Internal Audit Report

Date of Audit	5th March 2026		
Client Name	A1 Group		
Referenced Documents/Clauses/procedures:	ISO 9001:2015 Quality Management System – Requirements ISO 14001:2015 Environmental Management System – Requirements ISO 45001:2018 OH&S Management System – Requirements • Clause 6 - Risk and Opportunities; Legal and Other requirements; Environmental Aspects. • Clause 9 - Evaluation of compliance. • Clause 8 - Customer Communication; De-pollution; Car spares including re-sale; Emergency Preparedness and Response; Environmental Planning and control e.g. waste, water, life cycle. • Operational Procedures - OP001; OP002; OP003; OP008; OP007.		
Auditor(s):	Darren Collins (External Auditor)	**Auditee(s):**	Louise Owne (H&S Manager) Sean Whittle (External Consultant)
Audit summary: (Including observations)	The recent audit report for A1 Group Operations reveals a well-structured management system across the metal recycling, vehicle spares, and waste management sectors. Key components of this system include a detailed Business Risk Register and an Environmental Aspects Assessment, both dated January 2026, which reflect a proactive approach to modern industrial challenges. Significantly, the group has implemented stringent high-risk management protocols specifically for electric vehicle (EV) batteries, employing a fortnightly review cycle to address potential fire hazards. Furthermore, a Climate Change Control Risk Assessment has been integrated in compliance with the Environment Act 2021. Operational safeguards such as specialised de-pollution rigs and on-site interceptors are in place to effectively manage environmental impacts. From a regulatory perspective, A1 Group Operations showcases commendable compliance with various legal standards, as demonstrated by an up-to-date legal register and successful annual audits. The organisation holds valid permits and certifications, including ATF status, VRAC Certified Vehicle Recycler registration, and a Scrap Metal Dealers License. The audit also highlights a strong emphasis on health and safety, with regular toolbox talks and specialised training in areas such as DSE and First Aid, resulting in no RIDDOR-reportable accidents. Moreover, the group has recorded zero customer complaints over the past year, indicating the efficiency and effectiveness of its internal quality control and complaint resolution procedures. Overall, the report underscores the operational integrity and commitment to safety and environmental stewardship at A1 Group Operations.		
Details of Non Conformances:	None raised.		

Internal Audit Report

Mandatory Questions
Are the correct UKAS logos being used and are no UKAS logos on certificates of conformance?
No evidence of the incorrect usage of the UKAS Logs
Are there any changes to the audited processes? Please review the management system and update as required.
None highlighted during this assessment.
Are there any new risks and opportunities?
Reviewed within the relevant section of this report.
Are there any Scope changes that need to be addressed within the management system? I.e. new processes, change to infrastructure, SLT etc.
Scope has been confirmed as accurate.
Are there any Non-conformances for this auditing period? Have all previous Non-conformances been addressed and closed out?
None raised.
Are the required policies on display? Quality, safety, environmental etc.
On Display.

Audit Notes and findings;

Business Risks

The A1 Group Operations has established a Business Risk Register within its SharePoint system, which highlights the key risks facing the organisation and outlines strategies for their mitigation. This register undergoes regular reviews by the Senior Management Team, with input from various departments, including Metal Recycling, Car Spares, Loo Hire, Wet Waste, Transport, Financial, Resources, Training, Health & Safety, and Environmental Affairs.

While the responsibility for updating the register and executing mitigation strategies is distributed throughout the organisation, the overall operational oversight is primarily managed by a Director and an HR Consultant, with assistance from an external Auditor. The A1 Group recognises that different business risks require bespoke management approaches, emphasising the need to understand the specific risks associated with each business area before formulating appropriate responses.

The Business Risk Register, dated January 2026, is both well-structured and up-to-date, encompassing categories such as Operations, Transport, Technology, Financial, Legal, Health & Safety, and Environmental risks. Each risk is assessed based on its likelihood and impact, with detailed documentation of both initial and residual ratings, as well as designated monitoring responsibilities. Notably, risks associated with electric vehicle (EV) batteries have been identified and classified as high risk, with a review cycle established every two weeks to address concerns about thermal runaway and fire. Additionally, the Climate Change Control Risk Assessment (v1) has been implemented, demonstrating the A1 Group's proactive approach to addressing climate-related risks in accordance with the Environment Act 2021 and ISO 14001 requirements.

