



HSEQ (IMS) MANUAL			
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<b><u>PART A</u></b>	<b>1. Introduction, Control of Manual, <u>Scope</u>, <u>Structure of Management System</u></b> <b>2. <u>Company Policies</u></b> <b>3. <u>Organisation</u></b>
<b><u>PART B</u></b>	<b>4. ISO compliance details</b>

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## PART A

### 1. Introduction

#### Purpose of Manual

This QHSE Integrated Management System (IMS) Manual describes how the Future Industrial Services Ltd (FIS) Policies and Objectives are implemented.

The IMS outlined in this Manual has been planned and developed in accordance with and is structured to comply with the requirements of BS EN ISO 9001, EN ISO 14001 and ISO 45001

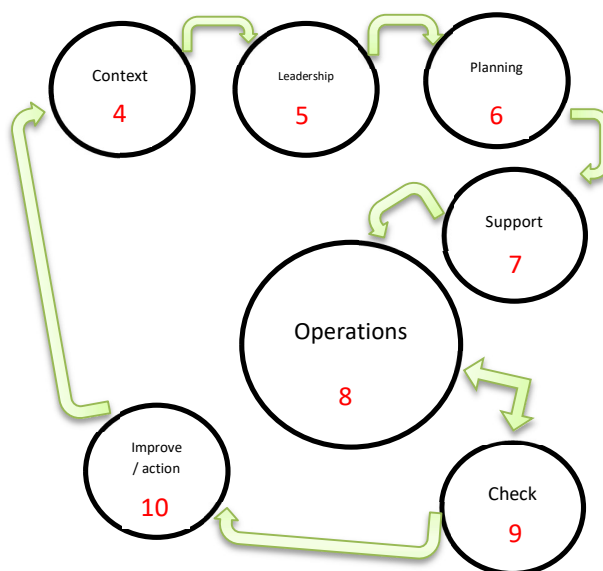
**ISO 14001:** specifies the requirements for an environmental management system (EMS), which provides a framework for FIS to control the environmental impacts of its activities, products and services, and continually improve its' environmental performance. This international standard applies to those environmental aspects which FIS can control and over which it can be expected to have an influence. It does not state specific environmental performance criteria.

Implementation of, and certification to, ISO14001 is a legal requirement of FIS's environmental permits at each operational site. A failure to meet the requirements of the standard could therefore have a significant impact on the Company's business.


**ISO 9001:** sets out the requirements of a quality management system and is based on many quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. The standard requires all documentation to be controlled and have a date of issue and version number to ensure that a procedure or work instruction that is being followed for example, is the latest, or current, version. This then supports the requirements of ISO 45001.

**ISO 45001:** By meeting the requirements of this standard, FIS can demonstrate that health and safety risks are being managed properly through the development and implementation of procedures; work instructions; risk assessments; and training as required by the underpinning legislation. An additional benefit to the Company is a reduction in the risk of business disruption, injury to its' personnel and others working on FIS's behalf, and a reduction in possible fines as the potential for accidents and incidents is significantly reduced.

The Manual is intended for use by all staff within the Company but may also be circulated to others requesting information on the operation of the Management System.



This diagram denotes the interaction of the clauses in the ISO standards

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## 1.2 Control of Manual


The current controlled version of the Manual is maintained by the HSEQ Advisor (S) & Lead HSEQ Group Leader and is held on the web-based Effective Software Dashboard system and Group IMS Drive in accordance with the [FG\\_QHSE\\_P.02 Control of Documented Information Procedure](#)

Any hard copy taken is identified as an uncontrolled issue.

## 1.3 Scope

The scope of this IMS covers the 2 operational divisions of FIS, Environmental Services and Specialist Industrial Services. These operate out of the below offices:



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## **Services by Location**

### **Environmental Services**

#### **FIS Liverpool** Kirkby Treatment and Recover Facility (*also Head Office functions*)

- Treatment and Recovery
  - Hazardous and Non-Hazardous Waste Treatment and Transfer
  - Industrial Service Cleaning
  - Specialist Chemical Transport

#### **FIS Berwick**

- Berwick Treatment Facility; Recovery of Raw Materials Treatment and Recovery
  - Mercury Recovery
  - Copper Recovery (to produce Copper Oxide and Copper Carbonate)
  - Ammonia Etchant Recovery (for printed circuit board industry)
  - Nickel Recovery
  - Hazardous and Non-Hazardous Waste Treatment and Transfer

#### **FIS Honiton**

- Treatment and Recovery
  - Hazardous and Non-Hazardous Waste Treatment and Transfer
  - Transfer station

#### **FIS SYLOC**

- Treatment and Recovery
  - Hazardous and Non-Hazardous Waste Treatment and Transfer
  - Oil Recovery
  - Marine services – waste collection and cleaning

### **Specialist Industrial Services**

#### **FIS Liverpool**

- Industrial Services & Transport Services
  - Industrial Service Cleaning
  - Specialist Chemical Transport

#### **FIS Hull**


- Industrial Services & Transport Services
  - Industrial Service Cleaning
  - Cold Cutting
  - Specialist Chemical Transport

#### **FIS Rugby**

- Industrial Services & Transport Services
  - Industrial Service Cleaning
  - Specialist Chemical Transport

#### **FIS Newport**

- Industrial Services Depot
  - Industrial Service Cleaning
  - Specialist Chemical Transport

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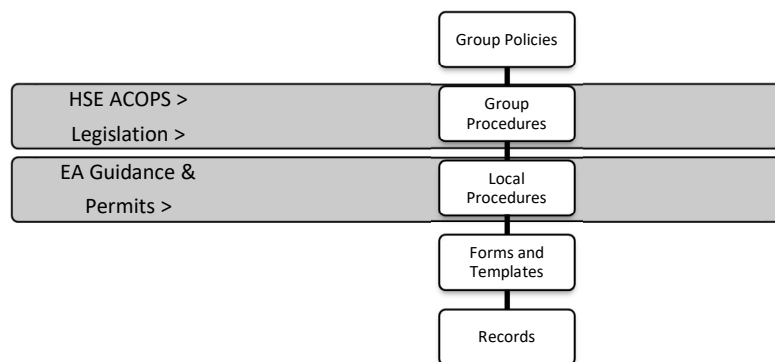
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## FIS Honiton

- Industrial Services & Transport Services
  - Industrial Service Cleaning
  - Specialist Chemical Transport
  - Gully Cleaning and CCTV service

### 1.4 Structure of Management System

This QHSE Manual is one of the key components of the FIS documented management system. Additional documents are contained within the system to support the company's; policies, manuals and to sustain compliance with the stated external standards. The documents are configured as follows:




## 2. Company Policies

The Senior Management Team have developed and issued an integrated policy for the management of Health & Safety, Quality assurance and Environmental protection, which outlines their commitment to complying with the requirements of this IMS and associated legal and compliance obligations and providing resources necessary to enable compliance.

