



Integrated Management System Manual

**ISO 9001:2015, ISO 14001:2015
ISO 45001:2018**

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Copy No.: 01

Issued To: SHEQ MANAGER

Approval

Managing Director

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Introduction

Company Profile

Britaniacrest Recycling is a family business started in 1993 to provide an affordable and professional skip hire and waste management service in West Sussex and East Surrey for private and commercial customers.

Flow of Process's

Our processes are described in our Company Procedures and Flowcharts where applicable see:

Quality Procedures **QP01 – QP14**,
Environmental Procedures **EP01 –EP07** and
Health and Safety Procedures **HP01 – HP07**

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Distribution List - Internal

Title	Position	Manual No	Issue Date
Master Copy Held electronically	SHEQ MANAGER	01	August 2017
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Distribution List - External

Name	Position	Manual No	Issue Date
EQS	Auditors	02	July 2017
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Revision Log

Amendment	Description of Change	Manual Ref.:	Signature	Date
ISSUE 01	New manual to reflect ISO 9001:2015 and ISO 14001:2015 changes	ALL		July 2017
ISSUE 02	New manual to reflect requirements of 45001:2018			September 2019

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Context of the Organisation (clause 4.1)

Britaniacrest Recycling Limited is a family business employing over 95 staff within the local area. Formed in 1993 by Ray Foss, with a wealth of knowledge and over 40 years' experience in the haulage and waste industry to provide affordable and professional skip hire and waste management service for private and commercial customers. By utilizing the relatively new concepts of recycling at the time of its formation Britaniacrest has grown from strength to strength to become one of the South's leading private waste management companies.

Passionate about recycling and protecting the environment in 2009 Britaniacrest Recycling re-invested to construct a modern and impressive waste transfer site enabling Britaniacrest Recycling to achieve '0% to Landfill' for customers and recycling 90% of the current 250,000 tons of waste received yearly on site.

Britaniacrest Recycling operates two licensed waste transfer stations where you are able to dispose of your non-hazardous and hazardous waste. Our aim is to re-use and recycle as much of the waste received as possible. We use state of the art machinery to process commercial, industrial and demolition waste. We extract the items that are recyclable via physical and mechanical treatment methods therefor reducing the waste that would otherwise be heading for landfill.

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External Issues

The Company recognises the following issues as impacting upon its ability to meet its objectives and intended outcomes within the Management System: -

Political: The Company is particularly sensitive to political decisions in regard to national and international strategies affecting the industry. Government relationships with other countries including aid and foreign policy can also affect key contracts. Transport restrictions, particularly environmental ones, can impact on delivery costs and methods. Directors maintain a close interest in these developments.

Economic: Key issues are interest rates, exchange rates, capital gains tax, national insurance and bank lending strategy. As above Directors take a close interest in these developments.

Social: Factors affecting the Company are skills availability, relationships with neighbours on noise and pollution, criminal record information availability and cultural attitudes to work and security issues. Social media activity and attitudes towards its use are a particular concern.

Technological: The major issue for the business is:

- Effect of direct on-line systems for handling recycled materials, fulfilment of products and distribution activities.
- Advances in technology and through-flow of data from order to fulfilment offer significant opportunities for speed to market and cost reduction.

Environmental: The environmental effects of the business, we look at the significant impacts of the operation on the business and identify what can go wrong and where opportunities lay for improved performance; effects of pressure group activities. **See the Company Environmental Policy and Procedures EP 01 – 07**

Health and Safety the Company recognises that the disciplines relating to the management of Health and Safety are an integral part of its management function. The Company views these as a primary responsibility and to be the key to good business in adopting appropriate standards to ensure as far as possible the Health and Safety of employees, visitors, sub contracted personnel and all other persons who may be affected by the Company's operations.

See the Company Health and Safety Policy and Procedures HP 01 – 07

Legal and regulatory: Regulations governing the environment, health and safety, product sustainability, bribery, data management and communications. The Company has a legal register that covers these issues see **Procedure EP 02 Compliance Obligations**

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Internal Issues

There are a number of issues that could affect the Company's ability to carry out business.

The Company has a Disaster Recovery Plan and a Business Continuity Plan. The main internal issues are:

Staff:

- Competency
- Training
- Salary
- Career progression
- Health and Safety requirements

Environmental (sites):

- Odour
- Noise
- Dust

Operational:

- Potential disruption due to an IT breakdown
- Impact of fuel costs
- The impact of local authority planning permission, if refused, on the Company's Business Plan

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Needs and Expectations of Interested Parties (clause 4.2)

Interested parties exist in the following areas and a number of these give rise to compliance obligations: -

Customers and their associated suppliers - This involves any other bodies related to the product groups

Employees, service providers and contractors

Local MP, regional Council members and officers for application of local legal and regulatory requirements including planning and local environmental and health and safety compliance

The Information Commissioner, Health & Safety Executive and Environment Agency in terms of compliance with applicable legislation on data processing, health and safety, welfare, environmental compliance, Waste Regulations etc. as indicated in the Legal Register

The local Water Company in respect of soiled water discharge and water usage

The Local Fire & Rescue Service in respect of fire prevention and safe access to premises in an emergency situation

Certification bodies for ISO and other standards

Banks. Regular contacts with the Company's Bank Account Management team are maintained to ensure funding of major capital purchases and short-term cash flow support as necessary

