCL No: CBDU186269
- WM Licence No: EAWML 83313
- Reg No: BV08AEZ
- Date & time: 30/01/24 @ 10:16hrs
- Customer: VC
- Postcode: HR2 6NS
- Weight in: 2280kgs
- Weight out: 1700kgs
- Weight supplied/off loaded: 580kg
- Payment type: Prepaid card

**\*\* Inwards End of Life Vehicle (ELV)**

**#Sample 1**

- Ticket No: 1374940
- ATF No: 83313
- WCL No: CBDU186269
- WM Licence No: EAWML 83313
- Reg No: PO60YJX
- Vehicle: MH06YSM - Suzuki
- Date & time: 30/01/24 @ 12:15hrs
- Customer: TP
- Postcode: KT138NN
- Weight in: 3,360kgs
- Weight out: 2220kgs
- Weight supplied/off loaded: 1140kg
- Payment type: Prepaid card

**#Sample 2**

- Ticket No: 1374906
- ATF No: 83313
- WCL No: CBDU186269
- WM Licence No: EAWML 83313
- Reg No: GJ58LHP
- Scrap Vehicle: MM57ECF - Transit



- Date & time: 30/01/24 @ 08:14hrs
- Customer: JR
- Postcode: RG40 1LA
- Weight in: 11,240kgs
- Weight out: 9560kgs
- Weight supplied/off loaded: 1680kg
- Payment type: Prepaid card

\*\* Outwards - Controlled Waste

#Sample 1

- Ticket No: 1374954
- ATF No: 83313
- WCL No: CBDU186269
- WM Licence No: EAWML 83313
- Reg No: AJ12ROB
- Date & time: 30/01/24 @ 08:14hrs
- Customer: Nortons
- Postcode: SO15 0HH
- Weight in: 18200kgs
- Weight out: 43700kgs
- Weight supplied/off loaded: 25500kg
- EWC Code - 17 04 05

#Sample 2

- Ticket No: 1374275
- ATF No: 83313
- WCL No: CBDU186269
- WM Licence No: EAWML 83313
- Reg No: BIG660
- Date & time: 23/01/24 @ 16:16hrs
- Customer: Tyre Circle
- Postcode: GU4 7BQ
- Weight in: 20060kgs
- Weight out: 28180kgs
- Weight supplied/off loaded: 8120kg
- EWC Code - 16 01 03 (Tyres)

#Sample 3

- Ticket No: 1373900
- ATF No: 83313
- WCL No: CBDU186269
- WM Licence No: EAWML 83313
- Reg No: PE69FTD
- Date & time: 20/01/24 @ 08:36am
- Customer: Automet
- Postcode: M17 1RE
- Weight in: 17140kgs
- Weight out: 43280kgs
- Weight supplied/off loaded: 26140kg
- EWC Code - 17 04 02 (Engines)

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Car Spare Sales and Provision: (PG)

Car spares are managed via the sales/spares team in the office next to the yard area. Most sales are made via the internet portal or through walk in sales. The customer is quoted a price and postage or collection off the vehicle itself either by staff or by the customer themselves. All sales are recorded onto a daily payments sheet which is then sent to Sales Ledger. Sales payments can be made via cards, cash or Paypal. Scrap and spares prices are monitored on a daily basis on the internet to ensure the prices paid are in line with competitors. The following evidence below supports the processes:

Sample #1

Invoice No: 2845  
 Dated: 30/01/24  
 Description: Volvo XC60 - wing mirror r/h  
 Sale type - Ebay

#Sample #2  
Invoice No: 2846  
Dated: 30/01/24  
Description: Polo electric steering pump  
Sale type - Ebay

#Sample #3  
Invoice No: 2847  
Dated: 30/01/24  
Description: Corsa ABS Pump  
Sale type - Ebay

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#### Vehicle De-Pollution (PG)

Vehicles are taken into the yard area once they are scrapped off by the customer and segregated, ready for decontamination. This involves stripping the vehicles of the catalytic converters, axles and engines and fuel tanks which contain the waste fluids. The rest of the vehicles are then considered as dry and are moved to the crushing area for scrapping. If the vehicle is going for spares the engines, fuels and fluids are manually drained and the fuels are filtered out to clean and the fuel is re-used. Oils, Anti Freezes and Waste fluids are put into waste tanks ready to be taken away by the Waste Contractors. Upon completion of this process the vehicle is then transferred to either the crushing area for scrapping or to the spares section where it will be racked up for parts to be sold.

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#### Car Spare Sales and Provision (PG)

Car spares are managed via the sales/spares team in the office next to the yard area. Most sales are made via the internet portal or through walk in sales. The customer is quoted a price and postage or collection off the vehicle itself either by staff or by the customer themselves. All sales are recorded onto a daily payments sheet which is then sent to Sales Ledger. Sales payments can be made via cards, cash or Paypal. Scrap and spares prices are monitored on a daily basis on the internet to ensure the prices paid are in line with competitors.

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#### Loo Hire – Work Planning and Operational Activities: (PG)

The organisation has an electronic work planning and tracking system called 'The big change' the new system has been live for a while now. The new system tracks the driver's vehicle movements, sign off after each service is completed and deals with the waste transfer notes which it emails directly to the customer upon completion. New sales enquiries are dealt with through Inspire system which also manages all new contracts, accounting and the sales order generation which includes the creation of the delivery and despatch notes.

The accounts mainly fall into two types of customer – Account Customers (Multiple toilets on sites) and Cash Customers (Single use toilets e.g. Building Site etc) The company's main business is conducted through the spring and summer months when big events are on. Big clients include Cabin Hire and Plant Hire companies.

The vehicles are maintained and in good working order. The vehicle cabins include First Aid Kits and Eye Wash, Fire Extinguisher and Sanitising kit for the driver to use after each job.

All waste collected is taken to the nearest sewage works at the end of each day before the driver returns to the depot and restocks the truck ready for the next day. Vehicle checks are conducted every morning prior to the vehicle leaving the depot.

The auditor was shown a planned route service sheet for vehicle registration - FD14SNF. (Mercedes - Sprinter 3.5T) The plan calculates the best route and details the contract number (Eg. WOK/347138 - RG41 5AE) Description of the item to be delivered and the main contact at the site. (See also attached screenshots from the Big Change System via the Drivers - Epad App)

The following job were seen being raised through the Aspire and Big Change systems and reviewed at the time of the audit:

#Sample 1  
Enquiry Type - Email (31/01/24)  
Account No. TRA001  
Customer - Travis Perkins

Customer PO No. 3278003528  
Contract No. WOK/347647  
Post Code - RG7 3R0  
Delivery Date - 01/02/24  
Type - 1 x Chemical Toilet  
Hire Period - Higher Period 2 weeks  
Cleaning Frequency - 1 per week

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#Sample 2

Enquiry Type - Email (30/01/24)  
Account No. LOC001  
Customer - Local Toilet Hire  
Customer PO No. 00004179/62535  
Contract No. WOK/347648  
Post Code - GU9 7LT  
Delivery Date - 01/02/24  
Type - 2 x 140v Hot Wash Toilets  
Hire Period - Higher Period 2 weeks  
Cleaning Frequency - 1 per week

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#Sample 3

Enquiry Type - HSS Online Portal (Brenda) (30/01/24)  
Account No. HSS001  
Customer - HSS Hire Service Group Ltd  
Customer PO No. 42159307  
Contract No.  
Post Code - TW16 7BB  
Delivery Date - 02/02/24  
Type - 6 x Chemical Toilets  
Hire Period - Higher Period 4 weeks  
Cleaning Frequency - 1 per week

See also site visit (below)

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Enquiries, Quotes and Sales Orders for Wet Waste.

