QUALITY, SAFETY AND ENVIRONMENTAL MANAGEMENT SYSTEM MANUAL

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2.Revision and Approval

This Quality, Safety and Environmental Management Systems manual is reviewed as required to ensure its continuing relevance to the systems and process that it describes.

A record of amendments made is given below;

Issue Number	Date	Summary of Changes	Approved By
1	01/02/2024	Initial Issue	

3. INTRODUCTION

The A1 Group has been established since 1971 and has recently seen significant growth in all areas of the business.

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.

A1's story starts back in 1964, when the Pike Family — Mick, Jean and Russell — moved to Highland Avenue which was a working pig farm. Mick brought in extra money for the family working as a rag-and-bone man. When he wasn't off on the horse and cart in search of things to buy and sell, he and Russell boosted the family's income by giving pony rides to children.

A few years later, Silver Birches came on the market and the Pike Family's hard work paid off. They bought the site, which is where our main scrap yard sits today.

4.CONTEXT OF THE ORGANISATION

4.1 Understanding the organisation and its context

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

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

By conducting a SWOT analysis, the organisation can identify areas where it excels, enabling it to leverage its strengths to its advantage. Simultaneously, it pinpoints weaknesses, providing valuable insights for improvement and risk mitigation. The analysis also highlights potential opportunities in the market or industry that the organisation can capitalise on to enhance its competitive position and achieve its strategic objectives.

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

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

4.2 Understanding the needs and expectations of interested parties

A1 Group recognises that we have interested parties whose needs and expectations need to be considered within our business activities and these will change and develop over time. These issues are reviewed regularly and updated as required.

The output from these activities is evident as an input to the consideration of risks and opportunities through our SWOT Analysis and the actions that we take to address them.

The following have been identified as interested parties and those who have an interest in our management system, including their likely internal and external influence:

- **Government Bodies e.g., HMRC, UK Visas and Immigration, Environment Agency, HSE, ICO**

  We expect to comply with all fair expectations within the regulations and for them to treat us that way in turn. They impose various regulations and requirements on us such as national minimum wage, Data Protection, health and safety and waste regulations and we shall ensure we always comply.

- **Members of the Public**

  We are expected to consider the public welfare of individuals and to be mindful of their presence in respect of our work areas. We expect the public to be mindful of any notification for their welfare and safety and to follow any indicational signage.

- **Suppliers and service partners**

  Expect from us clear and concise instruction of our requirements along with order authorisation (i.e., Purchase Order) and prompt payment of their account within the agreed terms. We expect our service partners to provide goods/services to the specified requirements with due care and consideration whilst following all health and safety regulations. All goods and services should be supplied within the agreed time scale and within the agreed price range.

- **Customers**

  Expect from us the provision of the goods/serviced as specified, within the agreed time scale, whilst following all requirements. We expect from our customers clear and up to date instruction of their requirements, along with communication of any amendments. A good working relationship is expected along with payment within the agreed terms.

- **Employees and Stakeholders**

  Expect to work in a safe environment and to receive fair and agreed remuneration. They expect to receive training wherever necessary and opportunity for professional development and growth. It is important for employees to understand the Management system and their responsibilities.
  We expect our employees to work well within the confines of their abilities, following all training guidance, and to attend work within the agreed terms of their employment.
  Stakeholders commitment and financial application to the ISO standard.

- **Neighbours**

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

- **Accreditation and memberships e.g., ISO, Safe Contractor etc.**

  We are expected to demonstrate effective implementation of the ISO standards, and to any trade memberships including any requirements imposed on us. We expect support and guidance through the ongoing workings within the confines of regulations and certification of ISO standards at a fair and reasonable cost.

- **Our Insurers**

  Expect effective risk management from us, and that procedures are followed to prevent incidents and associated claims. Our insurers also expect payment of insurance premiums within the agreed terms. We expect timely payment of any insured sum in the event of any incident.

- **Visitors to our premises**

  They will expect to be made aware of our policies, facilities and arrangements whilst on our premises. We will expect that they adhere to any guidelines.