Local neighbourhood, potential employees, schools/colleges and other persons or bodies that may be sensitive to noise, health and safety issues and other intrusions

Pressure groups with a particular interest in aspects such as the environment, health and safety and community activity

Suppliers who rely on the Company for their orders

Industry bodies that we may collaborate with

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Scope of Quality Management System (clause 4.3)

The scope of the Management System is **Waste Management and Recycling**. In addition, it covers all those activities of the Company that have an impact on the quality of Waste Management and Recycling and distribution of products and services or on the environment as a result of our activities. The Management System is intended to deliver a number of intended outcomes which can be summarised as: -

- Delivery of strategic, financial and market development targets for the business.
- Customer satisfaction with quality of our operations, service delivery and information within methods and standards of control required by specific customers.
- Compliance with national and international laws and standards governing in particular, but not exclusively, employment, health and safety, welfare, environmental protection & sustainability.
- Continual improvement in the quality of our operations and operational key business performance indicators.
- Maximising the potential of people employed by or supplying services to the Company.
- Protection of the environment within our control and reducing our impact on pollution and carbon production; promoting sustainable forestry.

The Management System covers our operations at
24-26 Reigate Rd, Horley RH6 0HJ

The Key Elements of our Management System can be best described as a “virtuous circle” within a framework of customer satisfaction and business growth. The principal message is that the closer you get to understanding what your customers need from you and the more robust your business management system, the greater customer satisfaction and sales that will result.

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Management system processes (clause 4.4)

The management system processes are those that are necessary to run the Company effectively to a strategy, assess and manage risks, produce and deliver products and services to pre-determined locations and to protect the environment and the health and safety of employees and third parties. To support these processes there are further business processes associated with the administration and accountancy for the business. The key processes are considered to be:

- QP 01 Management Review
- QP 02 Contract Review and Order Processing
- QP 03 Document and Data Control
- QP 04 Purchasing and Procurement
- QP 05 Identification and Traceability
- QP 06 Process Activities
- QP 07 Inspection and Testing
- QP 09 Control of Non-Conforming Product and Complaints
- QP 10 Corrective Action
- QP 11 Preservation of Product
- QP 12 Control of Documented Information
- QP 13 Internal Audits
- QP 14 Training and Human Resources
- EP 01 Environmental Aspects
- EP 02 Compliance Obligations
- EP 03 Objectives and Targets
- EP 04 Control of Environmental Management Programmes & Communication
- EP 05 Operational Control
- EP 06 Emergency preparedness and Response
- EP 07 Monitoring and Measurement
- HP 01 Risk Assessment and Control
- HP 02 Compliance Obligations OH&S Requirements
- HP 03 Evaluation of Compliance
- HP 04 Occupational Health and Safety Objectives and Programmes
- HP 05 Communication, Participation and Consultation
- HP 06 Emergency Plan
- HP 07 Accident and Incident Investigation

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Inputs	Outputs	Support processes
Business Risk Assessment Supplier evaluation Purchasing Marketing Sales planning Order Procurement Customer relationship management Change management Maintenance of machinery/services Energy Control Risk Management Change management Financial control Human Resourcing	Order fulfilment Invoicing and accounts production Management information production Reporting processes Waste Management Quarantine and corrective action Control of documents and Records Logistics and transport management Employee skills and competence development	Human Resource Management and Training Office administration Business management system management Business continuity planning Communication and Information Systems management Health and safety management Environmental and chemical control Auditing & compliance

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Leadership (clause 5)

Structure and approach

It is the Company's policy to apply the principles of **ISO 9001:2015, ISO 14001:2015, and OHSAS 18001:2007** to its business in order to continually improve its operational performance and control costs effectively so that we may thrive through consistently meeting customers' needs and expectations and requirements. We will plan and manage our business through clear strategic objectives, being a socially responsible business, demonstrating a commitment to safe working practices and managing risks in terms of quality and health and safety risks and environmental impacts.

Overall responsibility for the Management System rests with the Managing Director who will delegate duties throughout the Company organisation to engage all employees in the need to be aware of and contribute to the operation and improvement of the system.

Management commitment

Management is committed to fully satisfying customers' needs and expectations. They see this as essential if the Company is to continue to prosper. The Management System is seen as a major contributor to this goal. The Managing Director normally chairs Management Review meetings.

Customer focus (clause 5.1.2)

The Company undertakes highly complex tasks with many one-off and last-minute, customised, requirements together with overarching quality parameters (e.g. on size, format and colour) which have very fine margins for error. Customers may have varying requirements and risks. There is significant competition and the Company maintain a proactive, customer focused approach is essential to the future success of the business.

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IMS Policies (clause 5.2)

The Quality Policy:

Has been developed by our top management and is in line with the context and scope of our business, our ethos and our strategic direction. It provides a framework from which we set our objectives and lays down our commitment to meet applicable requirements. It is communicated to and understood by every employee and forms part of our induction process for new employees. It requires all employees comply with the IMS. Our Quality Policy is reviewed for continuing accuracy and suitability as part of management review.

The Environmental Policy:

Has been developed by our top management and is in line with the context and scope of our business, the nature, scale and environmental impacts of our activities, products and services. It demonstrates our commitment to protect the environment, prevent pollution and manage our activities effectively to, wherever possible, reduce and minimise environmental impacts resulting from our activities. It lays down our commitment to fulfil our compliance obligations and to continually improve our environmental system to enhance our environmental performance. It is made available to interested parties and is communicated to and understood by every employee and forms part of our induction process for new employees. It requires all employees comply with the IMS. Our Environmental Policy is reviewed for continuing accuracy and suitability as part of management review.