Environmental Aspects

The Operational Procedure for Environmental Aspects (OP002) established by the A1 Group provides a structured approach to identifying and managing environmental impacts associated with company activities. This process begins with a comprehensive review that considers legislative requirements, historical incidents, and stakeholder feedback. Environmental significance is assessed using a quantitative scoring system that evaluates the likelihood of occurrence, the quantity of materials involved, and the severity of potential effects, each rated from 1 to 5.

The August 2025 Aspect Assessment utilised this methodology to evaluate site operations, designating activities with a score of 60 or higher as highly significant. Activities such as handling batteries, coolants, ferrous metals, engines, and fuels reached this threshold. The assessment highlighted operational processes such as vehicle de-pollution and the use of large goods vehicles, both of which scored 60 due to their frequency and potential impact. To mitigate these identified risks, the site has implemented various control measures, including specialised de-pollution rigs, metal segregation for recycling, and the resale of vehicle parts through an eBay store and scrap yard. Additional environmental safeguards include on-site interceptors for runoff management and regular maintenance of equipment and vehicle fleets.

In addition, the January 2026 Climate Change Risk Assessment identified potential threats from changing weather patterns and outlined relevant mitigation strategies. It highlighted concerns about increased fire risks and plant stress during high summer temperatures, which are mitigated through shaded storage for sensitive materials, improved maintenance of machinery seals, and heat-detection technology. Winter risks, such as frozen pipes, are addressed with insulation and enhanced cold-weather inspections. Furthermore, the assessment included measures to manage extreme rainfall and flooding through regular drainage and interceptor maintenance, as well as strategies to minimise dust emissions during dry spells through water suppression systems. This risk assessment is reviewed annually in collaboration with the Environment Agency to maintain compliance and ensure safety.

OP 003 – Compliance obligations and evaluation of compliance

Internal Audit Report

The procedure aims to ensure the organisation adheres to all legal and environmental requirements associated with its activities, particularly those related to health and safety. Compliance obligations are systematically documented in a legal register, which serves as a vital tool for maintaining full compliance. Employees receive essential information about these obligations during their induction training when they start work.

The organisation keeps an updated legal and requirements register that encompasses environmental, health, and safety laws, related guidelines, and codes of practice. This register details the applicable legislation, the relevant regulatory bodies, methods for ensuring compliance, and ways to assess legal adherence.

To monitor compliance, the organisation employs various strategies, including conducting internal audits of its management system, gathering information from agencies such as the HSE and the Environment Agency, and reviewing trade publications. Any amendments to the legislation prompt updates to the legal register, which may also necessitate revisions to environmental assessments, risk assessments, and internal policies. Changes are then communicated to employees through toolbox talks or additional training sessions.

Legal compliance is evaluated annually through audits performed by JR Consultants, site inspections, and management review meetings. During these meetings, the company's compliance status is reviewed, and the Directors issue a formal compliance statement, which is captured in the meeting minutes.

Evaluation of Compliance:

Legislation	Method / Record maintained to ensure legal compliance
Environmental Protection Act 1990 - Part 2 (Waste Duty of Care Code of Practice)	Permit Number: TH/NPSWQD007128/001 – A1 Group Site Grid Reference: SU7858668061 Waste Collection/Treatment/Disposal/Material Recovery
Environmental Protection Act 1990 -Part 3 (noise, smoke, fumes, gases, dust, steam, smell and accumulations or deposits)	Noise Management Plan v4.2 2026
Hazardous Waste Regulations 2005	Consignment Note Code: COPART/03345D, ELV – EWC 160104, Qty 3390, Hazard Codes, dated 07/01/2026
Environmental Permitting Regulations 2010	Full Environment Permit evidenced. ATF status confirmed.
Controlled Waste (Registration of Carriers & Seizures of Vehicles) 1991	A1 Wokingham Wet Waste Limited, Reg No: CBDU66714