A SWOT analysis has been completed by the Company and this is reviewed regularly by the management team and formally at the management review. Where required, we have implemented further controls to manage these areas as necessary and to ensure effective control is maintained; this could be through way of a formalised process or procedure or documented information.

These risks are considered throughout our management system and are taken into consideration when designing processes, procedures etc.

4.3 Determining the Scope of the management system

Enhancing Our Commitment: Quality, Safety, and Environmental Management System

A1 Group pride in our dedication to excellence, safety, and environmental responsibility.

Our robust Quality, Safety, and Environmental Management System extend its coverage to encompass all processes, activities, and employees working diligently at our head office located at:

Address:

Silver Burches

Highlands Avenue

Woking

Berkshire

RG41 4SP

Scope of Certification:

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

With this scope of certification, we emphasise our pledge to uphold the highest standards. Every member of our team is united in the pursuit of excellence, ensuring the delivery of top-notch services while prioritising safety and environmental consciousness.

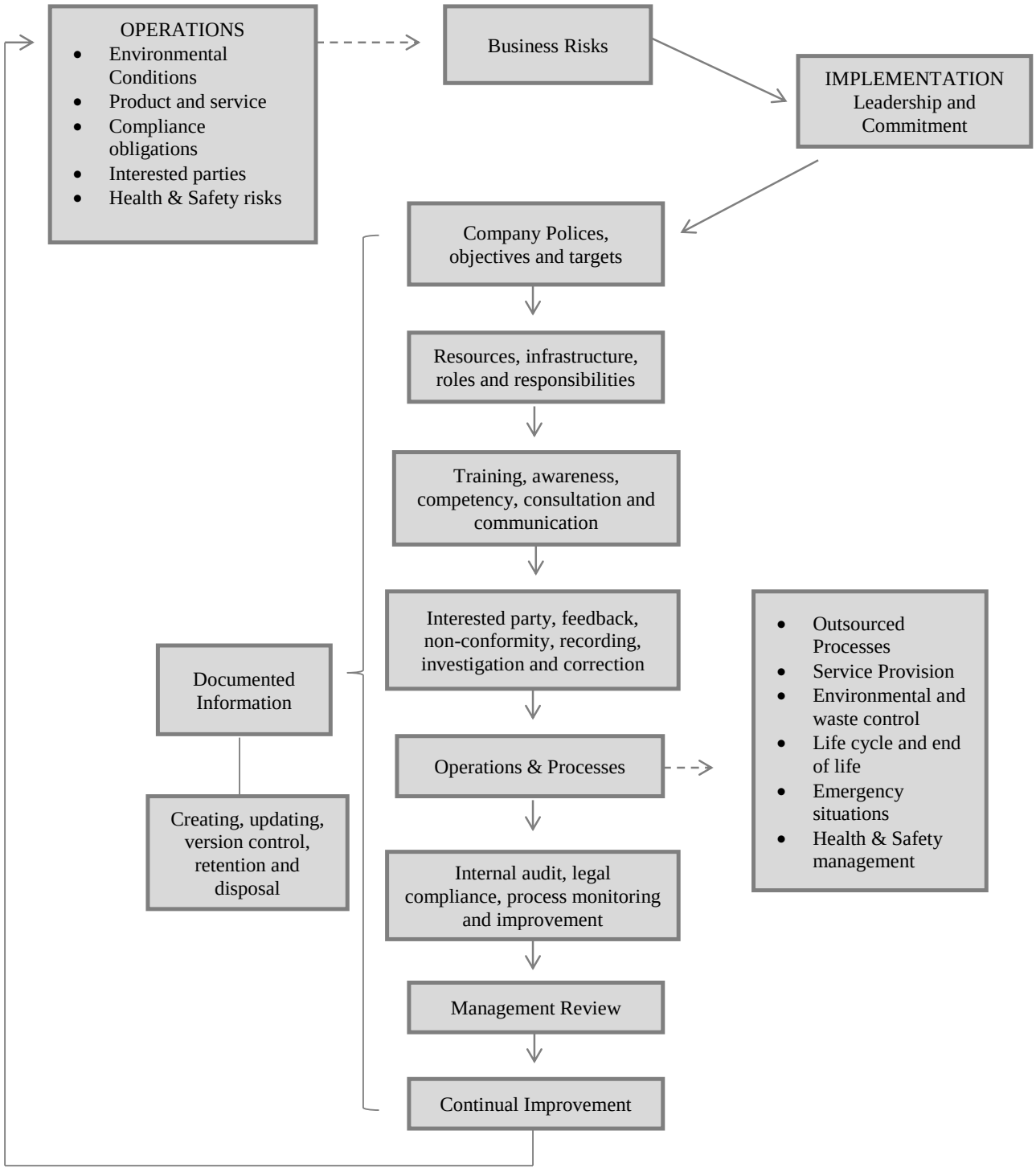
4.4 Management System and its processes

A1 Group have established our Quality, Safety and Environmental Management System to achieve our policies for Quality, Safety and the Environment. The Management System has been implemented in accordance with the requirements of ISO 9001, ISO 45001 and ISO 14001, and is comprised of:

- This Quality, Safety and Environmental Systems Manual
- Quality, Safety and Environmental Policy and Objectives
- Health and Safety Policy

- Operating Procedures and processes
- Standard documents, forms and templates

Process Interaction



5.LEADERSHIP

5.1 Leadership and commitment

Our senior level management is firmly committed to the pursuit of service quality, customer satisfaction, regulatory compliance, and continuous improvement. This commitment is demonstrated as follows;

- Taking accountability for the effectiveness of the Quality, Safety and Environmental Management System
- Ensuring the Quality Safety and Environmental Policies and Objectives are established and compatible with company goals and strategic direction and ensuring these are achieved.
- Ensuring integration into other business process
- Ensuring resources are available for effective Quality, Safety and Environmental Management
- Communicating the importance of effective Quality, Safety and Environmental Management to all those required and conforming to the Quality, Safety and Environmental Management System requirements.
