**MANAGEMENT SYSTEM AUDIT REPORT**

**Executive Summary**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **Company Name:** | A1 Group | | **Legal Status:** | **Limited** | | **Certification Number:** | 7366 | | **Head Office Address:** | Silver Birches  Highland Avenue  Wokingham  Berkshire  RG41 4SP  United Kingdom | | **Telephone:** | 0118 989 4652 | | **Type of Audit:** | Surveillance Visit 1 | | **Visit Number:** | 1 | | **Date of Audit:** | October 5th 2021 | | **Audit Team Leader:** | Paul Grainger | | **Audit Team Member(s):** | Andy Payne (SSIP) | | **Standard(s) Audited:** | ISO 14001: 2015, ISO 45001: 2018 SSIP, ISO 9001:2015 | | **EAC Code(S):** | 24a,24b,35f,39a | | **Scope of Certification:**  **Appropriateness of Scope:**  **Non-applicable clauses:** | Provision of waste management incorporating metal recycling, vehicle de-pollution, toilet hire and wet waste removal.  Scope is considered to be appropriate | | **Main client representative:** | 8.3 Design & Development  Mr Clive Owen | | **Telephone:** | 0118 989 4652 | | **E-mail:** | clive@a1groupuk.com | | **Consultant representative if used:** |  | | | | | |  |
| **Staff FT:** | 150 | **Staff PT:** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Start Time:** | 0900 | **Finish Time:** | 1630 x 2 |
|  |  |  |  |
| **Number of days onsite:** |  | **Number of days remote:** | 2 |

|  |  |
| --- | --- |
| **Total Hours:** | 15 |

|  |  |
| --- | --- |
| **Justification (if less than 8 hours):** | 2 hours preparation and report writing |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Surveillance visits set at:** | 2 | **per year of** | 2 | **days per visit** |
| **Date(s) of next visit:** | 21st & 22nd April 2022 | | | |

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

**Alcumus ISOQAR’s Rules of Registration Apply See** [**www.alcumusgroup.com/ISOQAR**](http://www.alcumusgroup.com/ISOQAR)

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

1. **Executive Summary (Non-conformance, Opportunities for Improvement, Good Practice etc)**

A good audit and the business show good working practice and good housekeeping. All staff showed great awareness and were helpful throughout the audit. Only 1 Minor NCR was raised as detailed below.

1. **Findings**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Total Number of Non-conformances** |  | **Major** |  | **Minor** | **1** | **N/A** |  |

| **NCR Nº** | **Details of Non-conformances Raised** | **Standard/**  **Clause Nº** | **Major/**  **Minor** | **Completion**  **Date** |
| --- | --- | --- | --- | --- |
| **1.** | The business need to ensure that the corrective action log remains up to date and corrective actions are closed out in a timely and effective manner. | ISO9001/14001 & 45001 Clause 10.2 | Minor | Next Visit |
| **2.** |  |  |  |  |
| **3.** |  |  |  |  |
|  |  |  |  |  |

**The organisation’s representative understands the above Non-conformances and agrees to determine the root cause(s), and implement appropriate corrections/corrective actions.**

|  |  |  |  |
| --- | --- | --- | --- |
| Agreed by (organisation representative) | Clive Owen | Date | 06/10/21 |

**Method of Close Out**

Corrections/Corrective Action Evidence to be sent to ISOQAR YES  NO

Check Corrections/Corrective action taken at next visit YES  NO

Revisit to check Corrections/Corrective Action required YES  NO

**Note to Client: Please complete the Corrective Action Report Section of this report for any Non-conformance**

**\* PLEASE NOTE THAT THERE WILL BE AN ADDITIONAL CHARGE FOR ISOQAR TO CLOSE OUT**

**ANY MAJOR NON-CONFORMANCES AS PER THE RULES OF REGISTRATION**

1. **Any significant Organisational Changes (also include any changes to surveillance visit patterns e.g. if additional standards have been added) and any additional information or any significant changes to the plan for stage 2 or planned arrangements (produced at stage 1)**

N/A

1. **Audit Conclusion**

The audit team concludes that the organisation **HAS** established and maintained its management system in conformance with the requirements of the standard(s) and demonstrated to the audit team that the management system is effective in its ability to systematically achieve the requirements for products and or services within the scope of its activities and in accordance with its policy and objectives.

The audit team concludes that the audit objectives **HAVE** been fulfilled. Based on the evidence obtained during this audit, the audit team recommends that Certification should be:

**Recommended  Continued  Deferred (until satisfactory corrective action has been completed)**

**Corrective Action Report**

**CLIENT to complete this section following Stage 2 audits, Recertification Audits and Majors Raised on surveillance only if evidence of corrective and preventive action is required to be submitted to ISOQAR see above.**

**AUDITOR to complete this section if any non-conformances are closed out prior to the end of the audit as evidence of close out.**

**COMPLETE FOR NON-CONFORMANCES RAISED IN SECTION 2 Following Stage 2 audits, Recertification Audits and Majors raised on surveillance only**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Client Name: |  | Certification Number: |  | Audit Date(s): |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| NCR  Nº | Corrective Action Taken | Root Cause | Action taken to prevent recurrence | Evidence | Accepted by |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |
| 5 |  |  |  |  |  |

This page **must** be completed and sent to ISOQAR (either via e-mail or post) along **with any relevant documentary evidence** if instructed to do so in the Executive Summary

ISOQAR e-mail Address [**certdept@alcumusgroup.com**](mailto:certdept@isoqar.com)

Post to FAO Cert Dept, ISOQAR Ltd. Cobra Court, 1 Blackmore Road, Stretford, Manchester M32 0QY

|  |  |  |  |
| --- | --- | --- | --- |
| Completed By (Company Representative) |  | Date |  |

|  |
| --- |
| **Additional Information**: |

**NB. 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.**

**FOR OFFICE USE ONLY WHEN EVIDENCE IS SUBMITTED TO ISOQAR**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Satisfactorily closed out? | YES |  | NO |  | Reviewed By |  | Date |  |

|  |
| --- |
| If **not** satisfactorily closed out next actions to be taken: |

**NB 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 Non-conformance section of this report)**.

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

**Please Note: The audit conclusion is provisional and subject to review by ISOQAR’s Certification Review Team.**

**Detailed Audit Report**

**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.

**Pre- Audit Activities**

1. **Opening Meeting Attendees:**

|  |  |
| --- | --- |
| **Name** | **Position** |
| Clive Owen | Group Director |
| Ian Wilson | JR Consultant |
| Paul Grainger | Lead Auditor |
| Sean Whittle | HR Consultant |

1. **Follow up of previous audit results**

Have previously raised Improvement Requests/Non-Conformances been effectively closed out? YES  NO

Has the root cause been determined and effective actions taken? YES  NO

If **Yes** summarise the evidence seen if **No** what actions have resulted:

|  |  |  |  |
| --- | --- | --- | --- |
| **Nº** | **Previously raised IRs/NCs** | **Action** | **Closed out** |
| 1. |  |  |  |
| 2. |  |  |  |

**Site Walk**

This audit was conducted remotely. 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 were 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 went 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
* 50-60 large sets of 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.

**Registration Marks**

Use of Registration Marks is in accordance with the Use of Logo Rules (if used) YES  NO Not used

Brief details of where the UKAS Accreditation Mark and Alcumus ISOQAR Logo is used.

|  |
| --- |
|  |

Use of Registration Marks on website is appropriate to the scope of certification YES NO N/A

**Main Audit**

1. **Management System and Its processes (Including Interview with Senior Management to discuss context, interested parties, scope)**

**Detail and evidence:**

**Context of the Organisation**

The business have identified the context of the organisation within the Systems Manual (SM1) Issue 03. Dated Mar 2021. The management system documents are all held of the online ‘Back Office’ Intranet Site. ‘The A1 Group has been established for over 15 years and has seen significant growth in recent years. This growth has led to the A1 Group achieving an unrivalled level of commitment and resource to meet client demands in the fields of wet waste disposal, metal recycling, car spares and loo hire. The Group embraces new technology and the very latest equipment to deliver real added value to their clients – aspiring to develop solutions that meet the client’s individual needs’. The organisation also have an external website that provides further details of their business. There have been no changes to the context of the organisation since the last audit.

