

# Internal Management System Manual

## Record of Revisions

Issue : Date	Description	Sections Affected	Undertaken By
0 : 01.05.2020	Original Development	All	A Wiltshire
1: 10.06.2021	Re-development	ALL	A Wiltshire K Sawczuk

## **ISSUE AND UPDATE**

The control of this Manual is in accordance with the GAP Group of Companies Ltd (GAP) Internal Management System Procedure QP-012- Document Control.

All printed copies of this Manual are uncontrolled and should be used for reference purposes only.

The Quality and Environmental Representative or designee following appropriate approval by the Lead Director will issue amendments to this manual

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## 0. Definitions

- 0.1. All terms used in the Internal Management System are consistent with the terms and definitions used in the both ISO 9001:2015 and ISO 14000:2015 series of Standards, Section 3 (Definitions) of ISO 14001: 2004.
- 0.2. Definitions stated below are those necessary for understanding special terms in this Internal Management System. Some systems are additional to those in the ISO 9001 and 14000 series.
- 0.3. **Environmental Aspect** Element of the organisation’s activities, products, or services that can interact with the environment.
- 0.4. **Environmental Impact** Any change to the environment, whether adverse or beneficial, wholly or partially, resulting from the organisation’s activities, products, or services.
- 0.5. **GGNE** GAP Group North East Limited, Company No: 09903046
- 0.6. **GI** GAP Ice Limited Company No: 10704726
- 0.7. **GO** GAP Organics Limited Company No: 11293442
- 0.8. **Interested Party** Individual or group concerned with or affected by the environmental performance of the organisation.
- 0.9. **Environmental Representative** Individual responsible for co-ordinating the operation of the Environmental Management System.
- 0.10. **PAMR** P A Moody Recycling Limited, Company No: 05423299
- 0.11. **PCS** Producer Compliance Scheme
- 0.12. **Scope** Range or extent of coverage. In this context used to define the activities, products, and services included in the Environmental Management System.
- 0.13. **Significant Environmental Aspect** An environmental aspect that has or can have a significant environmental impact.

- 0.14. **Significant** Of notable importance. In this context used to denote those environmental aspects in relative terms that warrant management action.
- 0.15. **Stakeholder** Company, organisation or shareholder with an interest in one or more of the GAP Group of Companies and who may be affected by its operations.

## **1. Introduction**

- 1.1. GAP Group North East Limited is a group of companies comprising of P A Moody Recycling Limited t/a Gap Waste Management and Transport, GAP Ice Limited, GAP Organics Limited and GAP Polymers Limited (GAP).
- 1.2. As a group they believe that Quality is important to each aspect of our businesses because we value all of our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. Whilst also being committed to undertaking responsible stewardship of the natural environment as an essential element for business efficiency and success.
- 1.3. This Internal Management System (IMS) Manual sets out the policy and commitments that give power and action to that belief. It is a signpost to the arrangements and procedures for quality and environmental control.
- 1.4. To provide structure and co-ordination for the Internal Management Systems in line with the Quality and Environmental Policies and actions, the International Standard for Quality and Environmental Management Systems, ISO 9001: 2015, ISO 14004: 2015, have been selected as the basis of the Management System.
- 1.5. The Internal Management System Manual and all documentation and data of the Management System are confidential and may not be reproduced in whole or part by any means, transmitted, or translated into machine language without the written permission of GAP Group North East and its associated group of Companies.
- 1.6. Uncontrolled copies of the Internal Management System Manual are available to customers, external auditing organisations, and other interested parties at the discretion of the organisation.

## **2. SCOPE**

- 2.1. This IMS Manual sets out the policy of commitment to quality and the environment. It co-ordinates the management of activities that are relevant to actual and potential quality and environmental impacts. The IMS Manual demonstrates awareness of quality and environmental issues and recognition of the views of all stakeholders.

- 2.2. Quality and environmental procedures describe the operation of the IMS and quality and environmental performance criteria. The respective sections of this IMS Manual references both quality and environmental Procedures.
- 2.3. The IMS is designed to cover quality improvement and environmental aspects which a facility can control and directly manage, and those it does not control or directly manage but can be expected to influence. The combined areas of control and influence define the scope of the IMS.
- 2.4. The scope of the IMS includes the operation of waste recycling and treatment for Waste Electrical Electronic Equipment (WEEE) in accordance with the publicly available Environmental Policy. National Haulage and logistics as well as waste brokerage.