The Senior Management Team will ensure these policies and the responsibilities individual personnel will have for its implementation and maintenance are suitably communicated to all personnel.

The integrated policy is held on the Effective Software dashboard system and will be formally reviewed on a regular basis.

Copies of the policy will be freely available to interested parties including employees, members of the public, shareholders and suppliers.

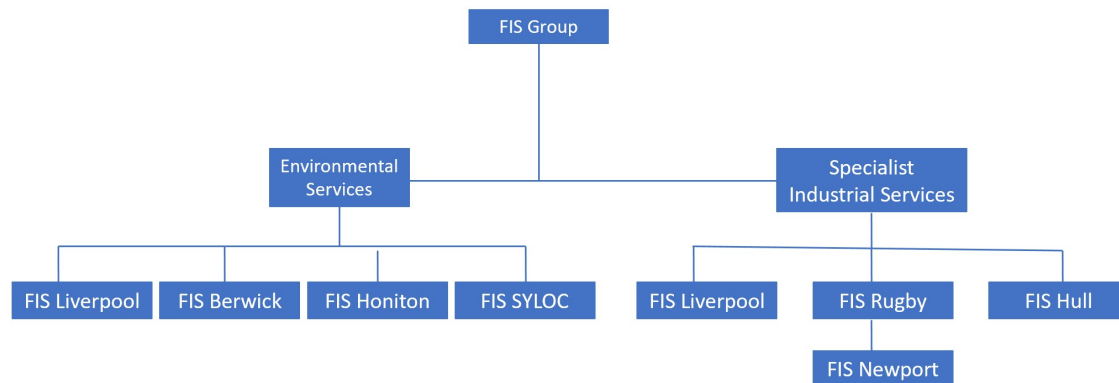
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### 3.1 Organisation

The Company's operations are handled centrally from its head office, FIS Liverpool, with operations at the regional offices including: FIS Liverpool (SIS), FIS Rugby, FIS Newport, FIS Honiton, FIS SYLOC, FIS Berwick, and FIS Hull.

The organisational structure of the Company is set out below:




### 3.2 Roles and Responsibilities

Refer to:


Organisation Chart(s) "[Organisation Charts](#)". (Drive location: Group IMS\Communications)

[FG\\_QHSE\\_Man.01 APP.01 Organisation Roles, Responsibilities and Authorities in relation to the IMS](#)

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**PART B - The following system overview describes how FIS' Management System addresses the requirements of the standards of ISO EN 9001, ISO EN 14001 and ISO EN 45001 and how FIS strives to achieve its stated Objectives. Each number describes how the Management Procedures correspond to the relevant standard clause thereby providing a connection between the Company's management system and the standard.**

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Quality	Environmental	H&S	Arrangements
ISO 9001:2015	ISO 14001:2015	ISO 45001:2018	
<b>4. Context of the Organisation</b>	<b>4. Context of the Organisation</b>	<b>4. Context of the Organisation</b>	<p>Future Industrial Services delivers responsive, professional and dependable waste management and industrial services across the UK. Our service encompasses hazardous and non-hazardous waste, recovery and recycling, (including specialist metal recovery &amp; recovery of other semi-precious metals such as copper and nickel) and cleaning and decontamination of industrial plant.</p> <p>Future Industrial is dedicated to finding the most cost effective, safe and environmentally friendly plan for our client's waste management.</p> <p>Our comprehensive industrial cleaning and decontamination service includes:</p> <ul style="list-style-type: none"> <li>• The largest UK fleet of truck mounted Disab vacuum units.</li> <li>• Silo Cleaning and material transfer expertise.</li> <li>• Total waste management and recycling.</li> <li>• Site services and industrial cleaning labour.</li> </ul> <p>FIS are committed to the highest standards of technical expertise and customer care in order to deliver sustainable environmental solutions. Our ambition for the Company is to build long-term relationships with our customers so that we understand their processes and can work together to generate real sustainable cost improvements. We will identify the best practicable environmental option available and always aim to promote the waste hierarchy through elimination, reduction, re-use, recycling, recovery, treatment, or the most environmentally friendly disposal option in order to minimise the impact on the natural environment and natural resources.</p>
4.1 Understanding FIS and its context	4.1 Understanding FIS and its context	4.1 Understanding FIS and its context	
4.2 Understanding the needs and	4.2 Understanding the needs and	4.2 Understanding the needs and expectations of	
			FIS have assessed the needs and expectations of interested parties <a href="#">FG_QHSE_Man.01 FORM.01 Interested Parties.</a>



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expectations of interested parties	expectations of interested parties	<b>workers and other</b> interested parties	The Augean board meet to review the risk register at least annually (as stated in <a href="#">BM01 Business Manual</a> ) to include the whole scope of the Augean organisation. This is recorded on form <a href="#">CPF07d (Augean June 2023 risk register v2)</a> . The process includes internal and external risks to the business. The board will assess if these risks pose financial, environmental, health and safety risks to the business or any combination of the three.
4.3 Determining the scope of the <b>Quality</b> management system	4.3 Determining the scope of the <b>Environmental</b> management system	4.3 Determining the scope of the <b>OH&amp;S</b> management system	When determining the scope of this IMS, FIS have considered the external and internal issues referred to in understanding it's context, the requirements of relevant interested parties and the products and services of FIS. <a href="#">FG_QHSE_Man.01 FORM.01 Interested Parties</a>  The scope of the IMS is outlined in this manual here: 1.3 <a href="#">Scope</a>
4.4 <b>Quality</b> management system and its processes	4.4 <b>Environmental</b> management system and its processes	4.4 <b>OH&amp;S</b> Management System	FIS have established, implemented, maintained and continually improves its IMS. It is detailed here: - <a href="#">FG_QHSE_Man.01 FORM.03 Interaction of FIS business processes and the IMS</a>
4.4.1			The IMS is reviewed at least annually according to <a href="#">FG_QHSE_Man.01 FORM 02 IMS Process Map</a> by the <a href="#">Lead HSEQ Manager</a> and relevant stakeholders. A quarterly IMS review assesses the performance of the IMS functions against the group objectives and targets to determine if additional resources are needed.  The Lead HSEQ Manager is responsible for ensuring the IMS is established, implemented and maintained with accordance with the ISO standards.
4.4.2			The organisation maintains record keeping on Effective software and the relevant IMS systems as determined in relation to the process giving rise to the record.  Local environmental aspects and impacts registers are maintained by the area's QHSE manager.  Legal register is maintained by the Lead HSEQ Manager