- Engaging, directing, and supporting personnel to contribute to Quality, Safety and Environmental System effectiveness.
- Promoting continual improvement

A1 Group is also committed to the achievement of customer satisfaction, through the determination and meeting of customer requirements and expectations, addressing risks and opportunities that affect product and service conformance, regulatory or statutory requirements, and improving customer satisfaction.

5.2 Policy

Policies for Quality, Safety and the Environment have been developed and are endorsed by the senior management team.

These policies are communicated and displayed throughout to ensure that all staff and interested parties have access and are aware of our commitments.

5.3 Organizational roles, responsibilities and authorities

An organisation structure has been set out in order to achieve the aims and objectives of the company with roles and responsibilities assigned accordingly.

The appointed Directors are responsible for the management system implementation since they control the resources, systems and processes by which conforming work is accomplished; the ownership of the entire management system rests with the Managing Director.

Each member of senior level management is responsible for the day-to-day running of Quality, Safety and Environment Management System processes within their given department, including;

- Ensuring that the Quality, Safety and Environmental Management System conforms to the requirements of the appropriate International Standard
- Ensuring that the processes interact and are delivering their intended outputs
- Reporting on the performance of the Quality, Safety and Environmental Management System to other members of senior management and identifying any need for improvement
- Ensuring the promotion of awareness of customer requirements throughout the organization

All employees are responsible for the quality of their work and implementation of the policies and procedures applicable to processes they perform and to follow instructions as required.

5.4 Consultation and participation of workers

It is the policy of A1 Group to consult with staff as required and in respect of the following items:

- The introduction of any measure at the workplace which may substantially affect the health and safety of those employees.
- Any health and safety information that is required to be provided to those employees by or under the relevant statutory provisions.
- The planning and organisation of any health and safety training that is required to be provided to those employees by or under the relevant statutory provisions.
- The health and safety consequences for those employees of the introduction (including the planning thereof) of new technologies into the workplace.