Interviewed Paul James - Enquiries are mainly received via email. The enquiry is entered on the Big Change system and quotes issued sent by email. On receipt of a customer PO an order acknowledgment is sent, and the order actioned by the Manager. A works order is raised for actioning within the system. Resources applied. Tablet/ mobile phones are used by operating staff to access the system. Walk around of the vehicles, job list updated with work, RAMs/ jobs can be updated with information and pictures. WTN is produced on the system for any material removed from customers sites. Then transported to disposal sites. Invoicing done through SAGE at the moment (Process underway to be integrated into Big Change) Examples of A1 Group Wet Waste orders reviewed from enquiry through to delivery:

#Sample 1

Customer - Hanson Quarry  
Order No. 163-061283  
Job ID No. E173655  
Enquiry - Email  
Date - 31/01/24  
Description / Qty - 1 Unit - Service of a Welfare Unit  
Site Postcode - UB7 7QX  
PO Date - 31/01/24  
Arrival Date - 31/01/24  
Waste Description - Sewage - Disposal via Mogden STW  
Job Status - Completed  
Viewed Risk Assessment & Method Statement  
Viewed Risk Assessment & Method Statement by Paul James  
Hazards Identified included - Pedestrians/Vehicles, Inexperienced Operatives, Poor Lighting, Poor Access/Egress, Manual Handling, Sources of Ignition and Slips Trips & Falls

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#Sample 2

Customer - Maison Estelle  
Order No. CCTV176657  
Job ID No. N/A  
Enquiry - Email  
Date - 31/01/24  
Description / Qty - CCTV Inspection of non return valve and other connection points  
Site Postcode - W1J 6JH  
PO Date - 30/01/24  
Arrival Date - 31/01/24  
Waste Description - Sewage - Disposal via Mogden STW  
EWC Code - 16 10 02  
Job Status - Completed  
Viewed Risk Assessment & Method Statement - 29/01/24 by Paul James  
Hazards Identified included - Pedestrians/Vehicles, Inexperienced Operatives, Poor Lighting, Poor Access/Egress, Manual Handling, Sources of Ignition and Slips Trips & Falls

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#### #Sample 3

Customer - Grundon BA  
Order No. R7938841  
Job ID No. S17691  
Enquiry - Email  
Date - 31/01/24  
Description / Qty - Used Flexshaft Machine to Machine down to the stack, dismantle pipework and flushed through then put back together and left fully operational.  
Site Postcode - TW6  
PO Date - 31/01/24  
Arrival Date - 31/01/24  
Job Status - Completed  
Viewed Risk Assessment & Method Statement  
Viewed Risk Assessment & Method Statement by Paul James  
Hazards Identified included - Pedestrians/Vehicles, Inexperienced Operatives, Poor Lighting, Poor Access/Egress, Manual Handling, Sources of Ignition and Slips Trips & Falls

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#### Transport

Discussed transport with Stuart - On review of documentation the organisation utilise a . The organisation outsource PMI 6weeks, MOTs defects. The fleet consist of 250 vehicles Group wide with 200 being functioning on road vehicles. The company utilise R2C to control and document, an internal system-maintained schedule is kept as a redundancy option. All processes are followed to ensure all legal obligations are complied with

The following vehicles were sampled;

#### #Vehicle 1

Reg No. AA17POO  
Description - 32t Renault Tanker  
VC 60 Insp - 22/12/23  
MOT - 14/03/24  
Tacko - 01/03/24  
Tax - Feb 2024  
Service - 30/01/24 (Mastertek)

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#### #Vehicle 2

Reg No. TO21ETS  
Description - Isuzu 7.5t  
MOT - 14/03/24  
Tacko - 01/03/24  
Tax - May 2024  
Service - 14/09/23

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#### #Vehicle 3

Reg No. WX72ULL  
Description - 3.5 ltr Mercedes Sprinter

MOT - June 2025  
 Tax - 17/04/23  
 Service - Sept 2023

**Driving licences**

The organisation does regular checks on the employees' qualifications and offences which may have an effect on the company operations. The following were evidenced:

- JM Motor vehicle and towing 7.5T Licence ROD 04/09/31
- IR C1 44 tonner and drag CPC card 09/09/24 Licence ROD 17/04/48
- RL C1 44 Tonner and drag CPC 09/09/24 Licence ROD 05/03/51

Drug and Drink testing is conducted by the company on a random grounds on all drivers, the company operates a zero policy on this.

PG

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

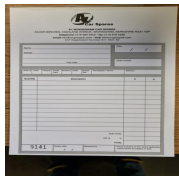


Photo 25



Photo 26

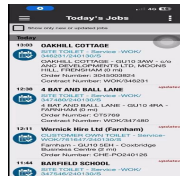


Photo 27

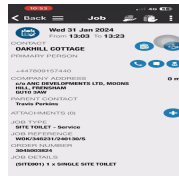


Photo 28

The organisation has planned, implemented and controlled the processes needed to meet the requirements for the provision of products and services, including review of these requirements and changes where applicable. As identified by the company, processes are in place to manage operational planning and control. There is a clear demonstration of the interaction of processes. Customer communication is demonstrated.

Control of externally provided process, products and services and contractors

1 action

**Is this section being audited ?**

Yes

**This was evidenced by:**

Purchasing Incl. supplier evaluation/assessment (PG)

There are purchasing procedures regarding scrap metal, wet waste, luo hire and the review of supplier performance clearly documented. Currently there are three levels of purchase orders raised, the fitter and tyre depot both hold their own purchase order books and a general Wokingham scrap metal purchase order book is also held for suppliers, demonstrated on request.

A current list of approved suppliers was also seen and reviewed. Each part of the business have their own suppliers list. The following examples were viewed:

- Car Spares
  - o ALPHAMAC Alpha Machine Knife Co. Ltd
  - o CBOC C.B.O.C Lubricants Limited
  - o JSWEEPER Johnston Sweepers Limited
- Loo Hire
  - o INDESPEN Indespension Ltd
  - o BEECHSGA HRVS Beech's
  - o TRIMMANI Trimmania Ltd

- Wet Waste
  - o CELLULAR Cellular Services Ltd
  - o MCHVEH MCH Vehicle Rental
  - o POLYETHY Polyethylene Pipelines Co Ltd

The purchase process was demonstrated on request. This process and corresponding records confirmed the following:

When a purchase had been made for the scrap metal department, the following had been recorded in the PO book:

- Date
- Order No (order numbers viewed as evidence)
- Name of Supplier
- A description of the goods to be ordered and quantities

Orders are only processed once approval by the Yard Manager. Delivery notes are retained and confirm that when goods had been received. These are cross checked against the purchase order books to confirm the order is correct. Confirmation of this was seen via the initials/signature/date of the inspecting/authorised person on the delivery note. An appropriate process was clearly in place regarding the raising of any discrepancies. When an invoice is received, they are separated into individual piles and checked off once a week, the details are then entered onto Sage.

Before working for A1 Group all contractors have to complete a questionnaire and provide the appropriate insurances and Safety Rules onsite. Viewed the following;

- Digicore CCTV Limited - 21/08/18 - Questionnaire, Risk Assessment & Safe Systems of Work
- Berridge Electrical - 21/06/18 - Questionnaire, Risk Assessment & Safe Systems of Work

(See OFI Below)

**Open** | Assignee: Paul Grainger | Priority: Low | Due: 01/02/2025 10:28 AM GMT | Created by: Paul Grainger

#### OFI-01 - Permit to Work

Although the business don't use many external sub-contractors on site, it maybe beneficial to introduce a permitting system to help control their activities onsite. Eg. Working at Height.

#### Summarise Conformity with Requirements and any non-applicable clauses with justification:

Conforms

The organisation has ensured that externally provided processes, products and services conform to requirements. The organisation has determined the controls to be applied to externally provided processes, products and services. The organisation has determined and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organisation has ensured that externally provided processes, products and services do not adversely affect the organisation's ability to consistently deliver conforming products and services to its customers.

#### Design and Development included as part of the scope?

#### Design and development of products - including planning, inputs, controls, outputs and changes

Excluded

#### Justification why excluded

No Design

## Management of change

**Is this section being audited ?**

Yes

### **This was evidenced by:**

Management of change is conducted in conjunction with the businesses database systems and communicated out the the business where necessary. All changes are agreed with the management team and their consultants before being implemented.