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5. Leadership	5. Leadership	5. Leadership and Worker Participation	
5.1 Leadership and commitment	5.1 Leadership and commitment	5.1 Leadership and commitment	The top management take overall accountability and responsibility for ensuring that policies and objectives are established and are compatible with the strategic direction of the organisation; for ensuring the provision and allocation of resources in order to ensure that each department and/or site is able to operate effectively; for promoting and encouraging continual improvement to ensure the IMS achieves its' intended outcomes; and for directing and supporting managers and staff to contribute to the effectiveness of the Integrated Management System (IMS). The Senior Management team ( <i>top management</i> ) are responsible for ensuring FIS's quality, environmental and health & safety management system requirements are integrated into the organisation's business planning process <a href="#">Values Statement</a> , <a href="#">ESG Policy</a> , <a href="#">Purpose and Core Values statement</a> .
5.1.1 General			
5.1.2 Customer Focus			
5.2 Policy	5.2 <b>Environmental</b> Policy	5.2 <b>OH&amp;S</b> policy	The senior management team have produced the Health, Safety; Quality and Environmental Policy. This Policy is periodically reviewed to ensure it remains appropriate for FIS's business processes; it continues to ensure the IMS achieves its' intended outcomes; and allows for the setting of IMS objectives; and includes a commitment to satisfy the requirements of the relevant legislation. The Policy is communicated to all persons who work under the control of FIS, is available on the Effective Software, FIS website and is displayed on company notice boards.
5.2.1 Establishing the <b>quality</b> policy			
5.2.2 Communicating the <b>quality</b> policy			
5.3 Organisational roles,	5.3 Organisational roles,	5.3 Organisational roles,	Top management and Line Managers are accountable for their team's health and safety, environmental and quality targets and objectives and for identifying and providing adequate

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responsibilities and authorities	responsibilities and authorities	responsibilities and authorities	<p>resources, including the assignment of trained personnel, for the management, performance of work and verification of processes within their areas of responsibility.</p> <p>Specific roles and responsibilities for the senior management team, functional managers, and staff are outlined in <a href="#">FG_QHSE_Man.01 APP.01 Organisation Roles, Responsibilities and Authorities in relation to the IMS.</a></p> <p>SMT take an active role in audits surveys and local meetings.</p>
		5.4 Consultation and participation of workers	<p>Employees, contractors and management on all levels are always consulted from the onset regarding health, safety and welfare matters in accordance with the <a href="#">FG_QHSE_P.13 Participation and Consultation Procedure.</a></p>
<b>6. Planning</b>	<b>6. Planning</b>	<b>6. Planning</b>	
6.1 Actions to address risks and opportunities	6.1 Actions to address risks and opportunities	6.1 Actions to address risks and opportunities	<p>The Management System has been designed to ensure that all the processes required to deliver the range of services outlined above are controlled to meet the requirement of the quoted standards. In addition, through the Management Review Meeting process improvements to the Management System are planned and implemented.</p> <p><a href="#">FG_QHSE_P.04 Hazard identification</a>, <a href="#">Augean June 2023 risk register v2.</a></p>
6.1.1	6.1.1 General	6.1.1 General	
6.1.2	6.1.2 Environmental Aspects	6.1.2 Hazard Identification and assessment of risks and opportunities	
		6.1.2.1 Hazard Identification	<b>Hazard Identification, Risk Assessment and Determining Controls</b>

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			<p>Systematic identification of hazards which present foreseeable risk will be undertaken and completed in accordance with the <a href="#">FG QHSE P.04 Hazard identification</a>. Site Specific Risk assessments arising from this procedure are held on the Effective Software system, are made available at point of use for all relevant personnel and sent to relevant personnel if amendments are made. Job Specific Risk Assessments will be contained within the RAMS Pack for the job. Measures to ensure the controls identified on the risk assessments are suitably communicated and implementations are actioned on Effective to relevant personnel.</p>
		6.1.2.2 Assessment of OH&S risks and other risks to the OH&S Management Systems	<p><b>Environmental Aspects</b></p> <p>Environmental aspect assessment is carried out in accordance with <a href="#">FG QHSE P.03 Evaluation of Environmental Aspects &amp; Impacts</a> to implement actions to minimise the company's environmental impacts, so far as is reasonably practicable. A register of the significant environmental aspects is compiled as part of this procedure. The company will carries out a periodic review in order to update and assess any changes with regard to the identification of significant environmental aspects. Also, assessment of environmental aspects is undertaken during any process which involves a variation in the company activities. The Aspects and Impacts register is published internally when reviewed and made available for review to any stakeholders or interested parties upon request.</p>
		6.1.2.3 Assessment of OH&S opportunities and other opportunities for the OH&S management system	<p><b>Fire Risk Assessment</b></p> <p>Buildings under the control of FIS Ltd must be assessed for their potential to create a fire and have adequate systems in place to raise the alarm, evacuate, and control any outbreak. These assessments are routine and are specified for a period of time. The responsible person must be the SMT member in overall charge of the assets and will remain in sole control of the procedures to adopt. They will delegate the duties to a competent person who must have the experience and / or knowledge of fire safety to allow them to complete a suitable and sufficient fire risk assessment of any building they monitor.</p> <p><b>COSHH Assessment</b></p>