Consultation is an exchange of information; we shall ensure that our employees are consulted with to allow their views to be considered whenever required.

6 . PLANNING

6.1 Actions to address risks and opportunities.

For our company to implement a successful Quality, Safety and Environmental Management System, we consider risks and opportunities when taking actions within the Quality, Safety and Environmental Management System. Actions shall be taken to manage these risks and opportunities, and these shall be proportionate to the potential impact on the conformity of products and services.

Business risks are identified by the senior management and have been considered using a SWOT analysis and recorded on the risk register with suitable control measures determined to mitigate the risk to a suitable and sufficient level.

Environmental Aspects

A1 Group is committed to the environment and the protection of its work activities based on the aspects and impacts of these activities. An assessment of all environmental impacts and aspects associated with the Company has been completed and we have used this assessment as a basis for establishing our Management System. Where necessary, we have identified the specific environmental areas of the Company's activities that require procedures or written statements, and these have been created.

We have considered life cycle perspective within our operations and our commitment to the environment means that we will always recommend a green solution to our clients where one is available, such as using reclaimed grey water or chemical-free alternatives.

Hazard identification

It is the policy of A1 Group to ensure that hazard identification is undertaken in accordance with legal requirements for our work activities, tasks and business premises.

We have developed a process for the completion of risk assessments in accordance with our H&S Policy and this process considers the following;

- Routine and non-routine activities
- Potential emergency situations
- Activities of all personnel including equipment, materials, substances and physical conditions
- Learnings from past relevant incidents
- People, including those with access, those in the vicinity of the workplace and workers not directly under our control.
- Changes in knowledge of, and information about hazards
- Actual or proposed changes

Documented information shall be maintained and retained on the methodology and criteria used. We shall consider changes and suggestions and opportunities to improve the OH&S management system.

Compliance Obligations

Compliance obligations in relation to our hazards, environmental aspects and business operations have been determined and are documented in our compliance register with how they apply to us determined. These are considered when developing and continually improving the Quality, Safety and Environmental Management System.

We shall take actions to address our hazards, risks and opportunities, compliance obligations, significant aspects and emergency situations as required and incorporate these into our Management System. They shall consider;

- Hierarchy of controls to manage health and safety hazards.
- Best practices.
- Technological options.
- Financial.
- Operational and business requirements.

6.2 Objectives and planning to achieve them

A1 Group sets out a number of objectives and targets for the Quality, Safety and Environmental Management System on a regular basis, which are formalised within the management review, where target completion dates and responsibilities are determined.

Objectives shall:

- Be consistent with our Quality, Safety and Environmental Policies.
- Be measurable.
- Consider any applicable requirements.
- Be monitored and reviewed.
- Be communicated to all those involved.
- Be updated as appropriate.

6.3 Planning of changes

We understand that change has as an impact on what we do. If a change is made without effective consideration on its potential impact, then these changes could be detrimental to the desired outcome.

Therefore, planning is performed before changes to the Quality, Safety and Environmental Management System are implemented, to ensure quality objective achievement and system integrity. This planning is carried in a systematic manner and shall consider the following;

- Risks and opportunities associated to the change through our SWOT analysis
- Determine the purpose of the change
- The availability and allocation of necessary resources
- Potential consequences of the change
- The integrity of the Quality, Safety and Environmental Management System

7 . SUPPORT

7.1 Resources

In order to achieve our Quality, Safety and Environmental objectives and ensure the Quality, Safety and Environmental system is established and maintained we have determined, and shall provide, the necessary resources and continually improve its effectiveness.

People, Competence and awareness

All personnel performing work affecting conformity to our requirements shall be competency based, using the following criteria and with maintenance of appropriate records;

- Education
- Training
- Skills
- Experience

Only competent personnel are assigned to work that can affect conformity to product and service requirements or service quality.