## Eliminating Hazards and reducing OH&S Risk

**Is this section being audited ?**

Yes

### **Eliminating Hazards and reducing OH&S Risk evidenced by:**

The following Risk Assessments were viewed on the Back Office System;

#### Risk Assessments

- Portable Toilet Operation and Setup - Dated - 01/01/24 - RA Conducted by LW - Hazards identified included - Crushing Injuries, Cuts and Bruises, Slips and Trips, Contact with Chemicals.
- Pressure Washing Vehicles/Plant/Portable Toilets - Dated - 01/01/24 - RA Conducted by LW - Hazards identified included - Crushing Injuries, Cuts and Bruises, Slips and Trips, Contact with Chemicals.
- Confined Space Work - Dated - 01/01/24 - RA Conducted by SW - Hazards identified included - Oxygen Deficiency, Electric Cable/Shock, Falls Cuts and Bruises, Slips and Trips.
- Reversing and Manouvering - Dated - 01/01/24 - RA Conducted by SC - Hazards identified included - Vehicle Strike, Hit by Goods being unloaded, Electric Cable/Shock, Falls Cuts and Bruises, Slips and Trips.

#### DSE Assessment

DSE is done through an online training course which all employees are expected to complete. The training is run by the National Sanitation Qualification (NSQ) and copy of the software was shown to the auditor. Employees seen to have taken the course included - CM - 14/11/22, CW - 07/08/23 and EB - 17/05/23.

#### Fire Risk Assessments

The last fire risk assessment was conducted on the 21st of November 2023 at the Wokingham Site - Assessed by SW. The last fire risk assessment at Bennetts was conducted on the 20th November 2023.

#### CoSHH Assessments

The business uses the Sypol system to evaluate the risks, which is then stored in the Back-office application. A review of assessments during the audit found that they were current.

Below are examples of CoSHH registers and assessments from Sypol system:

- Glycol Brake Fluid dated 12/12/23 ID no 80360 assessed by CO - (Next Review - 12/12/26)
- Battery Acid dated 20/09/21 ID no 80920 assessed by CO - (Next Review - 20/09/24)
- Scale off dated 20/09/21 ID no 80911 assessed by CO - (Next Review - 20/09/24)
- Force White dated 23/02/23 ID no 80723 assessed by CO - (Next Review - 22/02/28)

(See also OFI01 Above)

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has established a process to ensure the elimination of hazards and reduction of OH&S risks. This process takes into consideration the applicable legal and regulatory requirements relevant to where operations are being carried out.

## Waste Stream

Is this section being audited ?

Yes

### Waste stream(s) evidenced by:

Waste Management (PG)

Company Procedure OP14 Waste and the Environment and OP16 Wet Waste Removal.

The procedure and associated risk assessments are available on the Company intranet page. (Back Office).

Waste Licence – Loo Hire – CBDU71782 – Expires – 14/12/24

Waste Licence - A1 Car Spares – CBDU186269 – Expires – 30/07/26

Waste Licence – Wet Waste – CBDU66714 - Expires – 28/11/24

Records for the following jobs were viewed:

Tyre Channel Limited - Consignment Note No. 16259 – Waste Code – 16 01 03 – Car Tyre Waste – Date Removed - Waste Carriers Licence No. CBDU336685

Tyre Channel Limited - Consignment Note No. 16334 – Waste Code – 16 01 03 – Car Tyre Waste – Date Removed – Waste Carriers Licence No. CBDU336685

Slicker Recycling – Consignment Note No. A1WOKI/56740 – Waste Code – 13 02 05 – Qty-2670kg – Mineral Oils – Date Removed – Waste Carriers Licence No. CBDU125624

Tyre Channel Limited - Consignment Note No. 16042 – Waste Code – 16 01 03 – Car Tyre Waste – Date Removed – Waste Carriers Licence No. CBDU336685

## Emergency Preparedness and Response

Is this section being audited ?

Yes

### Emergency Preparedness and Response evidenced by:

Emergency Preparedness and Response

The organisation has a Fire, Evacuation Plan in Place - Dated 01/01/23. Emergency Preparedness Documentation is stored The following areas were reviewed during the audit;

- Fire Prevention Plan Version 5.4 – Date January 2024 Plan includes – Purpose, Combustible materials on site, Non-Combustible materials on site, Activities at Site. Managing the common causes of fires, Prevent Self Combustion, Prevent fire Spreading, Appendices, Additional Environmental Considerations, A1 Group Fire Emergency Evacuation Procedure, A1 Group Fire Evacuation strategy, A1 Group Emergency Action Plan
- Fire Alarm System service – New system installed 2023 by Berridge
- Emergency Lighting Periodic Testing - 18/01/24 - Cert No. 28799607
- First Aid kits were all found to be in order across the site.
- First Aid Trained - Wokingham Car Spares - RP and TH
- Spill kits were also in place at various locations
- Fire Extinguishers are serviced annually by RES Fire Protection – Last done on in February 2023.
- Fire Risk Assessment was viewed dated 21/11/23. (Wokingham) and approved by Sean Whittle, FCIPD H&S Consultants.
- Fire Marshalls and First Aiders are designated for the sites.
- Last emergency evacuation took place on the August 2023
- Alarmed Interceptor at the bottom of the site.
- Fire Alarm weekly checks conducted
- PAT Testing last conducted in November 2023 by Mtec
- Evacuation routes – All evacuation routes were clear
- COSHH – (See site walk section of the report)
- Fire prevention plan - Plan displayed in the main office
- Drainage Plans are also in place





Photo 29



Photo 30



Photo 31



Photo 32



Photo 33

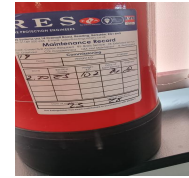


Photo 34



Photo 35

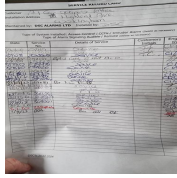


Photo 36

### Summarise Conformity with Requirements and any non-applicable clauses with justification:

Conforms

The organisation has established a process as needed to respond the potential emergency situations identified as applicable to operations. The company have demonstrated that appropriate training has been provided and periodic testing has been completed.

#### Temporary Site Visit

#### Temporary Site Visit 1

#### Site Name

Wates Group - Finchampstead

#### Location

Gorse Ride South  
Dart Close  
Finchampstead  
RG40 4JG

#### Site Visit - Details

- Site visit - Wet Waste
- Customer Name: Wates Group
- Order No. 124-033729A
- Customer Name: Wates Group
- Job ID - E173625
- Job Date & Time: 31/01/24
- Duration: 30 minutes
- Activities on site: Removal of Wet Waste from Sceptic Tank
- Driver - Dale Cooper
- Hazards on site - Working on a active building site - near water areas, slips, trips, and falls, moving vehicles, manual handling, jet washing, and use of hand tools.
- PPE on Site - Safety shoes, High Viz, protective trousers, Hard Hat and Gloves and goggles if required.

A1 Group are contracted to conduct the regular emptying of the sceptic tank (usually 2-3 times a week. The site was visited by the driver and the auditor which was a new build construction site the sceptic tank was located within a restricted construction area. 5 Point PPE is required on site. The auditor observed Dale emptying the sceptic tank using the hose and pump on the lorry, the lorry has a measuring point on the tank which shows when the waste tank is at maximum capacity. The hoses were then put back onto the vehicle and secured with safety straps to ensure they don't come loose. The completed job was updated on the Epad by Dale. A copy of the Job Pack has been attached below.

- Waste Description: Sewage

- Waste Disposal : Camberley
- Quantity Waste: 1000G
- Quantity Water: N/A
- How Many 10m Pipes needed: 3
- Method of Containment: Tanker
- Travel Hours: 1
- Hours on Site: 1

The following relevant information was also documented within the file. Employee qualifications, description of work, Site inductions, and Risk assessments covering all aspects of work undertaken on site.

The documents listed were observed:

- RA was viewed for Tank Jetting & Emptying - Date - 01/01/24 - Created by SW
- Job Pack - 31/01/24
- See site visit photos below

The Risk Assessments dated 01/01/24 included the following information:

- Site location and Project name
- Risks to employees and public
- Potential hazards
- Control measures
- Protective measures to be used
- PPE to be used
- Method statements

Waste:

All waste on site is collected by A1 Group and disposed of at the nearest Thames Water sewage facility.

Vehicle Used on site;

- Reg no POO80Y

There is a first aid kit and a fire extinguisher available in the vehicle.