**Interested Parties and Needs & Expectations**

This information is documented within the integrated systems manual. 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. Our consent to discharge and monitoring on as required. RIDDOR should they have an accident, and ensuring they collate with the HSE to investigate. Ensuring they maintain our vehicles to the standards required
* **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. Always ensuring their safety and well-being 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 polices 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. Eg. Network Rail and their specific requirements will be catered for as necessary.
* **Employees**, ensuring their awareness of their roles and responsibilities within our Management system and that they report anything efficiently. Ensuring they are competent to undertake their work tasks and equipped with the tools and knowledge to undertake their work tasks.

No Changes since last audit

**Scope of the Management System**

The scope of the management system is detailed within the Systems Manual in section 1.0. overview document.

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

No changes have been made to the scope. The scope meets the requirements of the standards. The work activities are still operated from the following locations;

|  |  |
| --- | --- |
| Silver Birches,  Highland Avenue, Wokingham,  Berkshire RG41 4SP | Long acres  Waterloo Road  Wokingham  RG40 3DA |

Integrated Management System

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

A picture containing text, electronics, screenshot

Description automatically generated

The new integrated systems manual identifies the context of the organisation, interested parties, needs and expectations, interaction of processes and related processes and procedures. (Document - SM1) Dated March 2021 – Version 3.

**Documented procedures and processes**

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:**

The organisation has demonstrated conformity with clause 4 of the standards as per the evidence above.

1. **Leadership**

**Detail and evidence:**

**Top Management Interview**

Interview/discussions: CO – Group Director, SC: Consultant and SW: HR Consultant

This interview with top management considered questions regarding the commitment of management within the organisation regarding the implementation of QMS/EMS/OH&S processes promoting continual improvement and the roles and responsibilities, including:

* Strategic goals and business continuity
* Organisation H&S Culture
* Internal/external issues relevant to the organisations purpose, environmental/OH&S strategy and goals
* Business, environmental and OH&S risks and opportunities
* legal responsibility for occupational health and safety,
* Employees' representatives with responsibility for occupational health and safety
* Regular HS meetings and interactions
* Plans to achieve set quality, environmental and OH&S objectives
* Senior management commitment and ownership of the system
* Encouragement & support of organisation members in order for them to contribute to towards the effectiveness of the system
* Organisational knowledge and QMS/EMS/OHSAS awareness
* Monitoring and measurement of the system

After these discussions, it was evident that top management were committed to the continual improvement of the IMS and planned to take an active role in driving the system forward. Constructive answers were given to confirm that Directors, other members of top management and all staff members had provided an active input to the review, identification and control of business context, risks, opportunities, and quality/environmental objective setting. Clear communication channels had been established throughout the organisation, which confirmed that staff had been made aware of IMS processes and requirements.

It was evident that the strategic direction, company image, opportunities for the business and a full commitment to the continual improvement of the IMS had been considered as part of the implementation of the updated system and identification of internal/external interested parties. Top management will continue to play a key role in the monitoring, measurement and improvement of the system and will support other management/staff roles to demonstrate their leadership as it applies to their areas of responsibility. Obviously

Covid 19 has had an impact upon the business over the last year and social distancing measures have been brought into the site wherever possible in line with government guidelines. Other key areas covered included a successful Achilles Audit (100%), New employee newsletter is now being published. Additional to this the business have had their Fire prevention plan approved with the Environmental Agency and have acquired a new site Portsmouth. *(Not currently in scope)*

**Policy Statements**

The Quality, Environmental and Health & Safety Policy statements are all available on the back office and are published on the company noticeboards. All are signed and approved by the Company’s Managing Director – RP on (01/01/2021). The policies meet the requirements of the ISO standards.

* Environmental Policy – Version 2
* Quality Policy – Version 2
* Health & Safety Policy – Version 2

Other OH&S related policies were evidenced as follows:

* Parental Bereavement leave policy
* Drugs and Alcohol Policy
* Modern Slavery Policy
* Work Safe Policy
* Equality and Diversity Policy
* Road risk policy
* Whistleblowing Policy
* Covid 19 Policy
* Work life balance/ flexible working

**Roles and Responsibilities**

The company has defined roles and responsibilities, including those for the Integrated management system. These are included in an organisational roles and responsibilities - *Job Descriptions* on the local intranet, which was at January 2021 review level, Next Review Date January 2022). A sample of the job descriptions were reviewed during this remote visit including;

Car Spares

Administrator

Cleaner

HGV Driver

Loo Hire

Administrator

Area Manager

Wet Waste

Administration Assistant

Senior Administrator

Org Chart in place, available on the intranet (back office)

Graphical user interface, application

Description automatically generated

The following job description example was also reviewed on the back office system;

|  |
| --- |
| **Metal Recycling Manager – (Reporting to MD) -** **Key Responsibilities** |

Assigning the yard staff daily workloads and ensure proper start times are maintained

Ensuring all yard equipment and machinery is maintained and serviced to the necessary standard

Communicating daily with all yard foreman and providing assistance where required

Reviewing current day’s work to ensure all areas have been serviced

Ensuring that the Senior Administrator maintains the site diary

Assisting in the training of yard staff relating to policies and procedures

Working in conjunction with the car spares manager to assist with various managerial duties such as hiring, induction, training and assigning duties

Monitoring, investigate and document all yard staff / driver performance activities

Assigning daily drivers to company vehicles and ensure proper start times are maintained

Ensuring all drivers are compliant with VOSA requirements and regulations

Ensuring all vehicles are maintained and serviced to the necessary standard and where appropriate compliant with VOSA requirements and regulations

Communicating daily with all drivers and providing assistance where required

Assisting in the training of drivers relating to policies and procedures

Monitoring, investigate and document all driver performance activities

Remaining current in all health & safety legislation while participating in all health & safety training activities

Any other reasonable task required by the company

**Key Skills**Good oral and written communication skills

Ability to work to a high level of accuracy with particular attention to detail

Excellent customer service skills and telephone manner

Enthusiastic, efficient, well-motivated and a positive attitude

Ability to organise and prioritise

Ability to work as part of a small team

**Health & Safety**

To ensure that all personnel, equipment and practices comply with Health and Safety requirements

To liaise with safety representatives and the Health and Safety department to ensure that Health and Safety initiatives are implemented

To follow all risk assessments and method statements

Report all accidents, incidents, and near misses

To ensure compliance with the full company health and safety policy

**Working Environment**

To always maintain all areas to the highest standards of housekeeping

To monitor, report and progress all damage to the fabric of the plant and equipment

To ensure that the equipment is operable and maintained according to the Preventative Maintenance Schedule

Undertake pre-checks as required for all work equipment

Deal with any spilt material and product in accordance with spill procedures.

Compliance

To follow all quality, safety and environmental policies

To ensure compliance to all objectives for continuous improvement

To complete any paperwork required, either electronically or in paper format and return it to the office.

To follow written and verbal instructions given; including any written procedures and processes as relevant to your area of operation.

To attend any training required, and read any information and newsletters issued to you.

**Summarise Conformity with Requirements:**

The organisation has demonstrated conformity with clause 5 of the standards as per the evidenced above.