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			<p>All hazardous substances in operation with FIS Ltd must be controlled through a COSHH Assessment. This form details the pertinent hazards of the substance and gives details of the work associated with the substance. The Working Exposure Limit for individuals working in close proximity to the substance must be detailed for any given hazardous substance and emergency measures for spillage and human harm detailed.</p> <p><b>DSE Equipment</b> Display Screen Equipment Assessment not only assesses the state of the screen of computers but the workstation of the individual. Eye tests and corrective glasses will be made available if deemed necessary by the risk assessment.</p> <p><b>Management of Change</b> Careful consideration must be undertaken before any changes to the Organisation, Procedures or practices of the Company to ensure that the changes will not compromise the IMS plan. A hierarchy of control must be considered prior to the changes in the workplace taking place. A balance should be met between cost and risk reduction however the risk must be reduced to its lowest possible level and the size, status or wealth of the Company cannot be considered as a reason to forgo the hierarchical element. Risk Assessment methodologies must be followed whenever change occurs in the workplace, including taking on new tasks and projects. <a href="#">FG_QHSE_P.12 Management of Change Procedure</a></p>
	6.1.3 Compliance Obligations	6.1.3 Determination of legal requirements and other requirements	<p>The company assesses its activities, products and services to identify legislative, regulatory or other policy and procedural requirements. Activities, products or services identified as being subject to legislative, regulatory or other controls, are recorded in FG_QHSE_R.02 Group Legal Register. The Company monitors and assesses relevant current and forthcoming legislation primarily through the government's legislation website and through other public domain information sources. As laid out in Group Systems Procedure <a href="#">FG_QHSE_P.10 Legislation</a>.</p>

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			<p>Having identified requirements, evaluation of compliance with them must be completed. Ongoing monitoring of compliance is completed via the Internal Audit programme, Management Review and associated operational control and inspection activities. Refer to Section 9.1 below and <a href="#">FG_QHSE_P.05 Internal Audits Procedure</a> for more details of compliance evaluation.</p> <p>Environmental monitoring and sampling programmes have been developed and equipment selected and maintained at each operational site to ensure that EPR permit requirements are met and compliance is achieved. In addition, at Berwick <a href="#">FL NETR PC.05 WI.16 COMAH Stock Monitoring and Control</a> has been developed to ensure compliance with the COMAH:2015 regulations. These programmes are subject to periodic review.</p>
	6.1.4 Planning action	6.1.4 Planning action	Group Legal Register/Local Aspects and Impacts Registers/Group Risk Register. Actions captured in Effective Software
6.2 <b>Quality</b> Objectives and planning to achieve them	6.2 <b>Environmental</b> Objectives and planning to achieve them	6.2 <b>OH&amp;S</b> objectives and planning to achieve them	<p>A suite of Management System Objectives will be determined at both Group and Local levels. Local objectives are set via consultation with the relevant General Manager and via the output of Management Review and other meetings. Group objectives are set by the Technical and Compliance Director with SMT involvement in line with the QHSE Policy and linked to the strategic direction of the company. Objectives will normally be set annually and target areas which will facilitate business improvement in quality, environmental and health &amp; safety. However, where long-term objectives are identified, or completion of objectives takes justifiably longer, less frequent reviews may be completed. Every employee, including the most senior members of the organisation, have a shared responsibility to meet the company's Management Objectives.</p> <p>The HSEQ Advisor (S)with the Lead HSEQ Managerwho shall assess the performance of the Company in relation to the published objectives and present progress updates to the director of corporate stewardship at quarterly intervals, who will collate the group performance for review by the board.</p>
6.2.1	6.2.1 <b>Environmental</b> Objectives	6.2.1 <b>OH&amp;S</b> objectives	
6.2.2	6.2.2 Planning actions to achieve <b>environmental</b> objectives	6.2.2 Planning to achieve <b>OH&amp;S</b> objectives	
6.3 Planning of changes			In accordance with <a href="#">FG_QHSE_P.12 Management of Change Procedure</a>
<b>7. Support</b>	<b>7. Support</b>	<b>7. Support</b>	

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7.1 Resources	7.1 Resources	7.1 Resources	FIS's Lead HSEQ Manager has responsibility and authority for ensuring the IMS is established, implemented and maintained. This person is a member of the senior management team and is actively supported by its other members to maintain its performance. Management review meetings are held locally by sites in accordance with the management review meeting template <a href="#">FG_QHSE_Man.01 FORM.04 Management Review Agenda V5</a> which is designed to be in line with the IMS requirements. FIS is going through a planned transition as part of the wider Augean group which will include additional central resourcing for IMS requirements via the Augean QHSE management systems team. This process is expected to be completed within 12 months of the acquisition.
7.1.1 General			
7.1.2 People			
7.1.3 Infrastructure			<p>Adequate facilities including the work environment, support services and plant are provided and maintained at the workplace to ensure the conformity of the Company's services. All necessary steps are taken to ensure the safety and welfare of the Company's employees and sub-contractors in their field of operation.</p> <p>Fleet management is large part of the FIS infrastructure and as such there are a number of reports made for the monthly Fleet Compliance meetings. The Fleet Analyst for the Group carries out the following functions as example:</p> <ul style="list-style-type: none"> <li>• Updates and manages each O' Licence – including CPC holders and vehicles</li> <li>• Management of vehicle details – age, mileage, condition</li> <li>• Centralisation of vehicle taxation – all goes through the fleet department</li> <li>• Centralisation and management of hiring and leasing of vehicles</li> <li>• Installation of tracking and telematics system, CMS</li> <li>• Installation of new vehicle workshop tool system, R2C. This is used for walk around checks, defect reporting, weekly and monthly stats on driver telematics etc.</li> </ul>
7.1.4 Environment for the operation of processes			The Company aims to provide a safe, clean and healthy working environment for the prevention of work-related injury and/or ill health and works within all applicable legislative and regulatory requirements pertaining to its environmental aspects and health and safety at work.