Photo 37



Photo 38



Photo 39



Photo 40

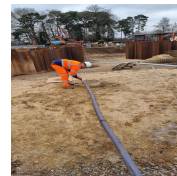


Photo 41

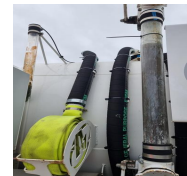


Photo 42

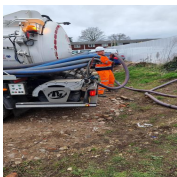


Photo 43



Photo 44

[E173625 - Empty POD.pdf](#)

## Summarise Conformity of Clause 8

Meets the requirements of the standards

Clause 9

2 actions

Monitoring, measuring, analysis and performance evaluation

1 action

**Is this section being audited ?**

Yes

## Monitoring, measuring, analysis and performance evaluation evidenced by:

The company monitor performance via their management meetings and through their targets and objectives. These are all monitored on a regular basis and in the management review meetings.

See OFI-02 - KPI's

**Open** | Assignee: Paul Grainger | Priority: Low | Due: 01/02/2025 1:33 PM GMT | Created by: Paul Grainger

### OFI-02 - Performance Measures

The business may wish to consider adding performance measures (KPI's) to their targets and objectives

#### Summarise Conformity with Requirements and any non-applicable clauses with justification:

Conforms

The organisation has determined what needs to be monitored and measured including when it needs to be monitored and measured and this data is analysed and evaluated. The organisation has established methods to ensure valid results.

### Customer Satisfaction

#### Is this section being audited ?

Yes

#### Customer Satisfaction evidenced by:

The organisation had continued to gain opportunities from existing clients and relationships. Repeat Business, referrals, verbal feedback, Meetings, Reviews posted on Facebook and Google and Operatives carrying out task on site. As per the management review of IMS objectives/management review minutes, it was evident that this information had been used as an input to the process, in order to assess company performance, client satisfaction levels and any areas for improvement if necessary. The following snapshot was taken from Google Reviews (Scoring 4.4 out of 5)

- JS - 5 Star - 3 Months Ago - Great scrap yard. Come here often to weigh in copper/brass etc. Good service and quicker than most others.
- RS - 4 Star - 4 Months Ago - Friendly staff, there to help. Met a Joe today, who was very kind and helpful, always go there for car things I need, good price good service. Will keep using.
- MT - 5 Star - 7 Months Ago - Fantastic service Martin from the vehicle spares was extremely helpful and a pleasure to deal with. I will certainly recommend and be back.

The business also have a number of positive testimonials on their website include;

- Saltash
- Leicester City Council
- Isle of Wight Festival
- H Power Group

#### Summarise Conformity with Requirements and any non-applicable clauses with justification:

Conforms

The organisation has monitored customers perceptions of the degree to which their needs and expectations have been fulfilled. The organisation has determined the methods for obtaining, monitoring and reviewing this information.

## Evaluation of Compliance

**Is this section being audited ?**

Yes

### Evaluation of compliance evidenced by:

Last management review included evaluation of compliance and audits are conducted on the legal register annually to ensure it continues to meet the requirements.  
This is conducted by the external consultant on behalf of the business. Last evaluation of compliance was conducted in 02/12/22.

AA

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has established, implemented and maintained the process needed to evaluate fulfilment of its compliance obligations with legal and other requirements where applicable.

## Internal Audit

1 action

**Is this section being audited ?**

Yes

### Internal Audit evidenced by:

IMS Audit Timetable available during the visit and headers include Procedure/scope and audit month covering HO and Bennetts site. Internal audits are carried out by JR Consultants sampled as below,  
-Internal Audit Report & checklist, dated 05/01/2024,

Scope of the audit

Business Risks

OP 003 - Compliance Obligations

OP 006 – Document and data storage

OP 013 – Complaints

De-pollution Process

SITE WALK to encompass health, safety and environmental issues

Management Review.

Auditor - MS (external auditor)

No findings raised in this audit.

-Internal Audit Report & checklist, dated 14/07/2023

Audit scope,

Scope, Context and interested parties

OP 002 – Environmental Aspects

OP 007 – Waste Management and the Environment

OP 008 – COSHH

OP 010 – Calibration and Maintenance

OP 011 –Monitoring

OP 012 –Non-conformances corrective and preventive actions Management Review

SITE WALK to encompass health, safety and environmental issues (No site walk due to remote audit)

Auditor - MS (external auditor)

No NCRs raised in this audit.

-Internal Audit Report & checklist, dated 17/04/2023

Scope of the audit

Loo Hire Process

Wet Waste Process

Procurement

Risk Assessments

Environmental Aspects  
Calibration & Maintenance  
Waste Management and the environment  
Auditor - SC  
No NCRs raised.

MS (external consultant) is working on a new audit plan shown to the auditor during the visit and it follows the ISO clauses and includes company operations procedure under clause 08.

AA

**Open** | Assignee: Aswin Aliyachen | Priority: Low | Due: 01/02/2025 1:05 PM GMT | Created by: Aswin Aliyachen

### Observation

The company may benefit from introducing a desktop audits on the company online platform 'Back Office' to ensure all the documented information was relevant and up to date.

### Summarise Conformity with Requirements and any non-applicable clauses with justification:

Conforms

The organisation has conducted internal audits at planned intervals in line with the audit programme to provide information on whether the management system conforms to the organisations own requirements, the requirements of the standards held by the business and ensuring the management system and associated processes are effectively implemented and maintained.

### Management Review, Inputs, Outputs

### Is this section being audited ?

Yes

### Management Review, Inputs, Outputs evidenced by:

A1 Group Management Meeting Minutes Wokingham Wet Waste Limited, dated 14/03/2023, attended by SP, RP, CO, CD, DC (Directors), , MP, CD, SC (Managers), SW (HR Consultant), ER. The company tend to conduct Management review meeting annually and next management review meeting is scheduled in March 2024.

AA

### Summarise Conformity with Requirements and any non-applicable clauses with justification:

Conforms

Top management have reviewed the organisation's management system, at planned intervals ensuring its continuing suitability, adequacy and effectiveness. The management review includes consideration to the input and output requirements of the standards held by the business. Top management have communicated the relevant outputs of management reviews to workers, and, where they exist, workers' representatives.

### Summarise Conformity of Clause 9

Meets the requirements of the standards

### Clause 10

## Nonconformity and Corrective Action

Is this section being audited ?

Yes

### Nonconformity and Corrective Action evidenced by:

The latest action improvement log ref 1223 Non-Conformance, Corrective Action, and Improvement. All issues are recorded within the log, the log was reviewed showing 42 Non-Conformances raised since the previous audit. The following are sampled examples:

Ref - 294

Date - November 23

Issue - PAT Testing - equipment should be tested on annual basis – whilst not legal requirement some method should be in place in case of incident

Corrective action - Arrange for PAT testing from competent Person

Action undertaken by - Depot H&S Reps

Ref - 409

Date - November 23

Issue - Fire Assembly Area - car blocking

Corrective action - Arrange to relocate to front of building away from the Depot (to the left of the building)

Action undertaken by - Depot H&S Reps

Ref - 403

Date - November 23

Issue - Warehouse Racking - no evidence of checking warehouse racking

Corrective action - As part of monthly IAudit ensure racking is visually checked

Action undertaken by - Depot H&S Reps

MP

Summarise Conformity with Requirements and any non-applicable clauses with justification:

Conforms

The organisation has established, implemented and maintained a process, including reporting, investigating and taking action, to determine and manage non-conformances including where applicable accidents and incidents. The organisation has ensured the corrective actions are appropriate to the effects of the nonconformities encountered.

## Accidents and Incidents

Is this section being audited ?

Yes

### Accident and Incidents evidenced by:

There is a reporting process for incidents, accidents, and near misses in OP 009, which is presently on issue 3. A folder for accident reports and a form for reporting near misses are maintained by the organization. At the Monthly Health and Safety meetings, accidents and near misses are reviewed and discussed. Health and Safety minutes are displayed on Welfare area notice boards.

The company have recorded accident/ incidents in the year, 2023 recorded within the latest Health and safety minutes (4 Accidents, 2 near misses and 34 vehicle incidents for 2023)

Sample of accidents incidents:

Vehicle incidents -

03/10/23 LOO4WAY Harry Hassan - Loo Hire - hit T/P gate. Trying to settle away from insurance.