1. **Planning for the Management System**

**Detail and evidence:**

**Risk and Opportunities**

The business has a documented Business Risk Register in place (Dated 01/01/21) The business risk register is also reviewed at the management review meeting. This identifies the risks and opportunities under the following defined levels;

|  |  |
| --- | --- |
| VH - Extreme Level of Risk | Not Acceptable - Immediate action required; Likely to threaten the survival of persons and or property. Must be managed by senior management. |
| H - Substantial Level of Risk | Generally, Not Acceptable - Activities should cease until further control measures to mitigate the risk are introduced. Management attention needed. |
| M - Tolerable Level of Risk | Generally Acceptable - Unlikely to cause much damage and/or threaten the person/activity; Manage by specific control measures, monitoring and procedures. |
| L - Low Level of Risk | Acceptable - Unlikely to require specific risk management; Manage by routine control measures and procedures; Review periodically. |
| VL - Negligible Level of Risk | Completely Acceptable - Doesn’t require specific risk management. |

Items on the register have been identified as either a low or medium risk on the register. The Business Risk Register is reviewed on a regular basis by the Senior Management and the following risks and opportunities were viewed in the register by the auditor;

* Operations
* Infrastructure and Resource
* Services and activities
* Health and Safety
* Environmental
* Opportunities

The risk register is broken down into defined areas. These include Operational Risks, Infrastructure and Resource, Service and Activities, Health and Safety, Environmental and Opportunities. The following risks were sampled in further detail;

# Risk Management

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| RISK | Initial Risk | CONTROL MEASURES | Residual Risk | MONITORING |
| Service Risk | Losing customers | The A1 Group work with their clients to ensure they provide the best service at a Competitive price. They ensure they are legally complainant in order to provide their services. They invest in employee training and in new equipment. They have various accreditations to support their business which demonstrate strong values, reliable and safe service. | M | The Management team continually liaise with customers to obtain feedback on its services and make improvements if required. |
| Service Risk | Fire at Depot | The A1 Group have Fire Marshals and Fire fighting equipment at all depots in order to deal with a possible fire. They have five depots which can all cover each other if necessary and one depot becomes un useable | M | The H&S committee and H&S Reps discuss Fire Prevention on at its monthly meeting and an annual Fire Risk Assessment in conducted by external supplier |
| Service Risk | Using one supplier | The A1 Group have numerous suppliers for materials and equipment and spread the risk of one supplier going out of business buy ensuring they have cover in all areas of the business if this issue arose. | M | A preferred supplier list is in place and reviewed regularly by the Management |
| Service Risk | Lack of Business Continuity Plan | The A1 Group have a business continuity plan and part of this is the Group have 5 operational sites in 5 locations and all are within an hour of each other and employees could if necessary transfer to another site if required. The IT server is stored off site and backed up daily | M | The business continuity plan is reviewed annually by the various Divisional Managers and external suppliers i.e. IT / H&S and HR |

# Health and Safety

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| RISK | Initial Risk | CONTROL MEASURES | Residual Risk | MONITORING |
| Drug and Alcohol issues | Increase in accidents | The A1 Group conduct regular drug tests across the Group and any employee who fails the test is prevented from working and, in some cases, dismissed. The Drug Test is discussed at the monthly H&S meeting | M | The Divisional Mangers are responsible for conducting random drug tests and liaising with the HR Consultant on failed tests |
| Accidents on site | HSE intervention | The A1 Group are fully compliant with H&S legislation at its HSE responsivities and where an accident becomes a RIDDOR and results in HSE visit then we are fully compliant with any investigation and will implement any necessary corrective actions immediately. All accidents are recorded and investigated at the time of the accident and also discussed at H&S meeting on a monthly basis and all Management meetings | M | The General Manager and Office Manager will review and report accordingly to the Group Management |
| Tool Box talks | Lack of job knowledge in role | All employees have a through ISO accredited job description and these are reviewed on an annual basis by the Manager and employee and the employee will sign to say they understand and are happy with the requirements of their role. The Group have a full set on SWP’s for all jobs and the employee reviews the RAMS for the job prior to undertaking the work and if not satisfied they have a full and safe understanding of theirs and the roles responsibilities they will be prevented form undertaking the role until the Manager is satisfied this can be completed safely. | M | All employees have regular toolbox talks. All jobs have a Safe Work Procedure which is given to all employee and all duties are reviewed regularly and all improvements identified are implemented and employees retrained and documentation updated to reflect changes |
| COVID 19 | Employees catching COVID 19 | The A1 Group has been deemed an essential business and as such will continue to operate during this CVOID 19 pandemic therefore Employees potentially catching and spreading COVID 19 in the workplace and not having enough employees to operate business. We are aware that the virus poses a greater risk in the elderly and those with underlying health conditions and we will support those employees should they need to shield.  The A1 Group has taken ALL necessary measure including providing sanitiser/ signage and PPE to protect workers their families and the general public and we continually follow GOV.UK guidelines to ensure we pass on the relevant information to ALL A1 Group employees. All face-to-face meetings will be undertaken in a controlled environment | H | The A1 Group will monitor the COVID 19 situation and report any changes to its employees. |

# ENVIRONMENTAL

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| RISK | Initial Risk | CONTROL MEASURES | Residual  Risk | MONITORING |
| Spillages | Damage to the Environment | The A1 Group have a robust spillage procedure and all employees are trained in its use | L | All Environmental issues are discussed at the Monthly H&S meeting and corrective actions implemented. An annual Environmental Audit is conducted by an external supplier and a report and action plan are produced. |
| Fire | Loss of Site | The A1 Group have a robust Fire Evacuation procedure and all employees are trained in its use and regular site evacuations take place to ensure compliance. All Fire Alarms are tested on a weekly basis. All sites have fully trained fire Marshalls and Fire Officers and at the main site in Wokingham there are 8 employees who have been fully trained in deal with fires and also have the use of a fully operational Fire Engine. All sites have an annual Fire Risk Assessment carried out by the H&S Advisor and all firefighting equipment is fully maintained and serviced on an annual basis. Fire Evacuation procedures are part of the Employee induction and Fire Evacuation procedure training also takes place annually and is recorded. Fire Evacuation Procedures are on all staff notice boards and the back office. A Fire Prevention plan is also in place to prevent Fires occurring | M | All Environmental issues are discussed at the Monthly H&S meeting and corrective actions implemented. An annual Fire Risk Audit is conducted by an external supplier and a report and action plan are produced. |
| Noise | Damage to employee hearing and poor relations in local community | The A1 Group conduct annual Noise assessments. Any noise complaints are addressed immediately and where necessary the Group with work with the local Environmental officer to rectify the issue | M | All Environmental issues are discussed at the Monthly H&S meeting and corrective actions implemented. An annual Environmental Audit is conducted by an external supplier and a report and action plan are produced. |

**Legislation and Evaluation of Compliance**

The Organisation have a Legal register which is managed by JR the compliance consultants seen was a register lasted updated in January 2021 which included Environmental, Health and Safety and Governmental Regulations. The organisation has a detailed policy on legislation compliance as seen on the Back Office online QMS. The legal Register includes the following considerations:

* Legislation
* Regulator
* Comments / means of compliance
* Method / Record maintained to ensure legal compliance

Monitoring of legal compliance is done so through various methods, sources and resources and as changes occur they are discussed, addressed and any actions or changes implemented. The monitoring of legal information is managed using the following methods.

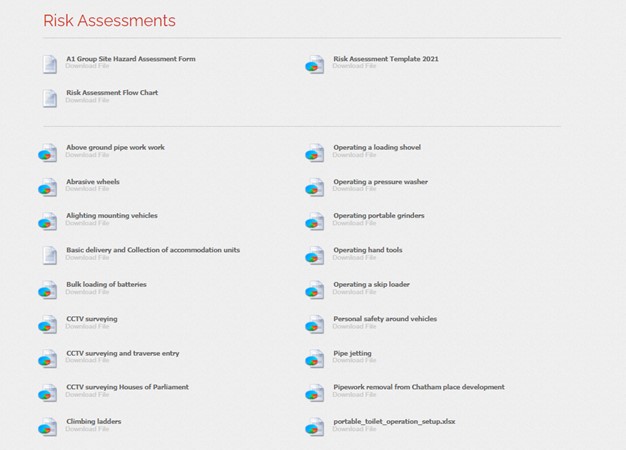
* Internal audits of the management system on a regular basis – any changes discussed with JR Consultants as they occur.
* Information from various information sources such as HSE, Environment Agency
* Trade magazines.