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7.1.5 Monitoring and measuring resources			All equipment used to test and measure within specified tolerances in relation to environmental impacts and quality of products will be calibrated. This will be done in line with the group procedure <a href="#">FG_QHSE_P.08 Calibration</a> and/or locally defined procedures. Responsible Managers are responsible for ensuring that the equipment used for quantitative monitoring is maintained and calibrated, and for ensuring the retention of associated calibration records.
7.1.5.1 General			
7.1.5.2 Measurement traceability			
7.1.6 Organisational Knowledge			Company/Site Induction process. <a href="#">FG_HR_P.03 Form 03 FIS Induction Training Record</a> . FIS is a member of or audited by Avetta, Safecontractor, Achilles UVDB Verify, Achilles FPAL, FTA, and Water Jetting Association FIS are members of CIWM and other relevant industry bodies and trade associations.
7.2 Competence	7.2 Competence	7.2 Competence	Competence awareness and training requirements are co-ordinated in accordance with the <a href="#">FG_QHSE_P.07 Training &amp; Competence</a> . Staff are subject to ongoing monitoring in comparison with job and business requirements to determine their personal and collective training requirements. Employee competence for major significant hazard machinery is assessed through external verification and a certificate of competence issued. The company will ensure that all employees and contractors are made aware of the IMS Policies, its objectives and performance requirements of the standards. <a href="#">FG_QHSE_P.11 Control of Contractors Procedure</a> . Contractors must provide risk and method statements and relevant competencies prior to visiting site for the work they are to perform. These must be evaluated by a QHSE Manager. All contractors performing work on site will receive a site induction to ensure they are aware of the hazards in our workplace and where appropriate, will be controlled and reviewed with a Permit to Work system as required. The subsequent performance of the sub-contractors is assessed and maintained on a supplier record system. In the event of any nonconformity being identified with the contractor's performance, the nonconformity will be recorded by the manager with responsibility for that contractor and



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			dealt with in accordance with the <a href="#">FG_QHSE_P.06 Nonconformity, Corrective and Preventative Action</a>
7.3 Awareness	7.3 Awareness	7.3 Awareness	QHSE Policy and annual targets communicated annually to all employees and on Effective, website and notice boards.
7.4 Communication	7.4 Communication	7.4 Communication	The company has established procedures for receiving, documenting and responding to communications, both internally and externally that ascertains to IMS issues. All communications and documented responses that are directly associated with IMS issues shall be maintained by the HSEQ Advisor (S)and collated in the Group QHSE monthly report.
	7.4.1 General	7.4.1 General	
	7.4.2 Internal	7.4.2 Internal Communication	
	7.4.3 External	7.4.3 External Communication	
			<p>The group procedure <a href="#">FG_QHSE_P.09 Communication</a> has been introduced to ensure that local site arrangements are in place for effective internal and external communication for various levels and functions of the organisation. This includes receiving documents and responding to relevant communications from external parties. The procedure also establishes the methods for external communication in relation to significant environmental aspects and those authorised to communicate with external parties.</p> <p>In addition, <a href="#">FG_QHSE_P.09 Communication</a> covers how appropriate communication processes are established within the business to ensure the effectiveness of the quality management system.</p> <p>Participation and Consultation <a href="#">FG_QHSE_P.13 Participation and Consultation Procedure</a> Safety Representatives have been appointed to ensure that staff have relevant input into the management of change and determination of controls. Safety reps are asked to take part in both reactive and proactive monitoring regimes, in addition monthly tool box talks ensure that communication and feedback is given and received.</p>

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			<p>New employees are informed of the communication and consultation practices on induction. They are also informed of their safety representatives. These are also displayed on the H&amp;S Posters in each workplace.</p> <p>HSE will be informed of all RIDDOR Events as and when they occur.</p> <p>Other forms of communication include safety alerts, toolbox talks, newsletter, website, notice boards, Effective Software and 1:1s.</p>
7.5 Documented information	7.5 Documented information	7.5 Documented information	<p>All internal documents are controlled according to the <a href="#">FG_QHSE_P.02 Control of Documented Information procedure by the Lead HSEQ Manager and HSEQ Advisor (S). Any changes are recorded and dated. After creation or amendment, the internal document is sent to the relevant stakeholders who after reading and understanding, must sign the associated FG_QHSE_P.02 FORM.01</a> document to acknowledge receipt and understanding of the document. The controlled documents are stored within the 'Document Control' folder to which only the Lead HSEQ Manager, HSEQ Advisor (S) and HSEQ manager's have access. Copies of the most up-to date documents are stored on local EHS management software and local IMS folders. Archived documents are stored in the 'Document Archive' folder.</p> <p><a href="#">Document would fall out of date and would notify the relevant personnel through the EHS Software. This information will then be passed to the systems HSEQ team for review and redistribution.</a></p>
7.5.1 General	7.5.1 General	7.5.1 General	
7.5.2 Creating and Planning	7.5.2 Creating and Planning	7.5.2 Creating and Updating	
7.5.3 Control of documented information	7.5.3 Control of documented information	7.5.3 Control of documented information	
7.5.3.1			
7.5.3.2			
<b>8. Operation</b>	<b>8. Operation</b>	<b>8. Operation</b>	<p>Local Procedures can be found on the Effective Software and Local drives. <a href="#">Berwick IMS</a>, <a href="#">Kirkby IMS</a>, <a href="#">South IMS</a>, <a href="#">Hull IMS</a>, <a href="#">Midlands IMS</a></p>
8.1 Operational planning and control	8.1 Operational planning and control	8.1 Operational planning and control	<p>The product realisation process is controlled by the various local operational controls designed to facilitate suitable operational control for significant aspects. Each site has an Operational Overview procedure that details how the arrangements interact with the processes of each site.</p>