The OH&S Policy:

Has been developed to reflect the commitment of the Company to:

- Provide safe and healthy working conditions for the prevention of work related injury and ill health
- Provide a framework for setting OH&S objectives
- Fulfil legal and other requirements
- Eliminate hazards and reduce risks
- Continual improve the OH&S management system
- Consult with workers and where possible allow workers to participate in OH&S matters

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Quality Policy

- 1.1 Senior Management and staff are committed to providing a service that consistently meets customers and applicable regulatory and statutory requirements. Britaniacrest Recycling Limited aims to enhance customer satisfaction through the effective application of a Quality System including continual improvement of the system.
- 1.2 The Quality Management System is consistent with **ISO 9001:2015** and its purpose is to provide a framework from which the Company can set appropriate objectives for continual improvement and commitment to Quality is maintained at all times, therefore satisfying the needs and expectations of it's customers, which are the Company's main operational goals.
- 1.3 Company personnel have a responsibility to ensure that the customer
Receives a quality service, and are to demonstrate a high level of competence at all times. The Company's services and systems are designed, engineered and managed to meet the customer's requirements by the simplest and most cost effective means possible.
- 1.4 The Company is committed to a training policy that ensures all personnel have the necessary competence and training to perform their duties. The Quality Policy is understood by and communicated to all staff within the Company. It is the responsibility of Senior Management to investigate any quality problems and ensure that corrective action is implemented as soon as possible. Senior Management shall also ensure customer requirements are determined and met therefore enhancing customer satisfaction.

To achieve the above the Company Quality System and Quality Objectives are reviewed at regular intervals for continuing suitability, to ensure it is meeting the customer's needs.

Signed:

Managing Director

Date:

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Environmental Policy

Britaniacrest Recycling Limited recognise that in our operations Waste Management and Recycling we inevitably impact on the environment and thus are committed to minimise the potentially harmful effects of such operations wherever and whenever possible. To confirm the above commitment, Company management has developed a comprehensive Policy Statement, appropriate to our operations as described above. This policy enables us to set objectives towards sustainable environmental improvement which can be measured and monitored regularly and in turn contribute to prevention of pollution and future protection of the environment. All employees are encouraged to understand and implement the objectives of this policy in their day to day work through regular discussion, communication and training. The Environmental Management System is consistent with **ISO 14001: 2015** The Managing Director has specific responsibility for policy development, co-ordination and evaluation of performance. The Company is committed to minimising the impact of its operations on the environment and by means of a programme of continual improvement is committed to:

The Prevention of pollution and continuous improvement, Comply with legal and other relevant requirements, Provide a framework for setting objectives & targets and this policy is documented, implemented, maintained and communicated to all employees and interested parties

In particular, Britaniacrest Recycling Limited will:

- a) Ensure appropriate resources will continually be made available to ensure the environmental policy is implemented in full.
- b) Discuss environmental issues with all employees, conduct training programmes and encourage best implementation practice by all personnel.
- c) Meet and where appropriate, exceed the requirements of all relevant legislation – where no regulations exist we shall set our own exacting standards.
- d) Work with our suppliers and sub-contractors to minimise the impact of their operations on the environment through a quality purchasing policy.
- e) Seek to reduce the consumption of materials in all operations, re-use rather than dispose wherever possible, and to promote re-cycling and the use of re-cycled materials. Whenever and wherever practicable reduce the level of pollution and harmful emissions noise, visual and other impacts on the local environment. Regular review and monitoring of environmental performance will be actioned to ensure our environmental objectives and targets as described above are maintained at all times.

Signed:

Managing Director

Date:

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Occupational Health and Safety Policy

The Managing Director of Britaniacrest Recycling Limited recognises that the disciplines relating to the management of Health and Safety are an integral part of its management function. The Company views these as a primary responsibility and to be the key to good business in adopting appropriate standards to ensure as far as possible the Health and Safety of employees, visitors, sub contracted personnel and all other persons who may be affected by the Company's operations. The Managing Director calls for continuous improvement in the Company's **ISO 45001:2018** Occupational Health and Safety management activities and business will be conducted according to the following principles:

We will:-

- Comply with all applicable Health and Safety laws and regulations.
- We will continually monitor and review our performance and progress
- Follow a concept of continuous improvement and make best use of our management resources in all Health and Safety related matters.
- Communicate our objectives and performance against these objectives throughout the organisation and to interested parties.
- Take due care to ensure that activities are safe for personnel, associates and subcontractors and others who come into contact with our work.
- Work closely with our customers and suppliers to establish and maintain the highest standards.
- Communicate with and train our staff in the needs and responsibilities of occupational Health and Safety management in order that each may understand how they can contribute to meeting customer requirements and the Company's Objectives.