Legal Register was last revised in January 2021. The following sample was viewed in the legal register;

|  |  |  |  |
| --- | --- | --- | --- |
| **Legislation** | **Regulator** | **Comments / means of compliance** | **Method / Record maintained to ensure legal compliance** |
| The Hazardous Waste (Amendment) Regulations 2009  (as amended 2015)  (as amended 2016) | Environment Agency | All types of premises are now exempt from the Hazardous waste regulations and no longer have a requirement to register. | Waste Consignment Notes - inclusion of first letters of company name instead of the premise code |
| WEEE Regulations 2013  (as amended 2014)  (as amended 2015) | Environment Agency | Duty of care to dispose of any waste electrical products properly through recycling. | Waste Consignment Notes for electrical waste  Take back service to clients for old products bought after 13 August 2005. |
| End of Life Vehicle Regulations 2003 (as amended 2010) | Environment Agency | Requirement to safely dispose of all vehicles | Use of competent contractor  Waste consignment note |
| Control of Pollution (Oil Storage) (England) Regulations 2001 | Environment Agency | Requirements for the storage of oils including requirements for secondary containment up to 110% | Secondary containment, prevention of pollution |
| Lifting Operations and Lifting Equipment Regulations 1992 | HSE | Testing and maintenance of all lifting equipment including that for any specific jobs e.g. MEWP’s  Provision for competent users | Maintenance records  Safe Working Load Test reports as necessary  6 month inspection reports and certificates  Training records |
| Working at Height Regulations 2005 | HSE | Ensures suitable risk assessments are completed for working at height. For example changing a light bulb. | Working at Height Risk assessments and method statements (where required) |
| Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 | HSE | Ensuring that all notifiable accidents, dangerous occurrences are reported within the time limit. | Accident book  RIDDOR Reports |
| Control of Substances Hazardous to Health Regulations 2002 | HSE | Monitoring of Cleaning equipment and any other flammable supplies.  Ensuring all materials subject to COSHH have been assessed and the necessary controls implemented. | COSHH Assessments |
| Employers Liability Regulations (Compulsory Insurance) Regulations 1998  (as amended 2004)  (as amended 2008)  (as amended 2011) | OPSI | Requirement to have employers liability insurance and to display it | Display of current employers liability insurance |
| Modern Slavery Act 2015 | Human Rights | The purpose of the Modern Slavery Act is to prevent modern slavery – including that of children – in supply chains by enabling the public, consumers, investors and employees to know what steps that organisations are taking to address the issue. ... Business has a key role to play in the efforts to end modern slavery. | Modern slavery Policy is in place and reviewed annually |
| **Primary Legislation**  •Coronavirus Act 2020 (c. 7)  •Coronavirus (Scotland) Act 2020 (asp 7)  •Coronavirus (Scotland) (No.2) Act 2020 (asp 10)  •Public Health (Control of Disease) Act 1984 (c. 22) | An Act to make provision in connection with coronavirus; and for connected purposes | Act (except for specified provisions) expires at the end of 2 years beginning with the date of Royal Assent, see s. 89 (subject to s. 90); and a relevant national authority may by regulations suspend (and subsequently revive) the operation of any provision of this Act (except for those provisions listed in s. 88(6)), see s. 88 | COVID 19 Policy reviewed monthly |

**Hazard identification - Risk assessments**

The business has a suite of risk assessments held with back office.



The following risk assessments and method statements were viewed;

* **Office Risk** assessment was reviewed 08 Jul 20, hazards include: Slips and Trips, Manual Handling, Electricity, Fire, Working at Height, Electricity, Hand Tools, Power Tools and Ladder Use
* **Use of Operating Shovel** was last reviewed on the 01/01/21 by SW - hazards include: Collisions, Loading Shovel Overturns, Reversing, Falling Objects, Access and Egress into the vehicle, Noise.
* **COVID 19 Risk Assessment** has been completed which include: Hand washing, Cleaning, Social Distancing, PPE, Symptoms and Mental Health. There is only a small number of staff working from the HO, the management and Sales staff are working from home.
* **Scrap Yard and Spares Assessment** - was last reviewed on the 01/01/21 by SW – Falling Materials, Entrapment, Sharp Metals, Spillages, Slips and Trips
* **Turning and Reversing a Vehicle -** was last reviewed on the 01/01/21 by SW - Potential to hit another person

The Company have carried out a Fire Plan and Risk assessment FP002 currently dated 09th December 2021, this includes: Fire safety systems within the premises, Plan drawing, Fire hazards, Fire safety, signs & notices, Fire warning system, Emergency lighting system, Firefighting equipment, Maintenance management, Alerting the fire Service, Emergency action plan (EAP), Training and the Fire Safety Management plan.

**CoSHH Substances**

CoSHH Assessments are managed via the Sipol database. The following were sampled during the audit.

* 27140 COPPER GREASE – Next Review Date - 30/09/2022 – Medium Hazard
* ARCO VEHICLE WASH - Next Review Date – 16/10/22 – Low Risk Hazard
* GREENOX, ADBLUE, AUTOMOTIVE UREA - Next Review Date – 13/10/22 – Low Risk Hazard
* GENERIC - LEAD ACID BATTERY - Next Review Date – 16/10/17 – Low Risk Hazard

**Summarise Conformity with Requirements:**

The organisation has demonstrated conformity with clause 6 of the standards as per the evidence above

1. **Support**

**Detail and evidence:**

**Resources**

The Company has determined and provided suitable infrastructure, equipment, training and protective equipment to provide sufficient reassurance that the Integrated Management System is suitable for the purpose and will continue to improve. Processes have been established and are maintained to ensure the elimination of hazards and the reduction of health & safety risks to an acceptable level. Evidence reviewed in support throughout the audit included risk assessments, method statements, allied to appropriate well-maintained equipment, the wearing of PPE suitable for the given task, along with detailed procedures that were found to be documented, acknowledged & understood. The business are also supported by consultants who support and advise them where required.

**Infrastructure & Working Environment**

The Head Office facility is owned by the company and is well maintained condition. Regular cleaning of the yard area takes place to ensure housekeeping is maintained and the business are subject to random visits from the Environmental Agency. The space provided is suitable for the operation and manufacturing tasks undertaken. The area is well ventilated with and open doors, the main workshops and decontamination areas are adequate for the activities been conducted. Lighting is good throughout the site. Toilets and rest rooms are provided for employees and the facilities are cleaned daily.

Weekly Health, Safety and Environmental walkarounds are conducted on a regular basis to ensure good housekeeping standards are maintained throughout the site;

* Top Car Park – Completed on the 207/05/21 – By – CD – Score 67%
* Main Site Auction Yard - Completed on the 10/05/21 – By – CD – Score 80%
* Main Site Spares Yard - Completed on the 10/05/21 – By – CD – Score 80%

Actions are in place where issues were identified during the inspections.

**Plant & Equipment Lifting equipment maintenance, LOLER etc**

Daily maintenance and inspection check sheets are completed on each piece of machinery. Checks include forks and lifting attachments, parking and service brakes, guards in place and free from damage, steering checks, condition of lights and mirrors, lifting and tilt mechanisms and overhead guards. Vehicle check sheets viewed for Forklift and JCB Telehandler. Thorough examinations have also been carried out on equipment as sampled below;

* FL13 Telescopic handler JCB serial 1541956, Allianz – Report No. E33626024701 - Expires -16th June 2022
* FL18 Toyota 52-8FDJ35, serial 35060664, Allianz – Report No. E33626024701 - Expires -16th June 2022.
* FL17 Toyota 52-8FDJ35, serial 3560451, Allianz – Report No. E33626024701 - Expires -16th June 2022.
* FL19 Toyota 52-8FDJ35, serial 3564395, Allianz – Report No. E33626024701 - Expires -16th June 2022.

**Calibration**

The weighbridge - Serial No. 135150564, was inspected and calibrated by the manufacturers, Avery Weigh-tronix on 08/06/21.

The weighbridge - Serial No. 170850445, was inspected and calibrated by the manufacturers, Avery Weigh-tronix, on 08/06/21.