### 3. **ORGANISATIONAL PROFILE**

- 3.1. GAP Group North East Limited is a group of companies comprising of P A Moody Recycling Limited t/a Gap Waste Management and Transport (PAMR), GAP Ice Limited (GI) and GAP Organics Limited (GO). Their individual activities are as follows:
- 3.2. GAP Group North East Limited Was founded on 4<sup>th</sup> December 2015 as part of the creation of a group structure across the businesses. It is located at GAP House, Nest Road, Gateshead, NE10 0ES
- 3.3. PA Moody Recycling Ltd (PAMR), trading as Gap Waste Management and Transport, provides a WEEE treatment facility at GAP House, Nest Road, Gateshead, NE10 0ES. The majority of inbound material is collected by its own fleet of vehicles from its client sites.
- 3.4. Under its bespoke permit the onsite activities allow for three distinct areas of operation and controlled under agreement for GI and PAMR.
- 3.5. PAMR's treats and recovers raw materials from Small Mixed WEEE consisting of sorting, separation, grading, shredding, baling, compacting, crushing, granulation.
- 3.6. For GAP Ice (GI) it provides for the Treatment of refrigeration units consisting of sorting, separation, grading, shredding, baling, compacting, crushing, granulation, cutting, condensing, and degassing for disposal or recovery of hazardous waste with a capacity exceeding 10 tonnes per day involving physico-chemical treatment as specified by R3, R4 and R5 with storage of wastes pending any of the R1 – R12.
- 3.7. The treatment of material in section 3 above is as detailed in the Environmental Permit. The facility is also permitted for the Treatment of waste as specified by R4 – Recycling / Reclamation of Metals and Metal Compounds, and R5 – Recycling / Reclamation of Other Inorganic Materials.

4.  
4.1. PESTLE Analysis

Political	Economic	Social	Technology	Legal	Environment
<ul style="list-style-type: none"> <li>•Brexit</li> <li>•New import regulations</li> </ul>	<ul style="list-style-type: none"> <li>•Consumer spending returning</li> <li>•PCS Changes in regulation</li> </ul>	<ul style="list-style-type: none"> <li>•Covid 19</li> </ul>	<ul style="list-style-type: none"> <li>•Improvement of equipment and techniques</li> </ul>	<ul style="list-style-type: none"> <li>•Changes in Legislation</li> <li>•Environmental Compliance</li> </ul>	<ul style="list-style-type: none"> <li>•Changes to Best available Treatment Techniques guidance</li> <li>•changes to permitting requirements</li> </ul>

**Political –**  
Brexit

**Economic –**  
Product Compliance Specialists (PCS) is constantly updating and reviewing regulations. Management of GAP Group NE is always up to date with new regulation changes and is ready to take necessary actions to comply with them to meet required standards, specially regarding electric and electronic devices or fridges.

**Social –**  
Covid 19 is having significant impact on the working environment as there are new regulations that our management ensured are in place. Social Distancing, limited amount of people in each room, hand sanitisers and mask available to everyone and quarantines if symptoms are shown. Covid have affected GAP Group NE by decrease of products received for recycling as customers spending dropped down due to Covid 19. There are certain number of customers allowed in shops that are open and due to lockdown most of shops with electric and electronic devices or fridges were closed. This caused decreased customers spend and decreased amount of old electronic/electric/fridges products being returned to shops and received by us.  
Around 9 million of British population were on Furlough for several months which also affected customers spend due to change of income and uncertainty about future, potential customers did not want to invest in new products.