Signed

Managing Director

Date:

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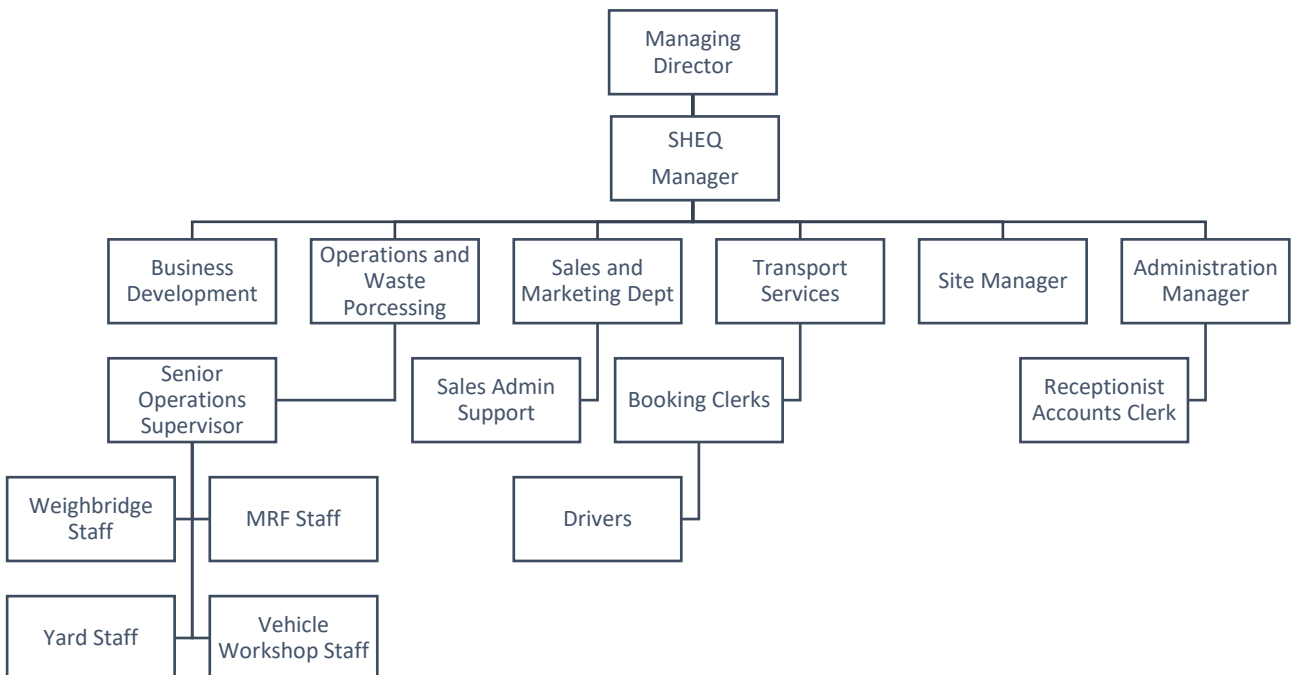
Organisational Roles, Responsibilities and Authorities (clause 5.3)

An organisation chart is shown below. It is only updated when major revision is required or when personnel change. The key responsibilities and authority for maintaining standards and conformance to the Management System are shown below.

All Staff are responsible for the control of Quality Assurance and Health and Safety and Environmental Controls within in the Recycling Site and Office areas. The Managing Director is responsible for the allocation of resources to allow the implementation of the Environmental, Health and Safety and Quality Procedures.

All Staff are responsible for making sure that their work complies with the procedures in the Management System Manual. All Staff have 12 monthly competency reviews and training records are updated as new proficiencies are gained.

Organisation Chart



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Managing Director

The Managing Director has the responsibility for the overall guidance of all Company personnel and is ultimately responsible for the Company Quality, Environmental and Health and Safety Management Systems. In conjunction with the SHEQ Manager he will implement and co-ordinate management review meetings; identify training needs and review quality planning, Company objectives and customer satisfaction whilst ensuring the allocation of adequate resources to maintain the Management Systems.

SHEQ Manager

The SHEQ Manager is authorised by and responsible to the Managing Director to ensure that the documented information for the Integrated Management System are in compliance with **ISO 9001, ISO 14001 and ISO 45001** and that this is maintained, implemented and operated throughout the Company. The post is also responsible for the action of Internal Audits using external trained and qualified auditors. To liaise with all Company personnel on all Quality, Environmental and Health and Safety Matters and ensuring customer's needs are understood and delivered.

Site Manager

The Site Manager is authorised by and responsible to the Managing Director to ensure that the site is run in an effective and efficient manner. The post is also responsible for Operations, Transport, Site Strategy and Legal Compliance.

Sales and Marketing Staff

Sales and Marketing Staff are responsible to Managing Director for external and internal sales, credit control, and PR and Marketing activities.

Sales Administration Support

Is responsible to Sales and Marketing Department head for all sales administration support, debt ledger and internal links to transport and operations.

Transport Services Staff/Booking Clerks/Drivers

Transport Services Staff are responsible to the Managing Director for bulk freight and waste collection services, booking clerks provide transport schedules and administration support and drivers operate the vehicles as directed.

Operations and Waste Processing Manager

Is responsible to Managing Director for the day-to-day waste operations.

Senior Operations Supervisor

Is responsible to Operations and Waste Processing Manager for any maintenance and planning activities.

Vehicle Workshop Staff

Are responsible to Senior Operations Supervisor for any fleet maintenance activities.

MRF Staff

Are responsible to Operations and Waste Processing Manager for all activities within the MRF as directed.

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Weighbridge Operatives

Are responsible to Operations and Waste Processing Manager for all activities within the weighbridge.

Yard Staff

Responsible to Operations and Waste Processing Manager for all yard activities including the operation of mechanical handling equipment and loading and unloading of vehicles.