16.10.2023. CLM460, Stuart, Loo Hire. T/P hit rear currently with insurers

Action - Discussed all incidents - No underlying reasons for incidents - human error and will issue letter of concern for employees who have more than two accidents. Also to send out memo regarding excess will be

reclaimed from employees who cause more than two accidents

27/07/23 - Accident - DM from WCS was opening the door on his RoRo vehicle and some metal fell off and scratched top and side of head and was slightly concused. Agreed was a one off incident and all drivers were reminded to take care when opening door to check for falling objects

Action - All depot managers have been reminded that any incidents that occur in their sites to be sent to ER. H&S Attendees need to make sure ALL Accidents are being reported in all the depots at future meetings

27/07/23 - NEAR MISS – Serious incident at WCS involving the racking. One part of the racking gave way, vehicles have fallen away from pedestrian area and no injuries reported. Completed near miss form and had all racking checked week previously but no report was obtained so we are now chasing.

ACTION: to check racking and any issues to remove cars from racks and close off rack with red tape until issue corrected. Also agreed to get ALL racking across the 3 companies checked again by competent engineer - JS is contacting.

MP

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has established, implemented and maintained a process, including reporting, investigating and taking action, to determine and manage accidents and incidents. The organisation has ensured the corrective actions are appropriate to the effects of the nonconformities encountered.

Continual improvement

**Is this section being audited ?**

Yes

**Continual Improvement evidenced by:**

The organisation conduct regular reviews of required actions/improvements with monthly H&S meetings conducted all department managers present. All improvements are logged on the document ref 1223 action improvement log documented on the Back Office solution application. The improvements are also discussed at management meetings for all parts of the business.

Continual Improvement is driven through effective implementation and evaluation of the management system.

MP

**Summarise Conformity with Requirements and any non-applicable clauses with justification:**

Conforms

The organisation has continually improved the suitability, adequacy and effectiveness of the management system, considering the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

**Summarise Conformity of Clause 10**

The organisation has met the requirements of clause 10

SSiP

1 action

**SSiP Assessment Required?**

Yes

**Open** | Assignee: Aswin Aliyachen | Priority: High | Due: 01/05/2024 9:01 AM BST | Created

by: Aswin Aliyachen

SSIP Technical Review Required

Assessment Checklist

**Assessing Member:**

ISOQAR - Aswin Aliyachen

**Certificate Number:**

7366

**Organisation:**

A1 Group

**Date of Assessment:**

31/01/2024

**Duty**

Contractor

SSIP Core Criteria Section

1. Health & Safety Policy & Organisation for Health & Safety

**Signed health & safety policy**

Yes

The company Health and Safety Policy available on intranet MyA1 Group - Back Office Solutions. The document is on version 02, signed by CO, Director A1 Group, dated 01/01/2024. Next review date seen on the document as 01/01/2025.

The H&S policy is displayed in the HO, notice board and seen during the visit. This is available to all internal and external parties via company's staff and client on-line portal.

**Responsibilities & duties clearly defined**

Yes

The company H&S Policy details the responsibilities and duties along with arrangements for how the company is meeting these requirements and the responsibilities of employees..

The document H&S Roles, Responsibilities and Authority, issue 01, dated March 2021, details the roles, responsibility and authority of Directors, Business Unit Managers, Depot Managers, Group Administrator / Depot Administrators, A1 Group Employees, HR Consultant / H&S Advisor, JR Consultants and Royal Berkshire Fire and Rescue Service.

Refer Clause 5 Organizational Roles, Responsibilities and Authorities of this report for more details.

**Details of who is responsible for H&S within the company i.e., name of H&S contact who should be a director of the business**

Clive Owen, A1 Group Director

Louise Bowness, H&S Advisor support the Group Director on all H&S matters.

2. Adequate Arrangements - Arrangements for Health and Safety Management Covering items such as

**Asbestos**

N/A

**Hazardous substances**

Yes

Arrangements set out in the following documented information,



-OP007, Waste Management and the environment procedure, issue 02 which details waste management procedure for Batteries, Ferrous and non-ferrous metal, Interceptor Waste, De-polluted vehicle fluids etc.

-OP008 - COSHH Assessments Procedure, issue 02. COSHH assessment sheet maintained for chemicals in use. Sampled as,

ID 80924, Zuta hydraulic oils, medium hazard.

ID 80920, Battery Acid, high hazard

-The A1 Group - Spillage Procedure, version 01, reviewed 01/01/2024 sets out the steps to be followed in case of spills or leaks from containing the spill to safe disposal of waste.

### Working at height

Yes

Arrangements set out in Working at height risk assessment, dated 01/01/2024. This include Activity / Task / Equipment, Controls currently in place, Threat / Hazard, Frequency, Risk Value, Corrective Action requirement etc.

### Manual handling

Yes

Arrangements set out in the following documents,

- A1 Group H&S Method Statement - Manual Movement of Portable Toilets, v01, Jan 2024.

- Manual Handling Risk Assessment, dated 01/01/2024.

### Work equipment

Yes

Arrangements set out in company H&S Policy, dated 01/01/24, page 2 - Provision of equipment.

### First aid

Yes

Arrangements set out in company H&S Policy, dated 01/01/24, page 3 - First Aid. Supported by the following documents,

-First aid arrangements page in the company intranet including list of all first aiders. Sampled first aiders JK, KS, JAH, JS.

-Accident reporting procedure, dated v01. Jan 2020.

### Health surveillance

No

Company is providing inoculation facility to staff as required.

### Fire & evacuation emergency procedures

Yes

Arrangements set out in A1 Group Safety Policy Statement, v01, dated 01/01/24, page 2 - Fire precautions. Supported by the following documents,

-Fire prevention plan 2024, V5.4, 24/01/2024

-Fire & Emergency Evacuation Plan / Fire Procedures, v01, 01/01/2023

-Site maps

### Verification if a drug and alcohol policy is in place – (Not a mandatory requirement to be in place, however having a D&A Policy supports industry best practice)

Yes

Arrangements set out in Drugs and Alcohol Policy, v01, 01/01/2024 supported by Drug/Alcohol Checklist for Suspicion based testing, v01, Jan 2024

### Verification if the policy arrangements include occupational health issues including mental health and fatigue and employees wellbeing - (Not a mandatory to be in place, however having occupational health arrangements supports industry best practice)

Yes

The company has identified a Mental Health Ambassador, CM and employees can reach out to CM for any mental health support. CM, completed Mental Health First Aider, March 2023. Mental Health notice board displayed in HO and depots. Evidenced during the visit.

**Verification if a behavioural management or behavioural safety programme is in place - (Not a mandatory requirement to be in place, however having behavioural management procedures supports industry best practice)**

Yes

Company is promoting BBS via staff induction, constant refresher trainings on drug and alcohol policy and other best practices within the business. 2023 H&S

**3. Competent Advice - Access to suitable competent corporate advice**

**Access to suitable competent corporate advice**

Yes

Competent health & safety advice is available within the business from CO, A1 Group Director, NEBOSH IGC level 03 and IOSH certified. Supported by LB, H&S Advisor, IOSH certified and currently doing NEBOSH IGC course.

The Organisation's appointed consultants; JR Consultants – MS, NEBOSH certified.

**Is competent corporate advice from an external source?**

Yes

The Organisation's appointed consultants; JR Consultants to support and manage H&S Legal compliance obligations . Consultant MS, NEBOSH certified.

**Access to suitable competent construction advice where applicable**

Yes

Competent health & safety advice is available within the business from CO, A1 Group Director, NEBOSH IGC level 03 and IOSH certified. Supported by LB, H&S Advisor, IOSH certified and currently doing NEBOSH IGC course.

**Is competent construction advice from an external source?**

No

**Example of advice given and action taken**

Yes

Safe working procedure - Security & Counter Terrorism, v01, Jan 2022 developed and uploaded into the intranet, Back Office. Memo sent out to all staff regarding the use of intranet to access H&S documented information.

**4. Training & Information**

**Training arrangements including a programme for refresher training and Continuing Professional Development (CPD)**

Yes

Training arrangements have been evidenced in section 7 of this report in detail.

**Evidence of induction training**

Yes

Evidence of induction training is in section 7 of this report.

Recent inductions sampled below:

DW - started 01/03/22

JK - Started 11/08/22

MR - Started 12/09/22

**Samples of relevant training records/certificates of attendance**

Yes

Training records have been evidenced in section 7 of this report.

**5. Individual Qualification & Experience**

**Evidence of suitable qualifications & experience for the scope / trade**

Yes

Training records have been evidenced in section 7 of this report.