Environmental Noise Regulations 2006	Noise Management Plan v4.2 2026
End of Life Vehicle Regulations 2003	VRAC Certified Vehicle Recycler Certificate of Registration No: 2020-100, expires 29/04/2026
Petroleum (Consolidation) Regulations 2014	Petroleum Storage Certificate, dated 03/06/2025
The Control of Vibration at Work Regulations 2005	Considered risk assessments and suitable control measures implemented
The Control of Noise at Work Regulations 2005	Considered risk assessments and suitable control measures implemented
Workplace (Health, Safety and Welfare) Regulations 1992	Wokingham Weekly Health and Safety Audit, conducted by LB, dated 18/02/2026
Working at Height Regulations 2005	Working at Height Risk assessments and method statements (where required)
Electricity at Work Regulations 1989	Electrical Installation Certificate No: 40001098 (Minor Works), dated 25/02/2025
Health and Safety (Consultation with employees) Regulations 1996	Monthly Toolbox Talk – Covering Cameras, dated February 2026 Monthly Toolbox Talk – Vehicle Pack Handout, dated January 2026 Monthly Toolbox Talk – Staying Clear of Stack Vehicles, dated January 2026
Display Screen Equipment Regulations 1992 (as amended 2002)	DSE Awareness Training, awarded to LB, expires 07/02/2027 DSE Awareness Training, awarded to EW, expires 11/04/2027

Health and Safety (First Aid) Regulations 1981 (as amended 2013)	Emergency First Aid at Work Certificate, awarded to SW, dated 07/02/2024
Regulatory Reform (Fire Safety) Order 2005	Fire plan referenced on site. Fire equipment service records evidenced (BAFE certificate). Weekly alarm test and annual drill referenced.
Control of Substances Hazardous to Health Regulations 2002	OP008 in place. Sypol system referenced. Sample SDS/MSDS sheets evidenced (hydraulic oil, lithium EP grease, Ducal engine oil).
Goods Vehicles (Licensing of Operators) Act 1995	Transport Manager in post. Licence number: OH1116545
ELV Regulations 2003	Safe disposal of ELVs; ATF in place Certificate of Destruction No: 250017197541, dated 26/06/2025 Certificate of Destruction No: 250017197538, dated 24/06/2025
Scrap Metal Dealers Act 2013	Scrap Metal Dealers License No: 033533, expires 31/03/2026
Water Resources Act 1991	Consent to Discharge document held. Interceptor system and fire water containment are described in the risk documentation.
RIDDOR 2013	Accident reporting and RIDDOR obligations are referenced within the Business Risk Register H&S controls. Confirmed no RIDDOR Reportable accidents during this assessment period.
Climate Change Act 2008 / Environment Act 2021	Climate Change Control Risk Assessment v1 in place. Legal register includes the Environment Act 2021 and a Carbon Plan has been demonstrated.

OP 013 – Complaints

The procedure outlines the steps to take in response to customer complaints and in analysing customer feedback. When a company representative encounters a complaint, they complete a customer complaint form. The Quality and Environmental Representative then, if necessary, collaborates with the customer to determine the appropriate actions to resolve the issue and establish a timeframe for resolution. The QER also ensures that the resolution effectively addresses the complaint and documents any further steps that may be needed.

To monitor customer feedback, key performance indicators such as the number of complaints, discussions about ongoing contracts, and client compliments are analysed. These indicators are reviewed during management meetings to identify and address any recurring issues. Over the past 12 months, the organisation has reported no customer complaints, and documentation for the customer complaint form is available if required.

Creation Date: April 2014 | Security & Retention: CONFIDENTIAL | Version: 1.1

Complaints Form

Please use this form to tell us about your complaint – so we can help resolve it. If you're not sure about anything, or have difficulties filling in this form or wish to remain anonymous please contact the business on **0118 989 4652** and ask to speak to Stuart Cawthorne, Complaints Manager or Louise Bowness, H&S Manager *(Please note all calls are recorded).*

If you have agreed to make this complaint on behalf of someone else, you will need to ask them to check everything is correct and sign and date this form in the declaration section.