Administration Manager

Is responsible to Managing Director for administration support, HR, accounts and implementation of internal administration management functions.

Receptionist and Accounts Support Clerk

Are responsible to Administration Manager for reception duties, general administration support, invoicing, purchase ledger and processing of timesheets.

Business Development Support

Is responsible to Managing Director for special projects and external management support.

Consultation and Participation (clause 5.4)

The Company will involve staff through consultation and participation in the making of decisions that have a direct influence on OH&S for the staff and others affected by the Company's activities.

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Actions to Address Risks and Opportunities (clause 6.1)

The Company has identified the key risks to the business, given its organisational context and the expectations of interested parties as outlined above actions arising from a yearly review of risks and opportunities at the Management Review Meetings are progressed by the SHEQ Manager or delegated member of Staff and these actions are documented and followed up.

See - Risk and Opportunity Analysis

Environmental Aspects (clause 6.1.2)

The Company has taken into consideration the Life Cycle Perspective of its operations, products and services to assist in the identification of Environmental Aspects and Impacts associated with the business.

Hazard Identification and Assessment of Risks and Opportunities (clause 6.1.2)

The Company through procedure **HP 01 Risk Assessment and Control** will identify any hazards associated with its products and services. It will also take into account such matters as the workplace, contractors and other persons affected.

Legal and Other Requirements (clause 6.1.3)

The Company has determined its legal and other requirements with respect to the environmental aspects and hazards relating to the activities, processes, equipment and materials used. A legal register has been established and maintained **EF004**.

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Business objectives (clause 6.2)

Business and Environmental and Health and Safety objectives are set regularly and monitored at the Management Review Meetings, supported where appropriate by KPIs in order that continual improvements can be made to quality, efficiency, environment, health and safety and customer satisfaction at each of the following stages:

- Sales Order Processing
- Waste Handling and Recycling Activities including Skip and Vehicle Hire
- Site Safety, Storage and Distribution of Waste and Recycled Materials
- MRF Activities
- Sales and Marketing
- Administration and Accounts.

Current business objectives are agreed, monitored and audited via Management Review and Management Team meetings and cascaded to functional and individual levels where appropriate.

Management System Planning (clause 6.3)

The Management System has been planned to: -

- Control operating and handling of Waste and Recycled Materials processes
- Meet objectives set
- Plan and manage changes to business processes
- Maintain correct process outputs when changes to procedures are made.

Changes to the system shall be planned to take account of any potential consequences and shall be supported by the necessary resources including the allocation or reallocation of responsibilities and authorities as set out in Section 4.1 and 4.2.

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Support (clause 7)

Resources (clause 7.1)

General (clause 7.1.1)

The Company makes finance and other appropriate resources available so that it can satisfy security, quality, health and safety, environmental and customer requirements and meet its business objectives. The Company has established sub-contracted services and has equipment sufficient to meet anticipated customer needs and to satisfy their expectations. It has a staffing policy, which encourages loyalty and as a result has a low staff turnover. Production demands and resource capacities and capabilities are carefully monitored and planned to achieve waste handling and recycling production and delivery targets. Where additional external resources are required it has outsourcing contracts, which it can call on to meet unexpected peaks. The Company maintains a detailed business continuity plan to deal with emergency situations affecting production.

People (clause 7.1.2)

Staff at our location have been engaged on a permanent basis and, where a development need has been identified by the appropriate manager, trained as competent to meet the quality, health and safety and environmental needs presented by customers' needs and for the general running of the Company.

Infrastructure (clause 7.1.3)

The Company ensures that its buildings, assets such as site machinery, vehicles, skips and computer systems and communications networks are adequate to meet customer requirements and that they comply with legal and Company standards.

Environment for the operation of processes (clause 7.1.4)

All work processes require a suitable environment in which to operate in line with health and safety and environmental requirements. The Company ensures that the physical, environmental, cultural and psychological factors, which affect the working environment, are managed and maintained. The SHEQ Manager delegates the appropriate person to arrange and conduct regular audits to ensure compliance, applying corrective action and improvements as required.

Monitoring and measuring resources (clause 7.1.5)

The Company utilises a number of methods to measure resources including calibration of equipment and human judgement. It calibrates specified equipment under the planned maintenance system, which is controlled by the SHEQ Manager. Other calibration equipment can be built into equipment and is self-testing. Human judgement is maintained through awareness, training, experience and feedback.

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Organisational knowledge (clause 7.1.6)

The Company recognises the need to maintain and develop its organisational knowledge including the retention of skills, the protection of intellectual property and the embedding of learning from activities such as internal improvement projects and external business briefings or training courses. The Company conducts annual reviews with all employees at which learning experiences form a core element.

Competence (clause 7.2)

The Directors are responsible for specifying the standards of education, training and experience required of existing and new employees, including any Agency employees used and in-house support staff and for maintaining training and competence records of all staff so that qualified or otherwise competent personnel carry out all work. All managers are responsible for identifying and arranging suitable training of employees, to ensure the quality of activities and services and for evaluating the effectiveness of the training following its completion.

The SHEQ Manager will work with relevant Managers to collect data and analyse the effectiveness of all training provided and to establish the need for any further training. This will be discussed at Management Review Meetings.

Awareness (clause 7.3)

All new employees are given a period of induction, which will include an introduction to the Management System by the SHEQ Manager or other Managers as appropriate. The appropriate Manager will assess the need for any training arising from the introduction of statutory regulations, new techniques and equipment. Training needs are also identified for new staff during recruitment and induction.