**Contractors – Managers – Supervisors – Site Workers**

Yes

Training records have been evidenced in section 7 of this report. In addition qualifications for competent advice seen:

CO, A1 Group Director - NEBOSH Level 3 - Cert no. 6352/229299  
LB, H&S Advisor - IOSH Managing Safely - 1044-PH100-MS-5531  
SW, HR Consultant -  
H&S Refresher 2023 - Training given to staff in May 2023  
GP, Yard Operative  
KW, Hire Desk Staff  
JS, Supervisor

**Designers – relevant qualifications/professional memberships – (for design organisations HND – Bachelors Degree – Details of membership of RIBA, ICE, APS, RiAS, IstructE etc)**

N/A

**Principal Designer’s – relevant qualifications/professional memberships**

N/A

**Details of number / percentage of people engaged in the organisation who hold a CSCS Card – (for Site Managers, details of any specific training i.e CITB SMSTS or equivalent)**

Yes

80% of the wet waste staff holds CSCS cards

**6. Monitoring, Audit & Review**

**Management reports relating to health & safety**

Yes

Arrangements set out in H&S Management Systems Manual, rev 1, 01/02/2024  
Procedures seen to be in place to support the monitoring and measuring of health & safety controls covering the Wokingham Head office. Monitoring audits / inspections conducted by the Company representatives. Management set objectives are in place that monitor Organisational safety performance. Management & HR staff manage and update quality and staff competencies with reporting processes in place to support progress and delivery review.

**Examples of inspection reports for site or premises**

Yes

Annual H&S Audit - Wokingham, completed by SW, dated 21/11/2023  
Monthly Depot H&S Audits, Bennetts, completed by ER, dated 22/01/2024  
Weekly depot walkaround, Wokingham, completed by LB, 29/01/24

**7. Workforce Involvement**

**Workforce consultation arrangements**

Yes

Explained in detail under section 05 Consultation and Participation of workers of this report.

**Records of health & safety committees (appointed safety representatives trade union or other)**

Yes

Health and safety forums are held monthly by the organisation, the below minutes were seen during the audit.

24/01/2024

19/12/2023

21/11/2023

**8. Accident Reporting****Arrangements to record accidents & incidents**

Yes

Covered under Clause 10 Accident and Incidents of this report.

**Arrangements to report accidents & incidents**

Yes

Covered under Clause 10 Accident and Incidents of this report.

**Arrangements to investigate accidents & incidents**

Yes

Covered under Clause 10 Accident and Incidents of this report.

**Enforcement Action over the past 5 Years checked on HSE Website**

No

HSE public register of enforcement notices checked - no enforcement records recorded against Company.

**RIDDORS Reviewed**

Yes

1 RIDDOR reported in 2024, Notification no. 98D215F10F, date 08/01/24. Details seen during the evidence

3 RIDDOR reported in 2023, sampled as

Notification no. A3BB159B5B, reported date 26/01/23

Notification no. C7B911512A, reported date 03/05/23

**9. Sub-Contracting****Evidence of suitable sub-contractor competence assessments**

Yes

Covered under clause 08 - Control of externally provided process, products and services and contractors of this report.

Defined controls in place to support the selection, monitoring and control of sub-contractors via the initial tender application process and then through site inductions and works delivery monitoring.

**Arrangements to manage sub-contractor competence**

Yes

Covered under clause 08 - Control of externally provided process, products and services and contractors of this report.

**10. Risk Assessment Leading to Safe Method of Work****Evidence showing how H&S Risks are identified and**

Yes

**controlled**

Defined in OP001 - Risk Assessments and Method Statements, issue 02, supported by Site Hazard Identification form and Risk Assessment Flow chart.

Please see more details under clause 6 and clause 8 of this report.

**Procedures in place for carrying out risk assessments**

Yes

Defined in OP001 - Risk Assessments and Method Statements, issue 02, 01/01/24.

**Examples of safe systems of work/method statements and their implementation**

Yes

Defined in OP001 - Risk Assessments and Method Statements, issue 02, 01/01/2024.

- Sampled as,
- Emptying Waste tanks, rev01, 01 Jan 2024
- Cleaning a vacuum tanker, rev01, 01 Jan 2024
- Delivery of welfare unit, rev01, 01 Jan 2024
- High pressure jetting, rev01, 01 Jan 2024

**Examples of job/site specific risk assessments**

Yes

Discussed in clause 06 and 08 of this report in detail.

- Sampled risk assessment follows,
- Delivery of welfare unit, rev01, 01 Jan 2024
- Emptying Waste tanks, rev01, 01 Jan 2024
- Portable toilet operation/setup, rev01,01 Jan 2024
- Working onsite, rev01, 01Jan 2024

**Sample of a Construction Phase Plan**

N/A

11. Co-operation & Co-ordination

**Systems in place to ensure good co-operation & co-ordination of work**

Yes

Site based works are co-ordinated in conjunction with site contact / Principal Contractor to support planning and co-operation when necessary. Works are undertaken as an appointed contractor only. Site co-operation arrangements communicated pre-work commencement as an input of the Company's induction process, as required.

12. Welfare Provision

**Arrangements in place to ensure appropriate welfare facilities in place**

Yes

Facilities in place at Head Office. Site based welfare facilities managed and supplied under PC managed arrangements. Toilets, changing room and food and drink preparation facilities with hot and cold water supplies typically supplied.

ADDITIONAL CONSTRUCTION SECTOR CRITERIA

13. Additional Designer and /or Designer Criteria

**Arrangements to ensure co-operation & co-ordination of design work**

N/A

<b>Evidence of hazards eliminated &amp; risks controlled in design process</b>	N/A
<b>Examples of how risks reduced through design</b>	N/A
<b>Ensure any workplace meet the relevant requirements of The Workplace (Health, Safety and Welfare) Regulations</b>	N/A
<b>14. Principal Designers Duties (Principal Designer)</b>	
<b>Evidence showing communication with client informing them of their duties</b>	N/A
<b>Evidence showing assistance to the client in identifying, obtaining, collating and sharing pre-construction information e.g. meeting minutes or examples of pre-construction information collated for a project</b>	N/A
<b>Arrangements to ensure co-operation, co-ordination &amp; communication between all project members</b>	N/A
<b>Practical evidence showing co-operation &amp; co-ordination of work</b>	N/A
<b>15. Additional Common Assessment Standard Criteria</b>	
<b>Details of membership of any fleet operations / management scheme – (NB Not a mandatory requirement to be in place)</b>	Yes
<p>-Records of staff holding CSCS and associated competency records reviewed and maintained within Company training matrix.</p> <p>-Company hold silver FORS accreditation (id 000282). Date of expiry – 01/02/2025 for Car Spares, Loo Hire &amp; Group Transport Ltd.</p>	
<b>Assessment Result</b>	
<b>Has the organisation demonstrated compliance ?</b>	Compliant
<b>Audit Conclusion</b>	
Executive Summary (Inc Opportunities for improvements and good practices)	
<b>The auditor would like to thank those involved during the audit.</b>	
<b>The opening and closing meetings were conducted in accordance with ISO 17021-1 with those in attendance as detailed below in the 'attendee's' section; on behalf of ISOQAR the auditor gave thanks for permitting us to provide certification services to them.</b>	

A very good recertification audit, thanks go out to all those who supported the audit. During the audit 2 OFI's were identified and 1 Observation. Continued certification is recommended.

Level of Audit Integration	
<b>Was the audit conducted for multiple standards?</b>	Yes
<b>What is the current level of integration of management system?</b>	Integrated
<b>Has an integrated documentation set</b>	Yes
<b>Has integrated Management Reviews</b>	Yes
<b>Has an integrated approach to internal audits</b>	Yes
<b>Has an integrated approach to policy and objectives</b>	Yes
<b>Has an integrated approach to systems processes</b>	Yes
<b>Has an integrated approach to improvement mechanisms</b>	Yes
<b>Has Integrated management support and responsibilities</b>	Yes
Observations or Opportunities for Improvement	
<b>Any Observations or Opportunities for improvement raised at the audit.</b>	YES
<b>Number of Observations</b>	1
<b>Number of Opportunities for improvement</b>	2
Audit Findings	
<b>Any Non- Conformities raised</b>	NO
<b>Audit Conclusion - Has the organisation been able to demonstrate to the audit team that the audit requirements were met?</b>	YES
<b>Based on the evidence obtained during this audit, the audit team recommends that Certification should be:</b>	Continued

## Closing meeting attendance

### Name and Position

Clive Owen - Director  
Louise Bowness - Health & Safety Advisor  
Martyn Saunders - Consultant  
Sean Whittle - HR Consultant  
Paul Grainger - Lead Auditor  
Aswin Aliyachen - Lead Auditor

### ISO 45001 Requirements for Closing meeting

Yes

### Has the organisation's legally responsible representative(s) for Occupational Health and Safety and employee health monitoring been invited to attend the closing meeting?