Your Details
Contact Person:
Contact person Address:
Contact person mobile number:
Contact person Email:

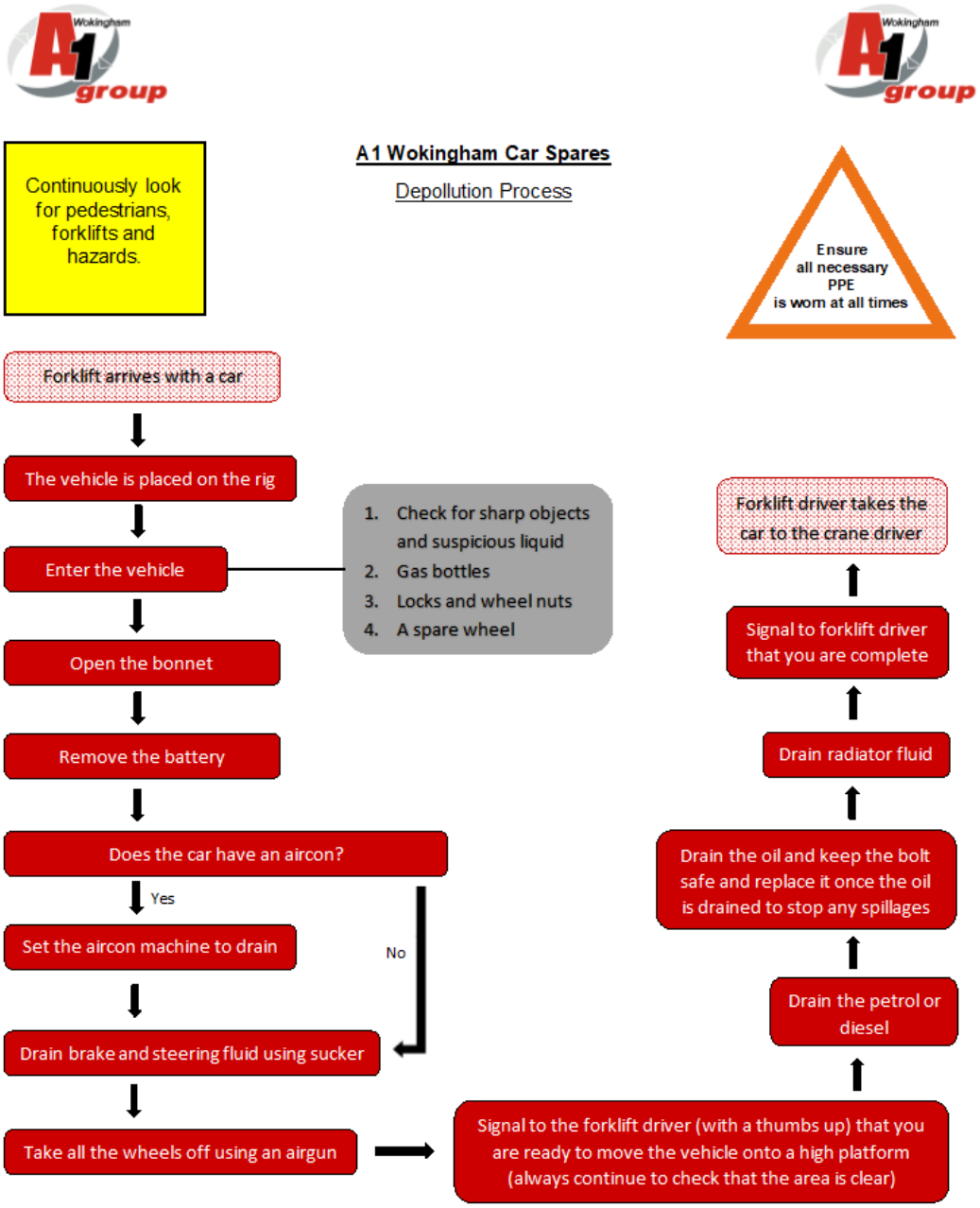
If making a complaint on behalf of a company

Company Name:
Nature of Business:
Business Address including Postcode:
Company Telephone Number:
Company Email Address:

Details of person who is making the complaint if different from above
Contact person:
Contact person mobile number:
Contact person Email:

De-pollution process

The ELV Certificate of Destruction has been incorporated into the Legal Register Review outlined above. Additionally, relevant observations were made during the site inspection, contributing to a comprehensive understanding of compliance and operational integrity.