**Communication**

Internal and External communication defined in the organisation Communication and Participation procedure –

OP 005 – Communication and Consultation. Sampled extracted from the procedures Internal communications were defined as:

* Signs and notices throughout the workplace
* Emails and bulletins issued to staff eg. accident investigation results, annual policy issue etc.
* The use of our ‘Back office’
* Toolbox Talks
* One to One Meetings

**Control of Documented Information**

All key documents, procedures and forms are version controlled with appropriate measures to control distribution, access and security. Review and authorisation arrangements are in place to deal with changes and amendments. The Systems Manual (SM1) Issue 03. Dated Mar 2020. During the audit there appeared to be no conflict with the procedures regarding issue numbers.

A sufficient sample of a variety of documents and records demonstrated effective controls were in place. Paper documents are retained in suitable files and folders. All of which were readily available and accessible in all areas audited. Electronic records are retained on the Server with arrangements for security and back up in place. Daily off-site backups are in place.

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

The organisation has demonstrated conformity with clause 6 of the standards as per the evidence above

1. **Operation**

**Detail and evidence:**

**Life Cycle Perspective**

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

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

**Scrap Metal Process**

The organisation has an operating procedure relating to - Weighing In Bridge Process, last reviewed: Jan 2021, 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

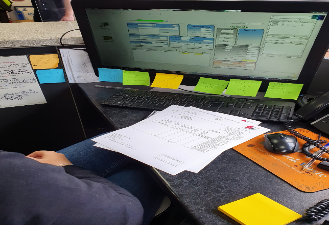
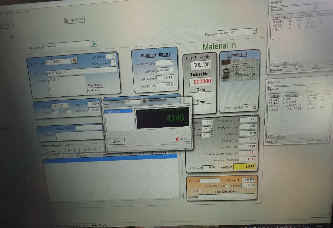
The following tickets were seen and reviewed at the time of the audit:

|  |  |
| --- | --- |
| **Material Inward – (Purchased Scrap)**  **Sample 1**   * Ticket No: 1284631 * ATF No: 83313 * WCL No: CBDU186269 * WM Licence No: EAWML 83313 * Reg No: FCC * Date & Time: 08/09/21 @ 09:53hrs * Supplier: FCC Bracknell * Postcode: DN455NU * Weight in: N/A * Weight out: N/A * Weight supplied/off loaded: Various * Payment type: BACS Transfer * Controlled waste transfer Note No. 27835 * EWC Code – 20-01-40 (Mixed Metals) | **Sample 2**   * Ticket No: 1288283 * ATF No: 83313 * WCL No: CBDU186269 * WM Licence No: EAWML 83313 * Reg No: RX67MGY * Date & time: 05/10/2021 @ 09.08hrs * Customer: Hawkes Slip Hire * Postcode: HP12 3RP * Weight in: 21,920kgs * Weight out: 17,520kgs * Weight supplied/off loaded: 4,400kg * Payment type: BACS Transfer * Controlled Waste Transfer Note No. 4729 * EWC Code – 19 12 02 |

**Material Outwards (Customer)**

|  |  |
| --- | --- |
| **Sample 1**   * Ticket No: 1288134 * ATF No: 83313 * WCL No: CBDU186269 * WM Licence No: EAWML 83313 * Reg No: BV65UDX * Date & Time: 04/10/21 @ 10:33hrs * Supplier: Shredmet * Postcode: B75RG * Weight in: 20340kg * Weight out: 44400kg * Weight supplied/off loaded: 24060kg * Payment type: Cheque * Controlled waste transfer Note No. 08590 * EWC Code – 20-01-40 (Mixed Metals) | **Sample 2**   * Ticket No: 1288246 * ATF No: 83313 * WCL No: CBDU186269 * WM Licence No: EAWML 83313 * Reg No: AL10RRY * Date & Time: 04/10/21 @ 15:57hrs * Supplier: Nortons * Postcode: SO15 0HH * Weight in: 19220kg * Weight out: 43460kg * Weight supplied/off loaded: 2440kg * Payment type: Account * Controlled waste transfer Note No. 9038349 * EWC Code – 20-01-40 (Mixed Metals) |

The following photographs support the process:

**Eliminating hazards and reducing OH&S Risks**

The organisation has a electronic database containing all the operational risk assessments which contained 105 risk assessments. The risk assessments are rated using the following criteria:

|  |  |  |  |
| --- | --- | --- | --- |
| **Value** | **Frequency** | **Vulnerability** | **Impact** |
| 5 | Certain | Unmanaged | Catastrophic / Death |
| 4 | Likely | Reactive Management | SLA compromised / Permanent Disability |
| 3 | May Happen | Workaround Planned | Workaround possible / Serious injury |
| 2 | Unlikely | Developed Management | Easy Workaround / Minor injury |
| 1 | Very unlikely | Negligible | Negligible |

And

|  |  |  |
| --- | --- | --- |
| **Risk Value** | **Meaning** | **Requirement** |
| 40+ | Very High Risk | Improvement required |
| 31 to 40 | High Risk | Improvement required |
| 21 to 30 | Medium Risk | Improvement opportunity |
| 11 to 20 | Low Risk | No action required |
| 1 to 10 | Very Low Risk | No action required |

The Risk assessment are documented on A1 Group Risk Assessment Form, currently on Version: 1.0. the following information is contained within:

* Activity/task/Equipment
* Controls currently in place
* Threat/Hazard
* Frequency
* Value
* Vulnerability
* Value
* Impact
* Value
* Risk Value

**Eliminating hazards and reducing risk**

The following additional risk assessments were seen and reviewed at the time of the audit:

* COVID-19 Risk Assessment – Safe Working Procedure: dated: 22/09/2020, completed by: MP, with an overall risk rating of 5 and below: Risk value: Very low no action required.
* Working At Height: dated: 01/01/2021, conducted by: SW H&S Advisor with an overall risk rating of 10 and below, Risk value: very low, no action required.
* Scrap Yard and Spares: dated: 01/01/2021, conducted by: SW H&S Advisor with an overall risk rating of 6, Risk value: very low, no action required.
* High Pressure cutting: dated: 01/01/2021, conducted by: SW H&S Advisor with an overall risk rating of 6, Risk value: very low, no action required.
* Removal of Effluent from Client site: dated: 01/01/2021, conducted by: SW H&S Advisor with an overall risk rating of 10 and below,

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#### **Procedure for storing End of life vehicle (ELV)**

* ELV’s are brought on site on car transporters or using a A1 Group vehicle
* These are then unloaded off A1 transporters and at this point will have their batteries checked in car to see if they have shorted and if ok are then removed which is prior to storage in designated area as indicted on plan 100
* The designated ELV’s stored in holding area until 2 deep and no more than 3 vehicles high and have had their batteries removed
* All batteries once removed from the ELV are then stored in sealed containers
* ELV’s when required are taken to the Depollution area
* Depolluted – removal of all fluid and then crane used ripped out engines – the crane then places the ELV in baler where it is crushed and results in bale of waste which is stored in pile until it is ready to leave site or stored on racking for the removal of parts?
* Depolluted cars for the removal of parts are stored in front of the Vehicle dismantling area and adjacent to the racking awaiting storage on the racking. (indicated as building 6 on plan 100)

**Vehicle De-Pollution**

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.

**Purchasing Incl. supplier evaluation/assessment**

There are purchasing procedures regarding scrap metal, wet waste, loo 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.

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.

**CoSHH**

The business uses the Sypol system for its CoSHH assessments which are then in turn stored in the back office system.