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			<p>Where significant aspects have been identified, it is the responsibility of Site Managers/Operations Managers and the HSEQ Managers to ensure that a control procedure is produced which reduces the risk to a tolerable level.</p> <p>Where functions, activities or processes are identified as being relevant to maintaining Management System performance, the company will introduce procedures and related documentation to maintain and improve the performance.</p> <p>Appropriate documentation is maintained to ensure evidence is available to internal and external interested parties of the level of operational control of the company activities.</p> <p>Foreseeable occupational Health and Safety risks arising from all hazards to which personnel may be exposed will be managed in accordance with the <a href="#">FG_QHSE_P.04 Hazard identification</a></p>
		8.1.1 General	<p>FIS's IMS manual is established to continually improve IMS objectives, meet needs and expectations of interested parties. <a href="#">FG_QHSE_Man.01 FORM.02 IMS Process Map V4. Internal document changes are recorded in accordance with FG_QHSE_P.02 Control of Documented Information.</a></p>
		8.1.2 Eliminating hazards and reducing OH&S risks	<p>Risk assessments are conducted for all activities and associated equipment. <a href="#">FG_QHSE_P.04 Hazard identification identifies the process which is based around the risk assessment hierarchy which is 1) to eliminate the hazard where possible, 2) substitute with less hazardous process, equipment, materials, 3) use engineering controls and reorganise work, 4) use administrative controls, 4) use of PPE.</a></p>
		8.1.3 Management of change	<p>Temporary and permanent changes to processes, working conditions, equipment, etc are risk assessed according to the <a href="#">FG_QHSE_P.12 Management of Change Procedure. The QHSE representative reviews the consequences, taking action to mitigate any adverse effects if necessary.</a></p>
		8.1.4 Procurement	<p>FIS has an established <a href="#">FG_QHSE_P.11 Control of Contractors Procedure. All contractors and suppliers must be approved by the QHSE team after reviewing the supplier/contractor's activities, risk assessments, QHSE statistics, policies and legal documents. Once approved, the</a></p>
		8.1.4.1 General	
		8.1.4.2 Contractors	

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		8.1.4.3 Outsourcing	<a href="#">contractors/suppliers are set up on Effective. If any compliance documents are out of date, an automated message is sent to the QHSE manager to prompt for document renewal.</a>
8.2 Requirements for products and services	8.2 Emergency preparedness and response	8.2 Emergency preparedness and response	<p>The company has established procedures for the identification and response to potential emergency situations. The emergency response of the main industrial waste management activities is controlled through the process of risk assessment, production of method statements and emergency plans for each job.</p> <p>Emergency Preparedness and Response of activities which are undertaken at our sites are controlled by trained personnel. In addition each site must keep its own emergency plan for reasonably foreseeable emergency scenarios specific to that site and include details of the specific actions to be taken in the event of emergency conditions. (The local site emergency plans cover all aspects of clause that apply to each site.)</p> <p>After an emergency situation, an accident or a near miss, the company will, if necessary, review and revise the response procedure and emergency preparedness in light of the incident.</p> <p>FIS will test whether the emergency procedures are practicable at least once per year.</p> <p>Berwick is a lower tier COMAH site and as such has an <a href="#">Major Accident Prevention Policy</a> in line with COMAH requirements.</p> <p>For the requirements of products and services see local Handling Customer Enquiries and Orders Procedures and the document FG_QHSE_Man.02 Form.03 Interaction of FIS Business Processes and the IMS</p>
8.2.1 Customer communication			<p>Customers will be provided with a single point of direct contact for all service related issues. All communication to and from the customer will be stored and retained using suitable storage methods. <a href="#">FG BD P.02 Customer Satisfaction Customer satisfaction process map</a></p>
8.2.2 Determining the requirements for products and services			<p>Where the customer has expressed a need for a service or product that is within the expertise of FIS, the enquiry is followed up with a proposal. The proposal is reviewed to make sure that the customer's requirements are fully met, and a suitable proposal is submitted.</p>

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			<p>Future Industrial Services Limited, as an experienced environmental services provider, will ensure that all the Customers are made aware of any additional requirements needed to fulfil the brief and will be advised if necessary following the Customer Requirement Review Process. Future Industrial Services Limited employ suitably qualified technical staff that have received sufficient documented training to appraise whether the “product” conforms to current legislation.</p> <p>As part of the Customer Requirement Review Process any additional requirements such as legislative, technical or health and safety (for example) are highlighted and the Customer is made aware of any cost or programme Implications these requirements may have.</p>
8.2.3 Review of the requirements for products and services			<p>If the Customer is satisfied that the proposal matches their requirements and subsequently raises an order for the item of work, a check will be made to ensure that the order matches the proposal. Where there are discrepancies, or a written order has not been received, the Operations Manager or Project Manager will seek clarification and then confirm in writing with the Customer the extent of the brief.</p> <p>Similarly, if the Customer revises the requirements during the progress of the works, confirmation in writing is needed from the Customer. If this is not forthcoming verification in writing is made by the Operations team.</p>
8.2.3.1			
8.2.3.2			
8.2.4 Changes to requirements for products and services			
<b>8.3 Design and development of products and services</b> <i>Only applicable at Berwick</i>			<p><b>Design and development of products is considered only applicable to the Berwick operations and the products they produce as recovered material or metal compounds.</b> This includes; copper oxide, copper carbonate, ammonia etchant, mercury and its processes. Local procedure <i>FL_NETR_P.02 Design and Change Control</i> is in place at Berwick for the design of products and chemical processes.</p>
<b>8.3.1 General</b> <i>Only applicable at Berwick</i>			<p>Services are designed bespoke to client’s requirements or contractual arrangements. <a href="#">FG_QHSE_Man.01 FORM.03 Interaction of FIS business processes and the IMS</a>. This includes scoping of services and resources required through to completion of job pack to ensure services</p>

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			provided are adequate to client's requirements. See arrangements in <a href="#">FG_QHSE_P.12 Management of Change Procedure</a>
8.3.2 Design and Development planning <i>Only applicable at Berwick</i>			<p>Where a new need is identified for a customer involving a new or updated chemical process then design and development is applicable where it makes changes to the outputs of that process. A team/working group is set up (e.g. COO, site manager, Technical Director &amp; technical team) and a <b>Design and Development Project File (DDPF)</b> is created that covers the relevant information required in relation to the complexity* and scale of the project (as an example): -</p> <p><b>Introduction, The Client, Background, Project Scope, Key Drivers for Change, Client Interface, Process, Technology Provider, Indicative CAPEX, Financials, Technical Plan (Next Steps)</b></p> <p>a) The <i>nature, duration and complexity</i> are covered in the; <b>Introduction, The Client overview, Background, Project Scope, Key Drivers for Change</b> sections of the <b>Project File</b>.</p> <p>b) The <i>required process stages</i> are including reviews and c) <i>verification and validation activities</i> and d) <i>responsibilities and authorities</i> are covered in <b>Client Interface, Process and Technical Plan (Next Steps)</b> sections of the Project File and includes a timeline plan with a summary of the actions, the relevant FIS personnel, client personnel and a completion date.</p> <p>e) <i>Internal and external resources</i> needed is covered in <b>Technology Provider, Indicative CAPEX, Financials and Technical Plan (Next Steps)</b></p> <p>f) The <i>need for control interfaces between persons involved</i> g) the <i>need for involvement of customers and users</i> is covered in the <b>Client Interface, Process and Technical Plan (Next Steps)</b> sections of the Project File. This is also covered in the <b>Trial</b> document which details the process stages and procedures involved.</p> <p>h) The requirements for subsequent provision of products will be managed via client review meetings</p> <p>i) The level of control expected by customers and other relevant interested parties is in the <b>Introduction, The Client, Background, Project Scope, Client Interface and Technical Plan (Next Steps)</b> sections of the Project File</p> <p>j) All documents created and maintained as per the <a href="#">FG_QHSE_P.02 Control of Documented Information</a> procedure</p>