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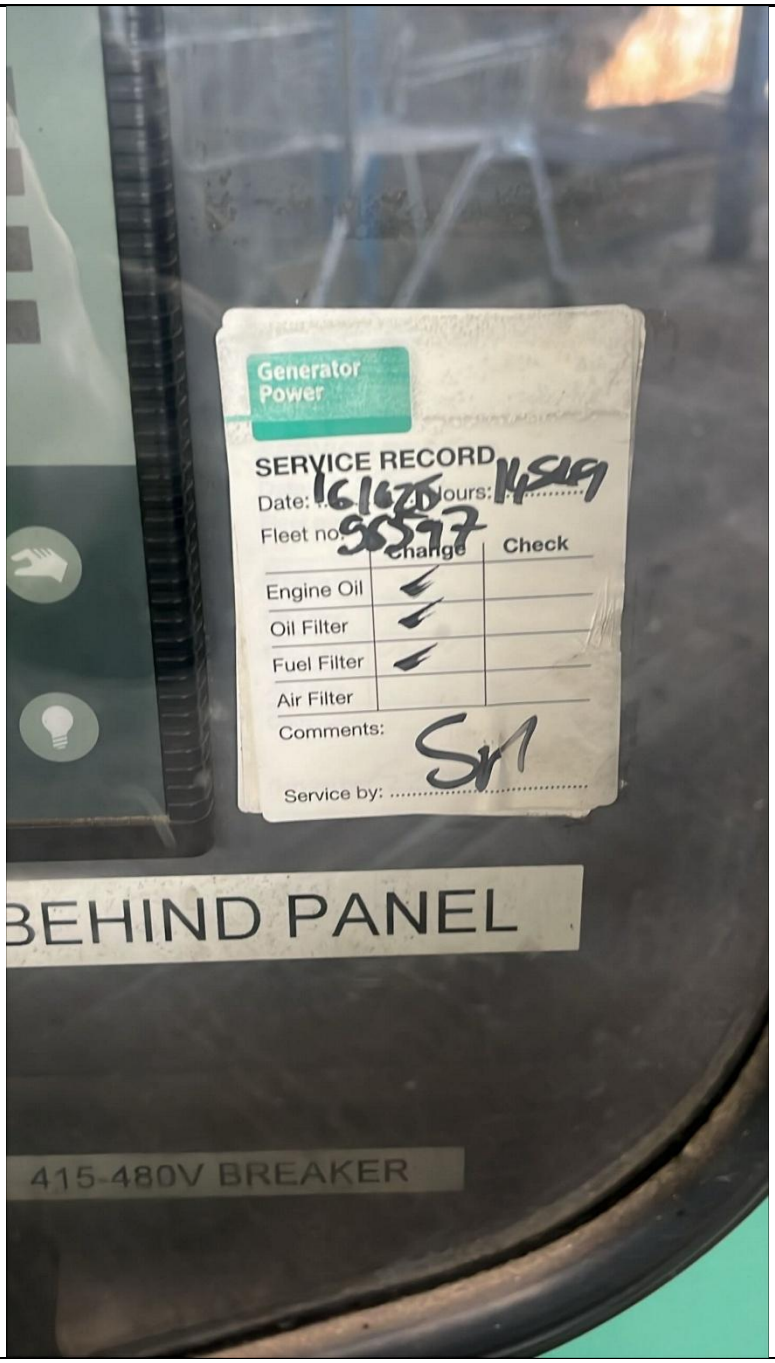
Internal Audit Report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Hours: 14519
Fleet no: 55577
Change
Check
Engine Oil
Oil Filter
Fuel Filter
Air Filter
Comments: SR1
Service by:
BEHIND PANEL
415-480V BREAKER