Assessment checked during the audit were up to date. Sample of Coshh register and assessment records from Sypol system sighted are detailed below;

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Product | **Provider** | **Review Date** | **Reviewed** | **COSHH Assessment updated** |
| 27140 Copper Grease | CHEVRON GLOBAL LUBRICANTS | Sep-22 | Y | N |
| Air Gun Oil | APASEAL LTD | Sep-22 | Y | Y |
| Apa038 ruglyde tyre paste | APASEAL LTD | Oct-22 | Y | N |
| Arco vehilce wash | THR ARCO GROUP | Oct-22 | Y | N |
| Bacsafe gel | SAFECHEM LTD | Sep-24 | Y | Y |
| Battery acid | WOBURN CHEMICALS LIMITED | Oct-22 | Y | N |
| Battery terminal protector | QUEST CONSUMABLES LTD | Oct-22 | Y | N |
| Channel Cubes | SAFECHEM LTD | Sep-22 | Y | Y |
| Fixt Copper Anti seize | QUEST CONSUMABLES LTD | Oct-22 | Y | N |
| Fixt Silicone spray lube | QUEST CONSUMABLES LTD | Oct-22 | Y | N |
| Graphite penetrating oil | SOLVITOL LTD | Oct-22 | Y | N |
| Greenox Adblue - Car Spares | TENNANTS DISTRIBUTION LTD | Oct-22 | Y | N |
| GT85 Maintenance Spray | WD40 COMPANY LIMITED | Oct-22 | Y | N |
| Impact | EVODE LTD | Oct-22 | Y | N |

**Waste Management**

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 – 14/12/21
* Waste Licence - A1 Car Spares – CBDU186269 – Expires – 30/07/23
* Waste Licence – Wet Waste – CBDU66714 - Expires – 28/11/21

Records for the following jobs were viewed:

**Select Env Services** –Annual Waste Transfer Note Dated 30/09/20 to 01/10/21 – Waste Code – 20 03 01 – General Waste - Waste Carriers Licence No. CBDU161173

**Tyre Channel Limited** -Consignment Note No. 18089 – Waste Code – 16 01 03 – Car Tyre Waste – Date Removed – 05/10/21 - Waste Carriers Licence No. CBDU336685

**Tyre Channel Limited** -Consignment Note No. 16334 – Waste Code – 16 01 03 – Car Tyre Waste – Date Removed – 22/03/21 - Waste Carriers Licence No. CBDU336685

**Slicker Recycling** – Consignment Note No. A1WOKI/56740 – Waste Code – 13 02 05 – Qty-2670kg – Mineral Oils – Date Removed – 13/01/21 Waste Carriers Licence No. CBDU125624

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

Meets the requirements of the standards

1. **Performance Evaluation**

**Detail and evidence:**

**Internal Audit** **QMS, EMS & OHSMS**

The organisation has implemented a complete IMS audit program running from Jan to Dec as required within OP11 – Monitoring and Measuring Requirement, currently on issue: 1. The management system is monitored and measured through regular internal audits of this system completed in line with the audit timetable. Records of these audits are maintained and if any areas are identified as in need of improvement then a non-conformity is issued. The following internal audits were seen and reviewed at the time of the remote audit:

The following internal Health and Safety Audit, A1 Car Spares – WOKINGHAM, dated: 10/12/2020 was also seen and reviewed. The audit was conducted by SW (Consultant) on request of CD (Finance Director), NO Nonconformances were raised. Actions noted alongside recommendations for improvement and then followed up during the Health and Safety committee meetings

The following internal audits were seen and reviewed; these were conducted by the IW from (JR consultants) on behalf of the organisation:

* Dated 17/06/21
* Areas within the scope of the audit: Scope, context and interested parties OP002 Environmental aspects, OP07 Waste Management and the environment, OP08 COSHH, OP011 Monitoring and measurement, OP012 Nonconformances, corrective and preventive actions, Site walk and Management Review
* Auditees: CO and SW
* Details of Non-Conformances**:** Non-Found

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Dated: 07/01/2021
* Areas within the scope of the audit: OP001 Risk assessments and method statements, OP004 Training and competency, OP005 Communication and consultation, OP009 Accident, incident and near miss reporting, Emergency preparedness, Car spares process, including eBay sales, Site walk, ref health, safety and environmental issues.
* Auditees: CO and SW
* Details of Non-Conformances: **Observation**: The company does not have a structured employee communication process. It will be required for ISO 45001.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Dated: 24/02/2021
* Areas within the scope of the audit: Loo hire process, Wet waste process, Procurement, suppliers and subcontractors, OP 001 Risk assessments and method statements, OP 002 Environmental aspects, OP 010 Calibration and maintenance, OP 014 waste management and the environment.
* Auditees: CO
* Details of Non-Conformances: None Found

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Management Review** (**QMS, EMS & OHSMS)**

The last management review meeting was conducted on the 12/11/2020 Attended by: SP (Director), RP (Director), CO (Director), CD ( Finance Director), RJP (Car Spares, Manager), MP (Wet Waste Director), SC (Transport Manager), SW (HR Consultant), GW (Yard Manager), SM (Coventry and Bridgend / Coventry), Loo Hire, LW (Bennetts), MD (Oxford0, DC (Wet Waste), SW (HR consultant) and CE (Group) and ER (Minutes) the following agenda was seen:

* Actions Outstanding
* Overall System Performance
* Policy Review
* Proposed changes / suggestions
* External Communications
* Resources
* Participation and Consultation
* Training
* Emergency Procedures
* Company Objectives
* Suppliers / rejects
* External / Internal Audits
* Corrective and Preventative actions
* Legal Compliance
* New Developments
* Customer Complaints
* Customer feedback
* Risk assessments / COSHH
* Accidents / Incidents

The following key points were discussed within the meeting:

* **Company Objectives**: Various on-going, see attached schedule. Office expansion completed in 2017. Some training for 2020 has yet to be completed – COVID caused some courses to be postponed. Accident statistics have been reviewed and they have increased but this is because of the increased culture now in place through the committee; Fire marshal training has been completed at al sites 6 personnel. The vehicle fleet has been expanded considerably due to workloads; older vehicles are still being replaced however not until 2021 now. H&S meeting: (SS)
* **Participation and Consultation**: A health and safety committee established 2013 no issues meet on monthly basis and recorded. The minutes of these were reviewed by and no issues. Accident’s procedure has been re written and communicated to all employees and accidents / incidents are being reported and there is an increased awareness amongst staff and personnel.
* **External / Internal Audits - corrective and Preventative actions**: Internal audits have recorded no problems. Previous external audit report was reviewed - Fire extinguishers – all serviced regularly. The training matrix has now been completed and is in working process. IOSH training has been considered and is planned for 2021 when it is quieter. An improvement log is in place and actions highlighted are recorded on here and signed off once completed.
* **Legal Compliance & New Developments**; Company is in legal compliance; there have been no significant issues raised by the EA or highlighted during internal auditing. Environment Agency are always in contact regarding noise, smell complaints etc. and these are investigated as required with a further record created if necessary. The Spray Booth at Bennetts is still under review for its compliance and if it needs inspections required – DC is organising this. New ISO Audit requirements and migration to ISO 45001 were discussed – CO and SW to review the business risks register NH JR Consulting to update the manuals to a new System manual in the next month.
* **Accidents / Incidents Accident** statistics for 2019 and 2020 to date are as follows:

Maj Min RIDDOR Near Miss

2020 (TD) 0 4 0 0

2019 2 12 2 2

These are discussed and reviewed at the monthly H&S Committee meetings held; with another scheduled for early January – COVID permitting. Accident investigations have also progressed and are being completed where identified as required. Near misses are being reported a lot more; it was all agreed that accidents have increased because more people are reporting them and that going forward this hope this improves as the culture changes.

In addition to the management review the company also hold monthly Health and Safety Meetings. Example below;

**Health & Safety Meeting**

The last H&S meeting was conducted on the 14th September 2021, attended by the following personnel: Sean Whittle - (H&S Advisor), Clive Owen - Senior Management, Russell John Pike - Car Spares Manager, Garry Webb - Yard Manager, Michael Pike - Wet Waste Manager, James Nicklin - Oxford Depot, Dean Corbin, Wet Waste the following areas were covered within the meeting:

* Accidents in previous month
* Incidents / Near Misses in previous month:
* Performance Metrics: Accidents / Incidents in 2021 to date
* Impact of operational infrastructure changes in the last month/next month
* Risk Assessments reviewed last month
* Risk Assessments reviewed next month
* Management programs and legal compliance issues arising: Fire, Fire Evacuation, Noise and Road Safety management.
* Issues in performance of contracted third parties: Contractor’s performance.
* Legislation & HSE Updates
* Ongoing operational or project-based issues: Projects currently being undertaken.
* Any other business: PSE NVQ, DVSA and Environment Agency, COSHH, HSE, FORS Silver/Gold, IAuditor, H&S Notice boards, Employees Appraisals, WAMATAB Course, Future meetings and AOB.