Refresher training takes place when there are significant system changes affecting employees' duties or where there are changes in responsibilities.

The benefits of improved quality performance are explored during regular performance reviews with employees and contractors providing services such as Employment Agencies and Technical Support.

Communication (clause 7.4)

The Company has determined the internal and external communication processes for the business and these are set out in the relevant procedures.

Internal Communication (clause 7.4.1/7.4.2)

Internal Communications may use any appropriate means. For important communications that need to be recorded, letters, memos and emails shall be used. Customer related communications of a routine nature are recorded with job specific data. Other data is recorded and where necessary backed up within the Company system.

The effectiveness of the management system is communicated through minutes and memos from the Management Team.

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External Communication (clause 7.4.3)

The Company will communicate with those external interested parties in respect of both its environmental and OH&S performance as required.

All communication will be in accordance with procedure **EP 04** and/or procedure **HP 05**.

Documented information (clause 7.5)

The Management System is documented at three levels:

- Policy level. This includes the policies on Quality and Environment, Health & Safety and this Management System Manual, which contains the Quality and Environmental and Health and Safety Policy Statements and details of how management shall meet the requirements of the relevant standards. It also includes key reference documents as set out in the **Document Control Procedure QP 03**. Each policy is available to and in some cases supplied direct to relevant interested parties.
- Process level. Documents that describe the processes needed to ensure security and quality including controls designed to ensure the secure management of confidential data and documents.
- Procedure level. Where necessary, local procedures, which are undertaken by staff in the performance of work, these documents, as well as providing guidelines for working, also serve as training resources for new staff.

The systems manual describes how the Company operates the key business processes which ensure customer satisfaction with waste handling and recycling and service delivery and the security of information within those processes. The Management Manual is reviewed at the Management Review Meetings in order to continually improve service to customers and standards of performance to investors in the business. The key elements of the system are set out in the following sections of this manual:

5	Leadership
6	Planning
7	Support
8	Operation
9	Performance Evaluation
10	Improvement

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Creating and Updating (clause 7.5.2)

This includes:

- The Manual (includes the Quality, Health and Safety and Environmental Policies)
- Business Objectives (reviewed and updated annually as part of the Company's strategic vision and mission and approved through Management Review meetings as appropriate)
- Relevant processes and procedures including flowcharts and reference files
- A Business Continuity Plan
- A legal register of quality, health and safety & environmental regulations and other compliance obligations
- A register of environmental aspects
- A management programme of planned and implemented improvements
- A documented internal audit procedure with a supporting schedule and auditors' check sheets
- Procedures for the identification and control of nonconforming product and the associated means of corrective actions
- A Document Control Procedure and Records.

Control of Documented Information (clause 7.5.3)

Information held by the Company in respect of its activities or the Integrated Management System is maintained in both hard and soft copy form as appropriate, in accordance with procedure **QP 03**.

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Operation (clause 8)

Operational planning and control (clause 8.1)

Customers' primary requirements are the supply of recycled waste delivered to an end user. These products must be delivered on time and in good condition to the site where they are needed. The Company has a system for tracking the progress of recycled waste through the site stages and during deliveries to its customers. In planning to satisfy customers' needs, stocks are subject to monitoring, planning and adjustments. The processes associated with the use of these materials to deliver the end product are set down in local procedures and within computerised checks. These are referenced in this Manual and Procedures and associated documentation, latest versions of which are available through the main computer network.

Product Quality Requirements are stated in Works Orders issued to the site facilities or relevant departments on the Computer Network and in Customer agreements where appropriate.

Procurement (clause 8.1.4)

General (clause 8.1.4.1)

The company has systems in place to ensure that all plant and equipment purchased is suitable for the intended use and is delivered according to specification and tested. All new installations are thoroughly checked to see that they meet design specifications.

Staff are then provided with the necessary instruction and/or training to be able to operate the new plant or equipment correctly.

Contractors (clause 8.1.4.2)

Currently the Company does not employ or utilise external Companies to carry out any work related activities.

Outsourcing (clause 8.1.4.3)

Currently the Company does not outsource any of its activities.

Requirements for products and services (clause 8.2)

Emergency Preparedness and Response (clause 8.2) (14001 and 45001)

The Company has put in place processes to deal with those emergency situations and these are set out in procedures **EP06** and **HP 06**.

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Customer communication (clause 8.2.1)

Customer communications are planned and maintained through appropriate managers. Estimates/Quotes are checked directly from converted orders. All product information and any customer complaints or feedback are handled by the responsible member of staff and recorded on the computer database for comments. Staff in the relevant department primarily handles ordering and contract information. Customer complaints will be handled in accordance with the Customer Complaints procedure **QP 09**. Customer Satisfaction is measured through complaints and credit notes and regular supplier reviews with our key customers.

Determining requirements for products and services (clause 8.2.2)

The relevant Departmental Staff handle customer orders and enquiries.

Review of the requirements for products and services (clause 8.2.3)

Management reviews each contract in order to determine that:

- The contract documents adequately define the customer's requirements.
- The customer's requirements are understood and any questions resolved.
- The capability to meet the contract requirements.
- The requirements do not conflict with any statutory, international, regulatory or third party interests and present no business risk.

New or amended customer requirements are documented in the computer system and/or on the customer's contract documents.