Yes

### Name of attendee

Clive Owen

### Has the organisation's personnel responsible for monitoring employees' health been invited to attend the closing meeting?

Yes

### Name of attendee

Clive Owen

### Has the employees' representative(s) with responsibility for occupational health and safety been invited to the closing meeting?

No

### Name and Justification for non-attendance

Not available

## Post Audit Activities

### Unresolved Issues

### Is the audit a recertification audit?

Yes

### Has the review of activities (in particular, complaints against the client) and reports covering the certification cycle revealed any unresolved issues?

No

### Audit Activities

### Have any activities planned but not covered on the visit and require planning for the next visit?

No

### Head Office/Locations/Branch offices visited during the audit

Head Office/Locations/Branch offices visited during the audit 1

### Location visited during Audit

Head Office - Wokingham



<b>Auditor</b>	Paul Grainger
<b>Onsite/Offsite</b>	Onsite
<b>Date</b>	30/01/24
Head Office/Locations/Branch offices visited during the audit 2	
<b>Location visited during Audit</b>	Head Office - Wokingham
<b>Auditor</b>	Paul Grainger, Aswin Aliyachen & Mark Phillips
<b>Onsite/Offsite</b>	Onsite
<b>Date</b>	31/01/24
Head Office/Locations/Branch offices visited during the audit 3	
<b>Location visited during Audit</b>	Head Office - Wokingham
<b>Auditor</b>	Paul Grainger, Aswin Aliyachen
<b>Onsite/Offsite</b>	Onsite
<b>Date</b>	01/02/24
<b>Next Visit Plan and 3 Year Plan</b>	
Next Visit Plan and 3 Year Plan	
<b>Next Visit Date(s) if confirmed</b>	04/03/25
<b>Number of Auditors / Days allocated on next visit plan</b>	2 x 1 days (Surveillance 1)
<b>At the next visit is Recertification Planning Required</b>	NO
<b>Does client need to confirm a site visit with ISOQAR Head Office prior to next visit</b>	NO

The 3 year Plan

This plan commences:

- On the date of the first surveillance visit following the initial audit (stage 2) or;
- On the date of the Surveillance Audit following the Recertification Audit
- At the next surveillance visit if the plan requires amending or to take in to account extensions to

scope

## Plan Details

[Audit Plan A1 Group - 02-02-24.pdf](#)

### Alcumus ISOQAR Policies and Logo Rules

#### Disclaimer

Alcumus ISOQAR's Rules of Registration Apply.

This report is confidential and its distribution will be limited to the audit team, client representative and Alcumus ISOQAR office.

The objectives of the audit:

- To confirm that the management system conforms with the requirements of the audit standard and also any statutory, regulatory and contractual requirements that are applicable
- To confirm that the organisation has effectively implemented the planned management system
- To confirm that the management system is meeting its specified objectives
- The auditing is based upon a sampling process of available information
- As applicable identification of areas for potential improvement of the management system.
- To identify any non-applicable clauses under the scope of certification

Audit scope:

- The audit will evaluate the effectiveness of the processes identified within the visit plan and in line with the 3-year plan.
- The audit will be conducted at the location(s) specified within the visit plan.
- The audit methods used in these sections were interviews, observation of activities, review of hard copy documentation, review of documentation retained electronically and a review of records.
- The conclusion is based upon the evidence obtained during the audit.
- The auditor(s) used standard sampling techniques to obtain this evidence and no guarantee can be given that a different conclusion may have been reached had different samples been taken.

Please make sure you put a note in your diary of your next audit date, as this is the next time we will be in touch. Should you need to cancel / postpone your audit for any reason, please refer to our rules of registration.

If the next visit is a Recertification Visit additional days over and above the surveillance days may be required.

The organisation's representative understands any Non-conformances and agrees to determine the root cause(s) and implement appropriate corrections/corrective actions. Please complete the Corrective Action Report Section of this report for any Non-conformance raised.

Please note that there will be an additional charge for ISOQAR to close out any major non-conformances as per the rules of registration.

Where evidence of corrective action is required to be submitted, Certificates of Registration can only be issued after the evidence supplied has been received, reviewed and accepted.

Any Non-conformances not closed out within 3 months of the audit date may result in a re-audit being conducted and could also result in Certification being suspended.

Where Non-conformances are raised:

- For Initial Audits, Extensions to Scope and Recertification Audits; all Non-conformances must be closed out before a Certificate is authorised for issue and can only be closed out either by submission of evidence to ISOQAR or a re-visit to audit the corrections/corrective action. (See non-conformance section of this report).

- For Surveillance Audits any Non-conformance classified as Major can also only be closed out either by submission of evidence to ISOQAR or a re-visit to audit the corrections/corrective action (see Nonconformance section of this report).

All Non-conformances must be actioned within the agreed timescales.

The audit conclusion is provisional and subject to review by ISOQAR's Certification Review Team.

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Logo Rules please visit the Members area of the ISOQAR Website to download your Logos <https://isoqar.com/members-area/asset-hub/>

[Alcumus-ISOQAR-Logo-rules.pdf](#)

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ISOQAR Cancellation Policy

[Alcumus-ISOQAR-Cancellation-policy.pdf](#)