Next meeting set for 12TH October 2021**;** the meeting minutes meet the requirements of ISO45001: 2018.

**Evaluation of Compliance**

The evaluation of the organisations legal compliance is conducted on an annual basis through the following methods:

* Legal audit completed of the management system by JR Consultants at least once annually.
* Site inspections – reviewed during this audit.
* Annual management review meeting – where company legal compliance is discussed, and a formal statement issued by the Directors to confirm (recorded at the management meeting).

**Summarise Conformity with Requirements:**

Meets the requirements of the standards

1. **Improvement**

**Detail and evidence:**

**Accident / Incident/ Near Miss investigation and communication**

The organisation has OP 009 -Accident, incident and Near Miss reporting process, currently on issue: 3. The organisation maintains an Accident Report folder detailing any accidents which have been reported, also a near miss reporting form. Accidents and near misses are reviewed and discussed on the Monthly Health and Safety meetings. Due to pandemic lockdown and restriction, there have been limited activities on site, and no incident recorded.

**Nonconformity and corrective action** **Continual Improvement:**  **QMS, EMS & OHSMS: (SS)**

The organisation had strived to continually improve the IMS Over this period. This has been seen through various areas of this audit, including and captured in MRM meeting minutes. QHSE system is effectively and is constantly reviewed. The company have implementing SAGE HR to replace the training matrix. This will interact with the payroll system and provide staff to monitor training more effectively. There is a new audit quality check system with managers now using tablets to confirm that they have checked the yard. If any issues are identified they can take pictures which can be uploaded, and this allows staff to sign them off. The organisation Action & Improvement log 2021 was seen and reviewed at the time of the audit:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Action No.** | **Date Raised** | **Depot** | **Audit Identification** | **Process improvement issue** | **Corrective action (fix at source)** | **Preventive Action (prevent re-occurrence)** | **Action to be undertaken by** | **Date Closed** |
| 308 | Dec-20 | Wokingham | H&S | Fire Extinguishers | Ideally be stored off the floor and on a wall with signage to indicate their location and use. | Review on weekly walk rounds | H&S Reps / Yard H&S Monitors | Ongoing |
| 309 | Dec-20 | Wokingham | H&S | Flammable liquids storage | Ideally be stored in lockable area and away from ignition sources | Review on weekly walk rounds | H&S Reps / Yard H&S Monitors | Ongoing |
| 310 | Dec-20 | Wokingham | H&S | Housekeeping | Ensure employees do not leave rubbish in area used for forklift operations / store butane in cages / replace broken signage – use IAuditor to identify issues weekly | Review on weekly walk rounds | H&S Reps / Yard H&S Monitors | Ongoing |
| 311 | Dec-20 | Wokingham | H&S | Ladder storage | Secure ladder to wall when not in use | Review on weekly walk rounds | H&S Reps / Yard H&S Monitors | Ongoing |
| 312 | Dec-20 | Wokingham | H&S | Hoses & Leads | Place back on hooks when not being used | Review on weekly walk rounds | H&S Reps / Yard H&S Monitors | Ongoing |
| 313 | Dec-20 | Wokingham | H&S | Steps | Get grip covers placed on steps – ensure gritted in cold conditions | Review on weekly walk rounds | H&S Reps / Yard H&S Monitors | Ongoing |

**NC01** – The business need to ensure that the corrective action log remains up to date and corrective actions are closed out in a timely and effective manner.

**Continual Improvement**

Continual Improvement can be demonstrated through the Management Reviews, Internal Audits, Inspections and Corrective Actions. The business are always looking at ways to improve including new infrastructure, and software for managing the business.

**Summarise Conformity with Requirements:**

Meets the requirements of the standards

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.

**Post Audit Activities**

1. **Closing Meeting Attendees:**

|  |  |
| --- | --- |
|  |  |
| **Name** | **Position** |
| Clive Owen | General Manager |
| Ian Wilson | JR Consultant |
| Paul Grainger | Lead Auditor |
| Sean Whittle | HR Consultant |

|  |  |  |
| --- | --- | --- |
| ISO 45001 Requirement | | |
| Please request the organisation representative to invite the below personnel to attend the closing meeting | | |
| Role | Name | Justification for non-attendance |
| The management legally responsible for OH&S |  |  |
| Personnel responsible for monitoring employees’ health |  |  |
| The employees' representative(s) with responsibility for OH&S |  |  |

1. **Activities planned but not covered on this visit and require planning for the next visit.**

|  |
| --- |
| N/A |

1. **Head Office/Locations/Branch Offices visited during this audit**

|  |  |  |
| --- | --- | --- |
| **Date** | **Location** | **Auditor(s)** |
| 05/10/21 | Head Office | PG |
| 06/10/21 | Head Office | PG |

1. **Client/Contract Sites/Temporary Sites visited during this audit (if applicable).**

|  |  |  |
| --- | --- | --- |
| **Date** | **Location** | **Auditor(s)** |
| N/A |  |  |
|  |  |  |

1. **Locations/Branch Offices**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| All permanent Locations/Branch offices for which certificates are required **(Check on MS Dynamics**) |  |  |  |  |
| are current and correctly identified | Yes: | x | No: |  |

**Details of additional Locations/Branch Offices to be included in registration in addition to Head Office.**

|  |  |
| --- | --- |
| **ADDRESS** |  |
| **SCOPE** |  |
| **DETAILS** | **Consider additional processes, hazards, risks and aspects specific to the site.** |

|  |  |
| --- | --- |
| **ADDRESS** |  |
| **SCOPE** |  |
| **DETAILS** | **Consider additional processes, hazards, risks and aspects specific to the site.** |

|  |  |
| --- | --- |
| **ADDRESS** |  |
| **SCOPE** |  |
| **DETAILS** | **Consider additional processes, hazards, risks and aspects specific to the site.** |

|  |  |  |
| --- | --- | --- |
| **Rolling program of surveillance visits for multi-location/branch office operations to be detailed on 3 Year Audit Plan (complete at Stage 2)** | **YES/NA** |  |

1. **EXTENSION TO SCOPE (USE THIS SECTION ONLY IF NECESSARY)**

Has the wording of the scope changed YES NO

New Scope Wording if changed:

|  |
| --- |
|  |

**IF NEW LOCATION(S) ARE ADDED PLEASE COMPLETE FOLLOWING SECTION(S)**

**(Only complete the scope section if different from the Head Office Scope)**

|  |  |
| --- | --- |
| Number of new certificates required i.e. Head Office plus Certificate for each Location: |  |

**Address:**

|  |
| --- |
|  |

**Scope:**

|  |
| --- |
|  |

1. **Recertification Visits (complete only at a Recertification Visit)**

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

**YES NO**

If **yes** please provide details:

|  |
| --- |
|  |

**AUDIT PLAN NEXT VISIT**

**Please note that changes to Auditors may be unavoidable due to operational requirements**

**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

**Audit criteria:**

* Documents, procedures and policies relevant to the standard being audited will be required.
* The audit will be performed against the scope of activities agreed at the opening meeting or as agreed at stage 1 or as detailed on the Certificate.
* The audit will be conducted at the locations identified on this audit plan.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Lead Auditor | | | | Paul Grainger | | | Additional Auditors (Expert) | | | | Andy Payne | | | |
| Standard(s) | | | | ISO 9001:2015, ISO 14001:2015 45001:2018 | | | | | Type of Audit (ie Surveillance) | | Surveillance 2 | | | |
| Audit Dates | | | | 21st & 22nd April 2022 | | | | Location(s) | | Head office | | | | |
| Audit Start Time | | | | 0900 | | Does Client need to confirm site visit with ISOQAR Head Office prior to next visit **YES/NO** | | | | | | | No | |
| Audit Language (if not English) | | | | N/A | | Is Recertification Planning Required **YES/NO** | | | | | | | No | |
|  |  | | | |  | | | | | | |  | | |
| Day 1 | | AM | Opening Meeting / Site Walk (taking into account car spares yard/office, tyres, crane area, loo hire storage area, office, Access and egress from the site, control of the public and visitors) | | | | | | | | | | | PG | |
| 21/04/22 | | AM | Site Walk (taking into account car spares yard/office, tyres, crane area, loo hire storage area, office, Access and egress from the site, control of the public and visitors) | | | | | | | | | | | PG | |
| (Day 1) | | AM | Site Visit | | | | | | | | | | | PG | |
|  | | AM | Leadership & Commitment (interview with top management); | | | | | | | | | | | PG | |
|  | | AM | Quality, Environmental and OHS Policies | | | | | | | | | | | PG | |
|  | | AM | Organisational Roles & Responsibilities | | | | | | | | | | | PG | |
|  | | AM | Consultation and participation of workers | | | | | | | | | | | PG | |
|  | | AM | IMS Risks & Opportunities (including H&S risks) | | | | | | | | | | | PG | |
|  | | PM | Environmental Aspects | | | | | | | | | | | PG | |
|  | | PM | Objectives & Planning to achieve them | | | | | | | | | | | PG | |
|  | | PM | Planning of Changes) | | | | | | | | | | | PG | |
|  | | PM | Competence | | | | | | | | | | | PG | |
|  | | PM | Awareness; | | | | | | | | | | | PG | |
|  | | PM | Communication; | | | | | | | | | | | PG | |
| 21/04/22 | | PM | Documented Information – creating & updating | | | | | | | | | | | PG | |
| (Day 1) | | PM | Wet waste process | | | | | | | | | | | PG | |
|  | | PM | Loo Hire | | | | | | | | | | | PG | |
|  | | PM | Vehicle de pollution | | | | | | | | | | | PG | |
|  | | PM | Emergency Preparedness & Response | | | | | | | | | | | PG | |
|  | | PM | Customer Satisfaction | | | | | | | | | | | PG | |
|  | | PM | Analysis and Evaluation | | | | | | | | | | | PG | |
|  | | PM | Internal Audit | | | | | | | | | | | PG | |
|  | | PM | Management Review | | | | | | | | | | | PG | |
|  | | PM | Evaluation of Compliance | | | | | | | | | | | PG | |
| 22/04/22 | | PM | SSIP Checklist | | | | | | | | | | | AP | |
| (Day 2) | | PM | Closing Meeting | | | | | | | | | | | PG | |

**NOTE TO CLIENT: No further confirmation or reminders will be issued. Failure to honour the date arranged may result in extra charges being incurred by your company as stated in ISOQAR Rules of Registration. Cancellation of audit or surveillance dates within 20 working days of the agreed date will result in ISOQAR claiming an extra levy from the company for each staff day cancelled.**

Note to Auditor

**AUDIT PLAN COVERING THE 3 YEAR ASSESSMENT CYCLE**

|  |  |
| --- | --- |
| Organisation Name | A1 Group |

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 Re Certification Audit;
* At the next surveillance visit if the plan requires amending or to take into account extensions to scope.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Visit 1 | Visit 2 | Visit 3 | Visit 4 | Visit 5 | Visit 6 |
| **Month and Year** | Oct 21 | Apr 22 | Oct 22 | Apr 23 | Oct 23 | Mar 24 |
| **Number of Days** | 2 | 2 | 2 | 2 | 2 | TBD |
| **Standards** | 9001/14001/ 45001 | 9001/14001/ 45001 | 9001/14001/ 45001 | 9001/14001/ 45001 | 9001/14001/ 45001 | 9001/14001/ 45001 |
| **Area/Function/Process/Activity/Site Visits (temporary sites)** |  |  |  |  |  |  |
| Site Walk (taking into account car spares yard/office, tyres, crane area, loo hire storage area, office, Access and egress from the site, control of the public and visitors) | ✓ |  | ✓ |  | ✓ | ✓ |
| 4.1 Understanding the organisation and its context | ✓ |  | ✓ |  | ✓ | ✓ |
| 4.2 Understanding the needs and expectations of interested parties | ✓ |  | ✓ |  | ✓ | ✓ |
| 4.3 Determining the scope of the Quality / Environmental / OHS Management System | ✓ |  | ✓ |  | ✓ | ✓ |
| 4.4 Quality / Environmental / OHS Management system, its processes and their interactions. | ✓ |  | ✓ |  | ✓ | ✓ |
| 5.1 Leadership & Commitment (interview with top management); | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 5.2 Quality, Environmental and OHS Policies | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 5.3 Organisational Roles & Responsibilities | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 5.4 Consultation and participation of workers |  | ✓ |  | ✓ |  | ✓ |
| 6.1 IMS Risks & Opportunities (including H&S risks) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 6.1.2 Environmental Aspects |  | ✓ |  | ✓ |  | ✓ |
| 6.2 Objectives & Planning to achieve them |  | ✓ |  | ✓ |  | ✓ |
| 6.3 Planning of Changes) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 6.1.3 Compliance Obligations | ✓ |  | ✓ |  | ✓ | ✓ |
| 7.1 Resources, Infrastructure – (Lifting equipment maintenance, LOLER, vehicle maintenance, Plant and site maintenance / Equipment maintenance / PUWER) | ✓ |  | ✓ |  | ✓ | ✓ |
| 7.2 Competence |  | ✓ |  | ✓ |  | ✓ |
| 7.3 Awareness; | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 7.4 Communication; | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 7.5 Documented Information – creating & updating | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Scrap waste process | ✓ |  | ✓ |  | ✓ | ✓ |
| Wet waste process |  | ✓ |  | ✓ |  | ✓ |
| Loo Hire |  | ✓ |  | ✓ |  | ✓ |
| Procurement/approval of suppliers/contractors | ✓ |  | ✓ |  | ✓ | ✓ |
| Purchasing | ✓ |  | ✓ |  | ✓ | ✓ |
| Vehicle de pollution | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Accident/Incident/Near miss process | ✓ |  | ✓ |  | ✓ | ✓ |
| Control of COSHH | ✓ |  | ✓ |  | ✓ | ✓ |
| Emergency Preparedness & Response |  | ✓ |  | ✓ |  | ✓ |
| Waste Management | ✓ |  | ✓ |  | ✓ | ✓ |
| 9.1.2- Customer Satisfaction; |  | ✓ |  | ✓ |  | ✓ |
| 9.1.3 - Analysis and Evaluation | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 9.2 - Internal Audit; | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 9.3 - Management Review | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 9.1.2 Evaluation of Compliance | ✓ |  | ✓ |  | ✓ | ✓ |
| 10.2 Nonconformity and corrective action | ✓ |  | ✓ |  | ✓ | ✓ |
| 10.3 Continual Improvement | ✓ |  | ✓ |  | ✓ | ✓ |
| Closing Meeting | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| SSIP Checklist |  | ✓ |  | ✓ |  | ✓ |
| Site Visit |  | ✓ |  | ✓ |  |  |
| Recertification Planning |  |  |  |  | ✓ |  |
| Recertification |  |  |  |  |  | ✓ |

**Head Office/Locations/Branch Offices Visit Plan**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Visit 1 | Visit 2 | Visit 3 | Visit 4 | Visit 5 | Visit 6 |
| **Head Office** | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Main Office- Loo Hire; Swallowfield, Berkshire |  |  |  | ✓ |  | ✓ |
| Loo Hire Site Visit |  | ✓ |  |  |  | ✓ |
| Wet Waste Site Visit |  |  |  | ✓ |  | ✓ |

Indicate with a **** when audit of this function planned or when a visit is planned.

When producing this plan ensure that all clauses of the standard(s) can be attributed to Area/Function/Process/Activity/Site Visits (temporary sites) and are audited over the 3 year Recertification Cycle. The clients Locations/Branch Offices must also be appropriately sampled over the 3 Year Certification Cycle.

|  |  |  |  |
| --- | --- | --- | --- |
| Plan Produced By | Paul Grainger | Date | 25/03/21 |

|  |  |  |  |
| --- | --- | --- | --- |
| Plan Amended By |  | Date |  |