Changes to requirements for products and services (clause 8.2.4)

Where changes to customer requirements are agreed, these are amended on the Works Instruction. The relevant departmental staff will be responsible for maintaining the accuracy of Works Order data.

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Control of externally provided processes, products & services (clause 8.4)

Purchasing requirements

The Company ensures that purchased items conform to specifications. Suppliers and subcontractors are evaluated and selected on the basis that they are a registered Company and/or have traded satisfactorily with our Company for a suitable period and/or are recognised as competent within the industry.

All purchasing is carried out as described in **Procedure QP 04** using sequential approved Purchase Order Numbers.

Approved Suppliers are those registered on the preferred suppliers database or, temporarily, until all suppliers have been transferred. They will be reviewed at Management Review, which may result in blocking further use of any suppliers who do not maintain reliable and satisfactory standards. They shall be notified in writing and will be blocked on the database.

New Suppliers are assessed at the time of inclusion and form part of the Company's Risk Management Plan. Supplier Audits, if ever required, are recorded on an Audit Checklist.

Procurement controls (clause 8.4.2)

The Company exercises control over incoming goods to ensure that they comply with purchase orders and specifications. It is Company policy to afford customers assistance with verification of purchased material to ensure conformance with contractual requirements both at source and within their establishment.

If parts of the product are supplied directly by customers, similar checks will be applied as are appropriate to any purchased materials of the same type.

Any such inspections are to be considered as supplementary to a supplier's procedures and not as an alternative to them.

Information for external providers (clause 8.4.3)

Purchasing documents contain clear and concise information describing the product or service to be supplied. If the supplier/subcontractor is required to supply labour only, assurance of identity and appropriate qualification for the task will be obtained, either by relevant qualification documents or other reliable source.

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Production and service provision (clause 8.5)

Control of production and service provision (clause 8.5.1)

The Company ensures that the production process is defined, planned and undertaken in a controlled manner and has set these procedures out in relevant functional or departmental Quality Checks.

The Company does not have any outputs which cannot be verified during its Waste Handling and Recycling stages.

Identification and traceability (clause 8.5.2)

Property belonging to customers or external providers (clause 8.5.3)

The Company may be required on some contracts to take responsibility for the control of customer supplied items. These are controlled by the Management and kept identified and described in the procedure for control of customer-supplied products.

Preservation (clause 8.5.4)

Methods are established to prevent damage to product during handling and delivery including, if practical, pre-delivery inspection, packaging and transit protection where necessary. Only qualified and authorised personnel shall be permitted to use any special handling equipment.

Adequate storage is provided to prevent damage or deterioration of goods and packaging.

On receipt and throughout storage, all goods shall be handled so as to avoid damage to personnel and goods. So far as possible, protective packaging will be left in place until items are required for use.

Delivery to the customer or designated destination, may only take place when all inspection, testing and relevant documentation has been prepared and recorded. Delivery may be by customer collection, by the customer's agents, by the Company or by a sub-contractor.

Post-delivery activities (clause 8.5.5)

The Company offers key customers an option for return of unwanted packaging for disposal and the facility for post-delivery receipt confirmation.

Control of changes (clause 8.5.6)

Changes to production or service provisions as a result of agreements with customers are documented in the relevant Customer contract file or in later editions of issued works orders in order to ensure continuing conformity with changed requirements.

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Release of products and services (clause 8.6)

Inspection and testing is carried out to ensure specified requirements will be met. Responsible persons at each stage of our activities, conduct specific checks on goods and product/service requirements contained within the Works Order in accordance with their local Quality Checks.

Control of nonconforming outputs (clause 8.7)

The Company ensures that any plant, product, materials and workmanship that do not conform to specified requirements are prevented from inadvertent use or application. Non-conforming items are identified, evaluated, action agreed and notified to relevant parties. All Company personnel are responsible for reporting defects in goods in production, materials and equipment.

The SHEQ Manager will be responsible for investigating and resolving defects and damage in equipment. The SHEQ Manager will report any significant supplier problems to the Management Review meetings for action.

The Buyer or any other person delegated to undertake Receiving Inspection of goods and materials, shall report details of any defects to the SHEQ Manager. Faulty Goods will be noted on the Purchase Order and remedial action taken with the supplier. Defective products shall be quarantined with the defect noted on the item or its container to prevent inadvertent use.

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Health and Safety Risk Assessment and Control

The Company will ensure that a risk assessment is carried out: -

- Whenever a new procedure or process is introduced
- Whenever a significant incident occurs (whether it results in harm or not)
- Existing ones are reviewed at the Management Review Meeting held twelve monthly see **Procedure QP 01**.

The Risk Assessment will be carried out identify hazards and control measures to minimise the risk of harm occurring. The results of Risk Assessments will be recorded and the records retained. See **Procedure HP01**

Health and Safety Emergency Preparedness

An emergency plan will be devised to take account of any hazard which may be reasonably foreseen and which could impact upon numerous personnel within the Company. The emergency plan will take account of all relevant hazards and will identify the responsibility for action of particular individuals in the event of emergency. Copies of the emergency plan will be stored both on site and off site. See **Procedure HP06**

Health and Safety Measurement, Analysis and Improvement

It is the goal of Britaniacrest Recycling Limited to continually improve the effectiveness and efficiency of its mechanisms for occupational Health and Safety. In order to achieve this, management will ensure that a regime of safety inspections is carried out within the workplace and reported promptly to relevant managers for action. In addition to the results of inspection, when incidents (whether involving harm or not) do occur, they will be investigated and recorded and the results analysed to provide the basis for further improvement. See **Procedure HP03** Internal Audits of the OHSMS will be carried out every twelve months to ensure the effectiveness and efficiency of the system in accordance with **Procedure QP 13**.