Staff training records and certificates are maintained to demonstrate competency and experience. Training and competency needs are identified using several methods, including;

- Training competency matrix
- Site visits
- Reviews and Appraisals
- Toolbox talks

All employees are made aware of the importance of their activities and how their actions can contribute towards the achieved of policies and objectives outlined in the management system. During induction, they are informed of;

- Quality, Safety and Environmental Policy and objectives
- How their contribution affects the management system
- The implications of not conforming to the management system requirements.

Infrastructure

A1 Group has determined and shall maintain the infrastructure needed to achieve conformity to our requirements.

This includes;

- Buildings, workspace and associated utilities; our operations are managed out of our Head Office in Wales and our store area. We manage all the key operations of the business from here or through

remote working. The building and its contents are maintained and operated by **A1 Group** and we shall ensure that any work equipment is maintained to manufacturer recommendations, legislation, including any calibration of equipment which may be required.

- Process equipment (both hardware and software); we utilise a variety of software's to assist in in delivering the service required e.g. Microsoft and flowchart software.
- Supporting services, such as transport, communication or information systems; our vehicle fleet is maintained as required; to manufacturers recommendations and in line with applicable legislation and road traffic regulations.

Work environment

The company ensures that our office, yard and infrastructure complies with relevant health and safety regulations and regular checks are carried out to ensure that appropriate standards are maintained. Senior management are committed to providing:

- A place of work that is safe, including all equipment and methods of work.
- Training, instruction, information and supervision for employees.
- A means of safe handling, storage, use and transportation of equipment, materials and chemicals;
- Safe working environment with good lighting, ventilation, safe passageways, stairs and corridors.
- Social (e.g., non-discriminatory, calm, non-confrontational)
- Psychological (e.g., Stress-reducing, burnout prevention, emotionally protective)

Organisational knowledge

A1 Group recognises that organisational knowledge is a valuable resource that supports our Quality, Safety and Environmental management; there is a strong link between organisational knowledge and the competence of our people.

To ensure that organisational knowledge is retained and transferred, organisational knowledge is recorded in training records, transferred, and is embedded in our processes, products and services. Examples of organisational knowledge held at A1 Group include:

- Documented information regarding a process, product or service
- Specifications and work instructions
- The experience of skilled people and their processes and operations
- Knowledge of technologies and infrastructure relevant to our organisation.

7.2 Communication

Senior management promotes effective and appropriate communications between functions and levels and any employee or external provider may initiate communication. Forms of communication may include;

- Team Meetings
- Internal email
- Memos
- Toolbox talks

The policy will be communicated to any interested party who request it and is made publicly available on the website.

7.3 Documented information

Documented information required by the Management System and by ISO 9001, ISO 45001 & ISO 14001 is controlled to ensure-

- It is available and suitable for use, where and when it is needed.
- It is adequately protected (e.g., from loss of confidentiality, improper use, or loss of integrity)

For the control of documented information, the following activities are addressed:

- Distribution, access, retrieval and use.
- Storage and preservation, including preservation of legibility.
- Control of changes. (e.g., version control)
- Retention and disposal.

Access regarding the permission to view the documented information, or the permission and authority to view and change the documented information is controlled.

8 . OPERATION

8.1 Operational planning and control

A1 Group has planned and developed the processes needed to ensure our services meet the standards required. We have identified processes needed in accordance with our business risks, significant environmental aspects, hazard identification. emergency situations, the requirements of the management systems and have retained documented information of these where required.

Any outsourced functions and processes are controlled using our purchasing procedures.

We have determined quality, safety & environmental objectives where necessary and have allocated resources specific to our service, particularly in relation to any testing, monitoring, inspection etc.

8.2 Requirements for products and services

Prior to undertaking any new clients or operations, A1 Group shall ensure that the customer's requirements can be met and that the tender information submitted meets the criteria required.

We shall ensure that;

- Customer requirements are ascertained.
- Any differences in the order requirements are resolved.
- We have the ability to meet the defined requirements.