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			(*Amount and complexity of information defined for inputs will vary and amount of documentation will vary based on level of risk associated with the project which will be assessed as part of the sites technical plans)
8.3.3 Design and Development inputs <i>Only applicable at Berwick</i>			<p>The <b>D&amp;D Project File</b>, Trial Documents and <a href="#">FL NETR P.02 Design and Change Control</a> will determine the requirements essential for specific issues requiring design &amp; development</p> <p>a) <i>Functional and performance requirements</i> <b>Introduction, The Client, Background, Project Scope, Key Drivers for Change</b> sections of the Project File</p> <p>b) <i>Information derived from previous similar activities</i> <b>Introduction, The Client, Background, Project Scope, Key Drivers for Change</b> sections of the Project File</p> <p>c) <i>Statutory and Regulatory requirements</i> <b>PEST Analysis, Political, Economic, Social, Technological</b></p> <p>d) <i>Standards or codes of practise that have been committed to implement</i> <b>Introduction, The Client, Background, Project Scope, Key Drivers for Change</b> sections of the Project File</p> <p>e) <i>Potential consequences of failure due to nature of the products</i> as detailed in <b>Trial</b> document which details the process stages and procedures involved</p>
8.3.4 Design and development controls <i>Only applicable at Berwick</i>			<p>Controls are defined in the following documents and procedures and ensure that a) results to be achieved are defined b) reviews are conducted c) verification and d) validation activities are conducted e) necessary actions are taken on problems determined during the reviews, or verification and validation activities.</p> <ul style="list-style-type: none"> <li><a href="#">FL NETR P.02 Design and Change Control</a></li> <li><b>Trial</b> document which details the process stages and procedures involved</li> </ul>
8.3.5 Design and Development outputs <i>Only applicable at Berwick</i>			<p>Design project outputs are reviewed to ensure they a) meet the input requirements b) are adequate for any subsequent processes for provision of products c) include or reference monitoring and measuring requirements as appropriate d) specify the characteristics of the products that are essential for their intended purpose.</p> <ul style="list-style-type: none"> <li><a href="#">FL NETR P.02 Design and Change Control</a></li> </ul>

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			<ul style="list-style-type: none"> <li>• <b>Trial</b> document which details the process stages and procedures involved</li> </ul>
8.3.6 Design and Development changes <i>Only applicable at Berwick</i>			Changes are identified, reviewed and controlled via: - <ul style="list-style-type: none"> <li>• <a href="#">FL NETR P.02 Design and Change Control</a></li> <li>• <b>Trial</b> document which details the process stages and procedures involved</li> </ul> Documented information of changes and results of reviews are captured in the Technical Review and sections of the Project File
8.4 Control of externally provided processes, products and services			<a href="#">FG QHSE P.11 Control of Contractors Procedure</a> The local arrangements for purchasing includes the vetting of approved suppliers and the on-going checks for suppliers by checking continued compliance with the management system requirements of FIS. All contractors performing work on site will receive a site induction to ensure they are aware of the hazards in our workplace and where appropriate, will be controlled and reviewed with a Permit to Work system as required.
8.4.1 General			
8.4.2 Type and extent of control			Suitable records of purchasing will be retained by the local personnel, to allow efficient verification and issue of purchased product. All suppliers must be approved according to the <a href="#">FG QHSE P.11 Control of Contractors Procedure</a> .
8.4.3 Information for external providers			<a href="#">FG QHSE P.11 FORM.01 Approved Supplier or Contractor Application Form V7</a> is issued to potential suppliers which is reviewed to ensure the supplier sources ethical products and is legally compliant. If approved, the supplier's details are recorded on Effective.  The verification of purchased products will be conducted to ensure all items ordered are received, they are in accordance with the ordered specification and quantities and are free from damage/defect.
8.5 Production and service provision			The product realization process is controlled by the various local operational procedures, designed to facilitate suitable operational control. Standard monitoring and measurement of the company's output will serve as validation of the service and production processes.



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8.5.1 Control of production and service provision			
8.5.2 Identification and traceability			After the product / service has been commissioned it will be given a unique reference identifier. This will be used as the product/service identifier throughout the lifecycle of the service provision. <a href="#">FG_QHSE_Man.01 FORM.03 Interaction of FIS business processes and the IMS</a>
8.5.3 Property belonging to customers or external providers			The customer supplied information or property will be clearly identified.
8.5.4 Preservation			(Berwick) Product on site will be suitably identified and stored in suitable receptacles to ensure the material is preserved and will not deteriorate or spoil. To ensure levels of service delivery are preserved and do not de-grade, proactive measures will be taken to ensure standards are maintained this will be achieved by regular audits, client meetings and effective communication.
8.5.5 Post – Delivery activities			<a href="#">FG BD P.02 Customer Satisfaction Customer satisfaction process map</a>
8.5.6 Control of changes			<a href="#">FG_QHSE_Man.01 FORM.03 Interaction of FIS business processes and the IMS</a>
8.6 Release of products and services			<a href="#">FG_QHSE_Man.01 FORM.03 Interaction of FIS business processes and the IMS</a>
8.7 Control of non-conforming outputs			All equipment used to test and measure within specified tolerances in relation to environmental impacts and quality of products will be calibrated. This will be done in line with the Group procedure <a href="#">FG_QHSE P.08 Calibration</a> and/or locally defined procedures.
8.7.1			
8.7.2			

