

Management System Summary

Veolia Management System Summary

Veolia ES (UK) Ltd operate to an Integrated Management System (IMS). Our management System is a complex electronic database with set procedures for differing types of facility. The IMS is kept in electronic form on our internal computer system and can be accessed by all of our sites. Due to the size of the system a written copy cannot be provided, however If further detailed 3rd party inspection of the system is required a demonstration can be given at any of our facilities if arranged in advance.

The IMS is applicable to all aspects of the Company incorporating Environment, Quality and Health and Safety management. In addition the IMS addresses issues related to Procurement, Finance, Fleet Management and Human Resources management.

The IMS is audited internally by dedicated auditors who are independent from the operation to ensure that all business areas comply to the minimum standard.

In addition to this the IMS is audited and Certified by a third party UKAS accredited body to:

BS EN ISO 14001:2015 - Environmental Management System

BS EN ISO 9001:2015 - Quality Management System

OHSAS 18001:2007 - Health and Safety Management System

The table below shows the scope of the management system:

Veolia also operated an Energy Management System in accordance with BS EN ISO 5001:2011

Section				14001		9001		18001		Procedure/Standard	
Record of Revisions and Scope of Management System	1	1.0	Record of Revisions and Scope of Management System	4.1	General requirements	4.1	General requirements	4.1	General requirements	*	
Responsibilities	2	2.1	Management Responsibility	4.4.1	Resources, roles and responsibilities	5.2	Management commitment Responsibility and authority	4.4.1	Structure and responsibility	*	
						5.5.1					
		2.2	Communication	4.4.3	Communication	5.5.2	Management representative				
						5.5.3	Internal communication	4.4.3	Consultation and communication	*	
						7.2.3	Customer communication				
Implementing Company Policies and Reviews	3	3.1	Policy Statements	4.2	Environmental Policy	5.3	Quality Policy	4.2	QH&S Policy	*	
		3.2	Annual Improvement Plans	4.3	Planning	5.4.2	Quality Management System planning	4.3	Objectives	*	
				4.3.3		5.4.1		Quality Objectives			
						4.3.3	Objectives and Targets	8.5.1	Continual Improvement		
		3.3	Management Reviews	4.6	Management Review	5.6	Management Review	4.6	Management Review	*	
		3.4	Internal Audits	4.5.5	Internal Audits	8.2.2	Internal Audits	4.5.5	Audit	*	
3.5	Audit Actions	4.5.3	Non Conformity/ Corrective and	8.3	Control of non conforming product	4.5.2	Accidents, incidents, non conformances	*			

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				Preventative Action	8.5.2	Corrective action		and corrective and preventative action		
					8.5.3	Preventative action				
	3.6	Management of Complaints	4.4.3	Communication	7.2.3	Customer Communication	4.4.3	Consultation and communication	*	
Planning	4	4.1	Determining Health & Safety Risks				4.3.1	Planning for hazard identification risk assessment and risk control	*	
		4.2	Determining Customer Requirements			5.2 6.3 6.4 7.1 7.2.1 7.2.2 8.2.1	Customer Focus Infrastructure Work environment Planning and product realisation Determination of requirements related to product Review and requirements related to the product Customer satisfaction		*	
		4.3	Determining Environmental Risk	4.3.1	Environmental Aspects	4.1	General requirements			*
		4.4	Determining Legal Requirements	4.3.2	Legal and other requirements	7.2.1	Determination of requirements related to the product	4.3.2	Legal and other requirements	*
				4.5.2	Evaluation of compliance					
		4.5	Determining Improvements to Process & Procedures			4.1	General Requirements			*