**Technology –**

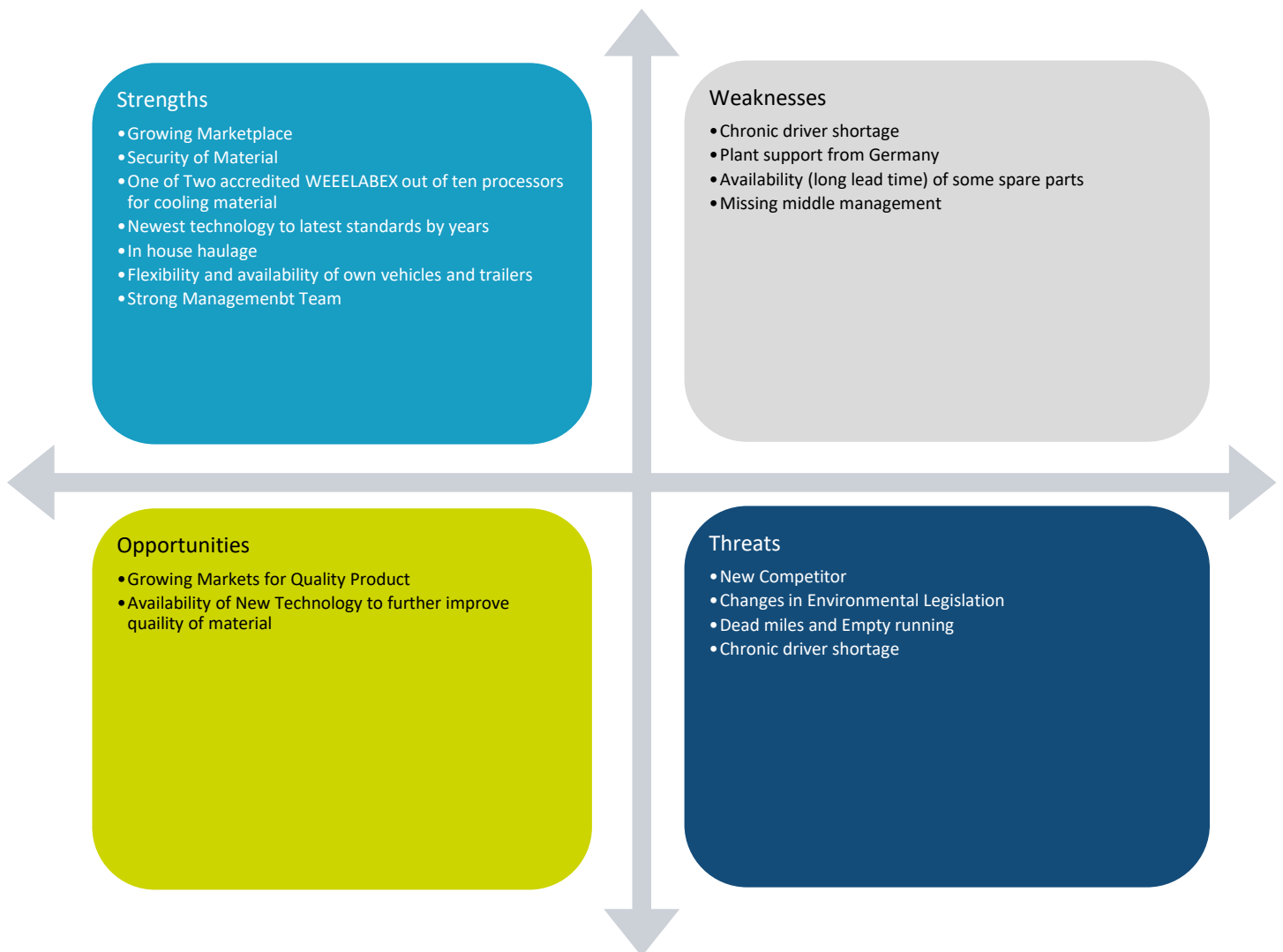
**Environment –**  
Being an established and Approved Authorised Treatment Facility (AATF) and licenced waste carrier, we are committed to the protection of the environment through our activities and those of our client and supply chain. We promote environmental awareness of our employees through regular communication to involve them in the implementation of measures to improve our management of the environment as affected by our business activities. Our environmental policy has its foundations in the personnel and the visible commitment and involvement of every person working for the Company. We manage our activities such that detrimental environmental aspects are minimised by operational controls and, where possible, beneficial environmental measures are introduced. Continual improvement of our environmental performance is achieved through clear environmental



objectives and regularly monitoring our progress towards them. Our Environmental Policy is communicated to our employees and made available to the public.

Legal -

#### 4.2. SWOT Analysis



### 4.3. Objectives, Targets, And Programmes

4.3.1. To meet the Policy commitments of legal compliance, prevention of pollutions, and continual improvement of quality and environmental performance, a series of quality and environmental management objectives and targets have been developed by the Management for each significant quality and environmental aspect.

These objectives and targets define:

- The performance objectives (Investigate / Study, Control / Maintain, or Improve) for each significant environmental aspect.
- The specific, quantified targets which define those performance objectives; and
- The planned deadlines for the achievement of those targets.

4.4. The Managing Director provides adequate personnel and other resources for the establishment and achievement of the objectives.

4.5. Quality and Environmental objectives and targets are established in all relevant functions and must be compatible with overall business objectives.

4.6. Implementation of objectives is co-ordinated in management programmes that define responsibility and timeframes for completion.

4.7. To ensure that objectives and targets are realistic and achievable, the MD will consider a wide range of issues and information when establishing and reviewing objectives. Factors included are:

- Legal requirements
- Significant environmental aspects
- Technical and technological options
- Financial resources and constraints
- Operational requirements
- Market and other business requirements
- Views of stakeholders / interested parties

### 4.8. Applicable Procedures

4.8.1. QP-002 Environmental Aspects, Objectives and Targets, and Management Programmes.

**4.9. Objectives, Targets, and Programme(s)**

4.10. Management Programmes are action planes for the co-ordination and control of activities and resources to achieve environmental objectives and targets in a defined timeframe. The programmes are approved by the Environmental Representative and subject to regular review.

4.11. These programmes define the principal actions to be taken, those responsible for undertaking those actions, and the scheduled times for their implementation.

4.12. New and modified activities, products, or services that are planned in the scope of the Environmental Management System are included in management programmes to ensure that environmental management applies.

Applicable Procedures

- EP-002 Environmental Aspects, Objectives and Targets, and Management Programme.
- QP-002 Quality Aspects, Objectives and Targets, and Management Programme
- EP-008 Quality and Environmental Review of Projects.