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9. Performance evaluation	9. Performance evaluation	9. Performance evaluation	<p>Monitoring and measurement of operations and activities with significant impact are built into the IMS documentation and are controlled by <u>FG_QHSE_P.02 Control of Documented Information Procedure</u>. Data is collected and analysed to ensure that adverse characteristics and trends are corrected and that (corrective) measures and improvements are put in place to address risks and opportunities.</p> <p>A Group QHSE Report is created for the director of corporate stewardship to compile for monthly meetings with senior management. Included in this report and split into regional areas for minor injuries, RIDDOR reportable injuries, lost time incidents, communications with controlling authorities, group OPRA performance and near misses and observations.</p> <p>A Monthly Fleet Report is prepared for the Monthly Fleet Compliance meetings and includes an update of the OCRS scores by O License.</p> <p>Where an activity or area is identified as requiring control, consideration is given to any measurements or testing that may need to be carried out to ensure verification of compliance with relevant Policy legislation, identified targets, or any other environmental issue.</p> <p>All discharges to sewer are monitored and controlled to ensure compliance with the requirements of the environmental permit. Environmental Permit Audit Template is located in the Legal Register of the site that exists.</p> <p>The ESG Policy has been created and several initiatives based on its content put into place. These are updated annually and communicated via notice boards.</p> <p>The ESG progress would previously have been collated by FIS and reported annually to its investors. However, it is now being merged into the Augean CSR reporting framework. FIS has completed SECR and ESOS audits in line with the requirements and these will feed into the wider group's ESG reporting.</p>
9.1 Monitoring, measurement, analysis and evaluation	9.1 Monitoring, measurement, analysis and evaluation	9.1 Monitoring, measurement, analysis and <b>performance</b> evaluation	

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			Internal audits are conducted which provide proactive monitoring information which can then analysed. Feedback from these audits is produced in the form of an audit report, with any actions raised in Effective Software and assigned to the relevant personnel.
9.1.1 General	9.1.1 General	9.1.1 General	Evaluation of compliance with relevant legislative and other requirements will be systematically included in every internal audit, as per <a href="#">FG_QHSE_P.05 Internal Audits</a> . The objective evidence gathered to ratify compliance with legislation will be recorded in the Register of Legislative, Regulatory and Other Requirements. An exercise to review this register will be included in the annual audit plan, so any requirements not ratified by audit can be identified and reviewed in isolation. Where areas of non-compliance are identified, suitable corrective actions will be determined, recorded and implemented – again, in line with <a href="#">FG_QHSE_P.05 Internal Audits</a> and <a href="#">FG_QHSE_P.06 Nonconformity, Corrective and Preventative Action</a> . Customer's satisfaction is measured and reported to Management Review Meetings. The process is described in <a href="#">FG_BD_P.02 Customer Satisfaction Customer Satisfaction Process Map</a> .
9.1.2 Customer Satisfaction	9.1.2 Evaluation of compliance	9.1.2 Evaluation of compliance	
9.1.3 Analysis and Evaluation			The data relating to customer satisfaction, conformity of product, characteristics and trends of products and processes and suppliers is collated and reported into the Management Review Meeting
9.2 Internal Audit	9.2 Internal Audit	9.2 Internal Audit	Internal auditing will be controlled in accordance with <a href="#">FG_QHSE_P.05 Internal Audits</a>
9.2.1	9.2.1 General	9.2.1 General	Where an activity or area is identified as requiring control, consideration is given to any measurements or testing that may need to be carried out to ensure verification of compliance with relevant Policy legislation, identified targets, or any other environmental issue. All discharges to sewer are monitored and controlled to ensure compliance with the requirements of the environmental permit.
9.2.2	9.2.2 Evaluation of compliance	9.2.2 Internal audit programme	
9.3 Management Review	9.3 Management Review	9.3 Management Review	The Management Review meetings will be undertaken at least annually as a minimum. Review Input
9.3.1 General			

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9.3.2 Management review inputs			<p>The agenda of the Management Review meeting addresses the Review Input Items listed in the ISO standards. This is summarised in FG_QHSE_Man.01 Form.04. Senior Management personnel will attend the review meeting.</p> <p>The review will address the need for changes to the policy and objectives considering changing circumstances and the commitment to continual improvement. Minutes of these meetings will be recorded and circulated using the document FG_QHSE_Man.01 Form.05.</p>
9.3.3 Management review outputs			<p>Review Output</p> <p>The output from the meeting will be written minutes, recorded using the Management Review Minutes template (<a href="#">FG_QHSE_Man.01 FORM.04 Management Review Agenda</a> and <a href="#">FG_QHSE_Man.01 FORM.05 Management Review Minutes</a>).</p>
<b>10. Improvement</b>	<b>10. Improvement</b>	<b>10. Improvement</b>	<p>All non-conformances, corrective and preventative actions are handled in accordance with the <a href="#">FG_QHSE_P.06 Non- Conformity Corrective Action and Preventive Action</a>. Any accidents, incidents or near misses will be reported, recorded and investigated in accordance with <a href="#">FG_QHSE_P.01 Accident incident and near miss reporting</a>. The Lead HSEQ Manager authorises and initiates detailed investigations where necessary. Corrective and preventative actions are detailed when an assessment of the cause of the incident or near-miss is ascertained. All investigations are undertaken to determine root causes and identify actions necessary to reduce the likelihood of recurrence, thereby driving continuous improvement. Investigations will not be undertaken to apportion blame in any way.</p>
10.1 General	10.1 General	10.1 General	
10.2 Nonconformity and corrective actions	10.2 Nonconformity and corrective actions	10.2 <b>Incident</b> Nonconformity and corrective actions	
10.2.1			
10.2.2			
10.3 Continual improvement	10.3 Continual improvement	10.3 Continual improvement	<p>The Management System has been planned, established and implemented with the intention of facilitating continual improvement. There is a Senior Management Team meeting held monthly, an annual management conference and differing levels of review locally which include a review and summary of improvements made.</p> <p>FIS' have an ESG Policy that sets out the importance of being a responsible business and in 2018 FIS won a "Responsible Business Award" following the implementation of ESG initiatives.</p>

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			FIS's ESG initiatives are merging into Augean group ESG driven policies.
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