The Company have determined and implemented effective arrangements for communicating with our customers. Effective communication is key to successful service delivery in order to determine the requirements of the services that we provide, and we have developed a number of processes for interacting with our customers as follows;

- Communications from interested parties.
- Customer complaints and feedback.
- New business and ongoing contract lifecycle management.
- Service delivery.
- Helpdesk and customer service.

8.3 Design and development

The Company has no design services but are aware of the parameters-

- Design Inputs
- Design Controls
- Design Outputs
- Design Changes

8.4 Control of externally provided processes, products and services.

Our service partners play a vital role in ensuring that our delivered service meets the needs of our customers, whilst conforming to our own high standards and we maintain strong working relationships with several key service providers that we work closely with.

The purchasing of goods shall be done so through our purchasing procedures – the extent of the control applied shall be dependent upon its effect on our final product. Our Suppliers and sub-contractors are evaluated and selected based on their ability to supply and meet our requirements and we have established criteria to select and evaluate them. The criteria for the evaluation, selection, and re- evaluation of external providers is based on their ability to provide goods and services in accordance with our requirements.

8.5 Product and service provision

The organisation has a back-office facility that has a multiple dropdown signposts to:

- Home
- Company
- Health and safety (Including Environmental)
- Human Resources
- More

We will carry out all operations under controlled conditions e.g.

- Provision of a safe site and infrastructure details specifications and site requirements.
- Provision of suitable work equipment and consumables to undertake the tasks required
- Ensuring the competence of all personnel involved
- Environmental operations procedures.

Any information supplied by the customer will be identified and kept confidential. We shall exercise care with our customer's property and if any customer property is lost or damaged, we shall report this to the customer and maintain records.

We shall ensure that post-delivery activities are considered e.g.

- The nature uses and intended lifetime of products and services e.g. sustainability, its effect on the environment and shall encourage all our customers to think sustainable.
- Customer requirements – should they change.
- Customer feedback and complaints.

8.6 Release of products and services

The release of products or services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by the relevant authority and, where applicable, by the customer.

We shall undertake regular audits of the services provided on site and ensure that these meet the required levels and shall monitor these regularly.

8.7 Control of nonconforming outputs

We have established a documented procedure to ensure that any products or services which do not conform to the requirements are identified and controlled to prevent their unintended use or delivery, which could have a negative impact on the customer.

Actions will be taken to eliminate the nonconformity and documented information describing the nature of nonconformities and any subsequent actions taken shall be maintained.

8.8 Emergency Preparedness and Response

A1 Group have identified potential emergency procedures and have documented these where required with an aim to minimise the impact of emergency situations on the environment including risks and injury to employees, service partners, members of the public and any other interested parties.

These include;

Fire Safety:

- **Immediate notification of the fire department.**
- **Evacuation procedures for all personnel.**
- **Use of firefighting equipment like extinguishers and hoses.**
- **Designated assembly points for personnel after evacuation.**

Medical Emergencies:

- **Clear guidelines for first aid and medical assistance.**
- **Accessibility of first aid kits and AEDs (Automated External Defibrillators).**
- **Emergency contact information for local medical services.**

Chemical Spills and Contamination:

- **Procedures for containing and cleaning up spills.**
- **Protective equipment and measures for personnel handling hazardous materials.**
- **Emergency response training for spills involving chemicals.**

Accident Response:

- **Reporting and investigation procedures for accidents and near misses.**
- **Protocols for securing the area and preventing further incidents.**

Weather-related Emergencies:

- **Shelter plans in case of severe weather conditions.**
- **Procedures for securing equipment and materials during storms.**

Security Threats:

- **Procedures for responding to security threats or unauthorized access.**
- **Communication protocols with law enforcement.**

Training and Drills:

- **Regular training sessions for employees on emergency procedures.**
- **Scheduled emergency drills to ensure readiness and familiarity with protocols.**

9 . PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and evaluation

Senior management collect and analyse data to determine the suitability and effectiveness of key management system processes applicable to their area(s) of responsibility and to identify opportunities for improvement.