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## Media summary



Photo 1



Photo 2

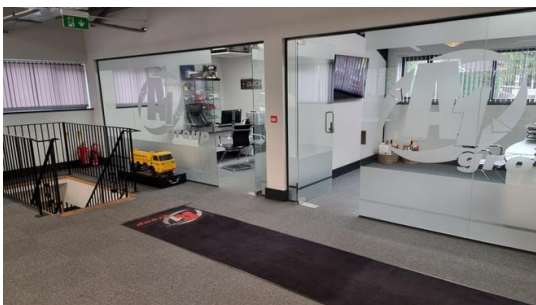


Photo 3

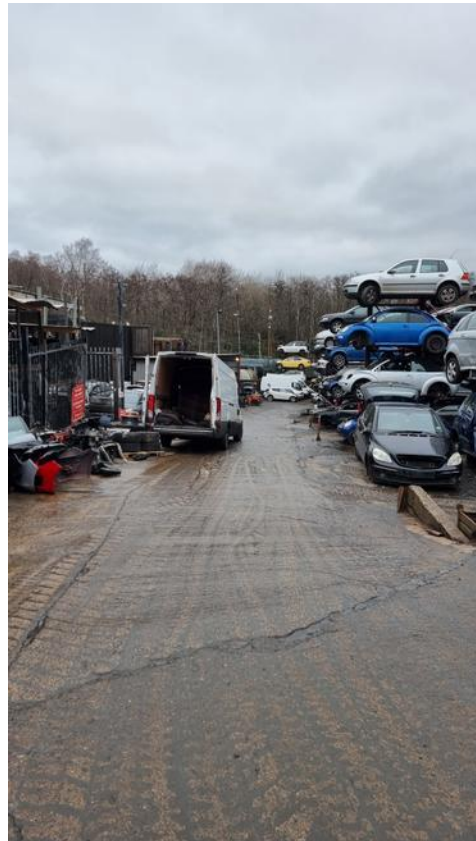


Photo 4



Photo 5



Photo 6



Photo 7



Photo 8



Photo 10



Photo 9



Photo 11



Photo 12



Photo 13



Photo 14

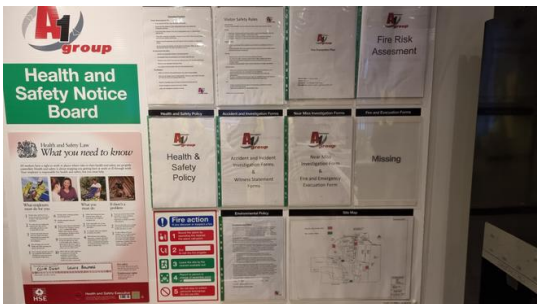


Photo 15



Photo 16



Photo 17



Photo 18



Photo 19



Photo 20



Photo 21



Photo 22



Photo 23



Photo 24



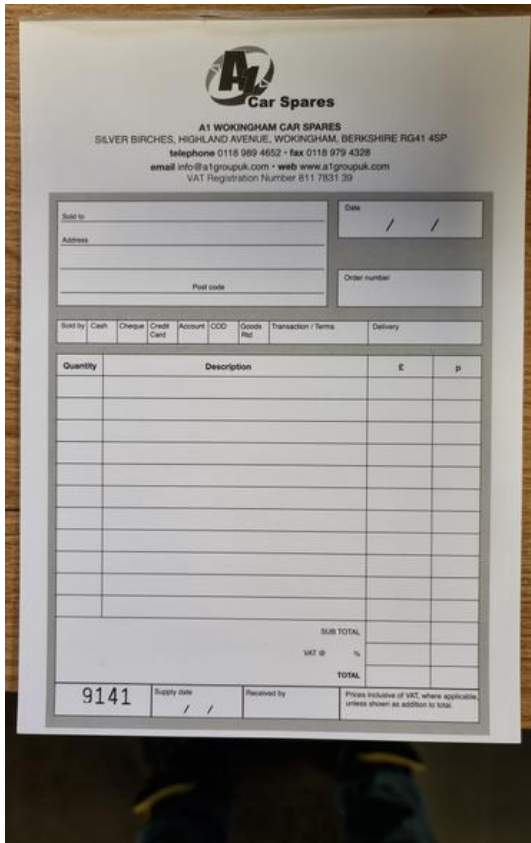


Photo 25



Photo 26

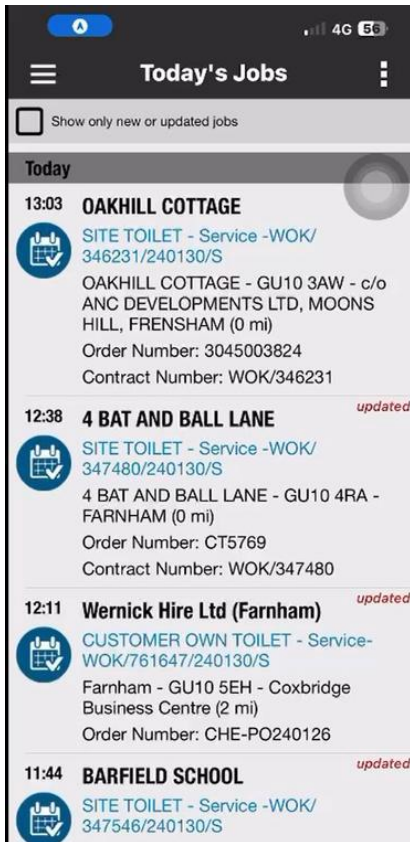


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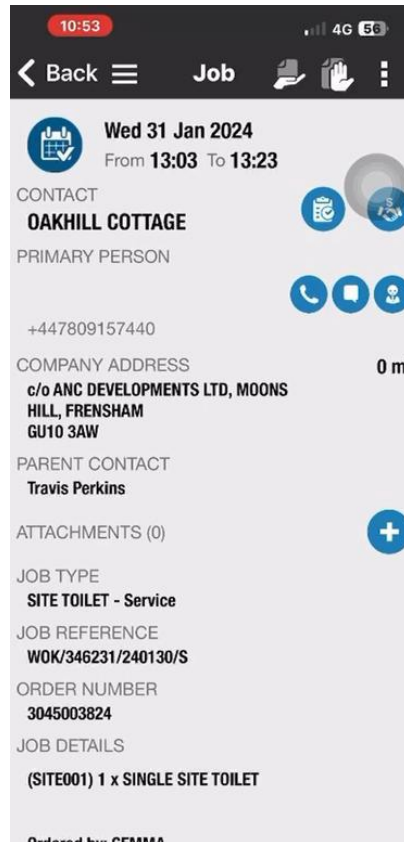


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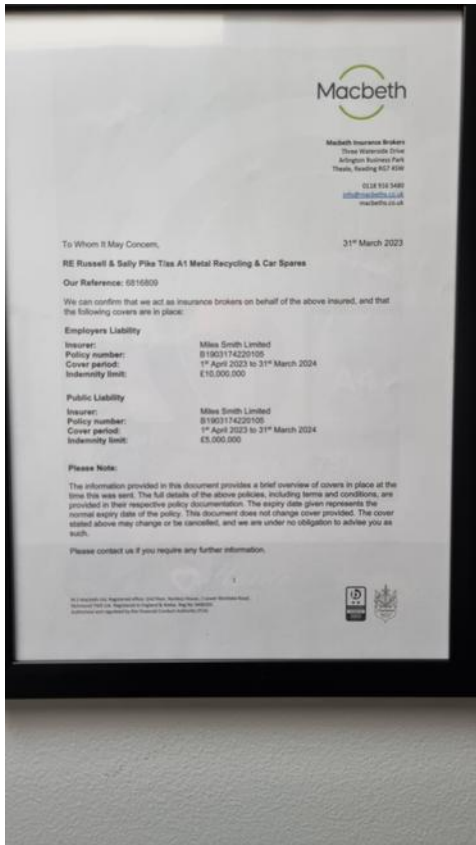


Photo 29



Photo 30



Photo 31



Photo 32



Photo 33

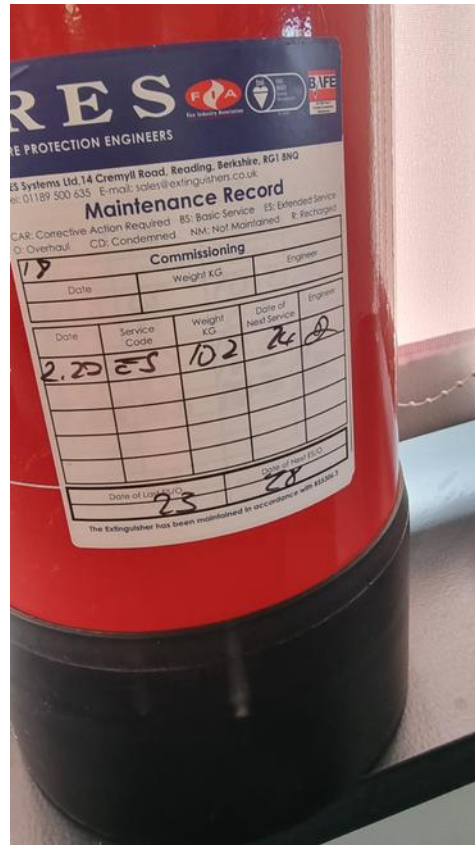


Photo 34



Photo 35

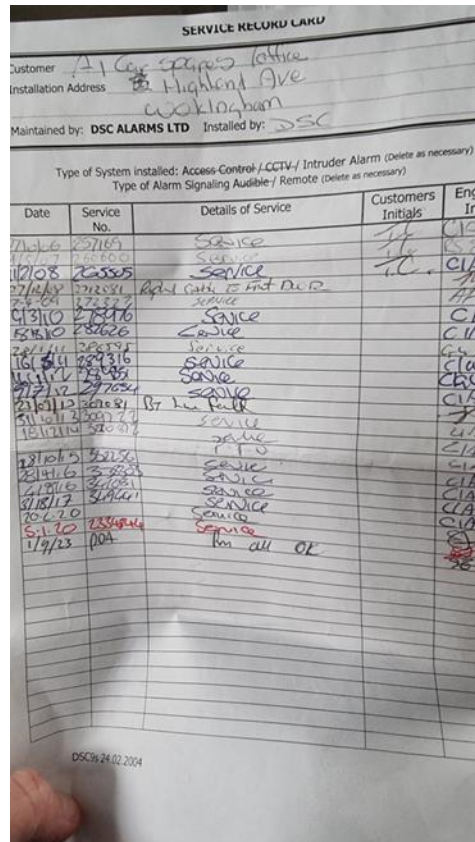


Photo 36



Photo 37



Photo 38



Photo 39



Photo 40



Photo 41



Photo 42



Photo 43



Photo 44

## File summary

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