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Performance Evaluation (clause 9)

Monitoring, measurement, analysis and evaluation (clause 9.1)

General (clause 9.1.1)

Measurement and Analysis is carried out in order to:-

- Demonstrate Product and Service conformity
- Ensure the management system is operating effectively
- Evaluate risks to the business and the security of information
- Seek improvements to the Management Systems
- Monitor customer satisfaction.
- Drive continual improvement

Monitoring and measurement will be conducted according to periods appropriate to the data concerned.

Customer Satisfaction (clause 9.1.2)

The key business processes of waste handling and recycling activities and distribution are controlled.

Processing errors are monitored and identified by means of supervision, work-sheets, data verification or validation and technical solutions such as order inputs and change sheets.

These are reviewed to monitor the Company's performance and take corrective action as appropriate.

Any problems will be reported at the Management Review as appropriate.

Customer satisfaction levels are determined by three key measures:-

1. Assessing the level and nature of customer complaints
2. Assessing the level and nature of credit notes raised
3. Monitoring the results of any satisfaction comments with key customers and the data from any Customers' own Supplier Performance Assessments.

These measures are reported at the Management Review Meetings.

Evaluation of Compliance (clause 9.1.2)

The Company use the services of an external consultant to update or amend the legal register as required at which time an evaluation is carried out. In addition, an evaluation of compliance will be carried out as part of the internal audit programme.

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Analysis and evaluation (clause 9.1.3)

Analysis and evaluation will take place by management and reported as inputs to twelve-monthly Management Review. Documented information shall be retained as evidence of the results. Some of this data is retained locally as hard copies within departments or on the Company's Computer database.

The results of analysis shall be used to evaluate and improve:

- a) conformity of recycled products and services;
- b) customer satisfaction;
- c) the performance and effectiveness of the management system;
- d) if planning has been implemented effectively;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) The performance of external providers.

Internal audit (clause 9.2)

Internal audits of the system are carried out as described in **Procedure QP 13**.

All functions shall be audited at least once per year to establish performance against the Company's Business Management System and the requirements of **ISO 9000:2015, ISO 14001:2015 and ISO 45001:2018**.

The Management Team shall ensure that follow-up action is taken to check that corrective action proposals are implemented.

Copies of the approved Quality Audit Reports shall be distributed to relevant staff. Records shall be maintained in the Records folder.

Management review (clause 9.3)

The Managing Director is responsible for conducting management review meetings as described in **Procedure QP 01**

The purpose of Management Review is to ensure continued suitability of the system and to seek improvements through management actions and business objectives. Management review meetings shall normally be programmed every 12 months.

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Improvement (clause 10)

Approach to improvement

The Company analyses the results of non-conformities and take corrective action in line with published procedures and processes agreed with key customers.

Nonconformity and corrective action (clause 10.2)

The Company has established and maintains processes for:

- Investigating the causes, and initiating the corrective action needed to prevent recurrence, of non-conformances, particularly in respect of customer complaints.
- Applying controls to ensure corrective actions are taken and are effective.
- Implementing and recording changes to procedures as necessary resulting from corrective actions.
- Reporting at Board and other relevant meetings, including Management Reviews.

The Management Is responsible for resolving all concerns raised arising from Audits. Their resolution and the status will be reviewed by the Management Review meeting.

Incident Investigation (10.2)

The Company has established a process in the form of procedure **HP 04** to cover the reporting and investigation of health and safety incidents.

Continual improvement (clause 10.3)

The Company have a programme for continual improvement. This is applied to information security, outputs, the business processes, the training and capability of staff and the production equipment and its condition. Mechanisms for continual improvement include: -

- **Management Reviews**
- **Small-Step improvement activities carried through by process “owners”**
- **Ad-hoc Focus Meetings on key areas**
- **Annual Objective setting, with continuing review and adaptation**
- **An Internal auditing system**
- **Management Team meetings**
- **Individual performance reviews**

Where a non-conforming product is altered to remove a problem the product will not be issued until it has been checked and approved.

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11.0 Associated Procedures

QP 01	Management Review
QP 02	Contract Review and Order Processing
QP 03	Document and Data Control
QP 04	Purchasing and Procurement
QP 05	Identification and Traceability
QP 06	Process Activities
QP 07	Inspection and Testing
QP 09	Control of Non-Conforming Product and Complaints
QP 10	Corrective Action
QP 11	Preservation of Product
QP 12	Control of Documented Information
QP 13	Internal Audits
QP 14	Training and Human Resources
EP 01	Environmental Aspects
EP 02	Compliance Obligations
EP 03	Objectives and Targets
EP 04	Control of Environmental Management Programmes & Communication
EP 05	Operational Control
EP 06	Emergency preparedness and Response
EP 07	Monitoring and Measurement

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11.0 Associated Procedures

HP 01	Risk Assessment and Control
HP 02	Compliance Obligations OH&S Requirements
HP 03	Evaluation of Compliance
HP 04	Occupational Health and Safety Objectives and Programmes
HP 05	Communication, Participation and Consultation
HP 06	Emergency Plan
HP 07	Accident and Incident Investigation