As a key measurement of the management system, we have defined the methods and information required to monitor our customer's perception, health and safety hazards, environmental performance, accident and incident statistics and as to whether we have met our customer requirements. This information is communicated to our customers where required.

Customer complaints, whether received in writing, verbally or electronically are immediately logged by our customer service team. If the problem cannot be resolved, the complaint is escalated according to our Customer Complaints policy.

The level of customer satisfaction is monitored using various sources of customer data:

- Customer retention and length of contract
- Analysis of customer satisfaction calls
- Recognition and consumer awards
- Written or verbal feedback received

We shall evaluate our compliance at least annually and shall ensure we maintain a register of legal and other requirements to assist us with this. Evaluation of our legal compliance is undertaken at our management review meeting and considered throughout our internal audits and inspections.

9.2 Internal audit

Internal audit results provide critical input data that helps to assess the effectiveness of the overall management system. We shall conduct internal audits at planned intervals to determine whether the Quality, Safety and Environmental Management System;

- Conforms to the planned arrangements, to the requirements of the standard and to the quality, safety and environmental management system requirements as determined by senior management
- Is effectively implemented and maintained

An audit programme has been established, and auditors are selected based on their impartiality and objectivity and records of these audits are maintained. It shall be down to the relevant management team to be responsible for any corrections and corrective actions, and to ensure that these are taken without undue delay to eliminate nonconformities.

The verification of these actions taken shall be discussed and reviewed accordingly.

9.3 Management review

To ensure the continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the company and opportunities for improvement of the management system, top-level management conducts formal management review meetings held at least annually. With additional meetings held if necessary.

Management Review minutes are recorded and made available to all attendees and other affected parties. Items discussed include;

- Follow-up activities from previous Management Reviews
- Risks and Opportunities
- Review and updating of process objectives, metrics and KPIs
- Review of customer feedback, customer complaints and corrective action request
- Review of internal and external audit results
- Review of any regulatory requirements
- Review of the effectiveness of actions taken to address risks and opportunities
- Review of the Company Policies for adequacy and to ensure it remains consistent with the needs of customers and the industry;
- Recommendations for improvement of the management system
- Company objectives and targets
- Accident and Incident statistics
- Results of staff consultation and participation
- Required changes to the management system to maintain effectiveness
- Requirement for additional resources
- Opportunities for improvement

10.IMPROVEMENT

A1 Group identifies improvement opportunities based upon process performance results and any necessary actions to meet customer requirements and enhancements to customer satisfaction. We will collect and analyse data to demonstrate the continued effectiveness and efficiency of the Quality, safety and Environment Management System and allow continual improvement.

Such improvements include;

- Improving existing products and services to meet requirements as well as to address future needs and expectations
- Correcting, preventing, and reducing undesired effects
- Improving performance and effectiveness of the Quality, Safety & Environmental Management System

10.1 Incident, Nonconformity and corrective action

There will be situations where nonconformity occurs, such as customer complaints or management system failures, where corrective action is required in order to eliminate the cause of the nonconformity to prevent recurrence.

Non-conformities are recorded using our service request process and assigned to an individual to be completed. Non-conformities shall be reviewed at the management review in order to highlight any trend and assess the effectiveness of such corrective actions and determine if changes to the Quality, Safety and Environmental Management System are required.

All staff are empowered to highlight and prevent any potential non-conformances by reporting appropriate preventive action to be taken in order to eliminate the causes of potential nonconformity and its occurrence.

10.2 Continual Improvement

A1 Group continually strives to improve the Quality, Safety and Environmental Management System through rigorous application of its Quality, Safety and Environmental Policies and Objectives, internal audits, analysis of data, corrective and preventive actions, Management Reviews, strategic planning and by assessing the needs of interested parties.

The results of analysis, evaluation, and outputs from management review determine if there are new issues or opportunities to be addressed as part of continual improvement.

10.3 Documented Procedures

Along with this Systems Manual, Company policies and information supporting management commitment the Company have also developed the following documents and processes to work in paramount to our management system;