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### 5.3 (b) Environmental Policy

The Owner is aware of his responsibility for the environment and the effects the Company has on it.

#### ENVIRONMENTAL POLICY STATEMENT

The Owner is committed to providing customers with products processed in environmental efficient premises. The Owner has reviewed all company operations and processes against the requirements of ISO 14001 and follows the general principles of environmental management systems given in ISO 14001 by implementing the following.

- ◆ The Owner is committed to continually enhance the environmental management system to achieve improvements in the overall environmental performance of the company.
- ◆ The Owner is committed to use best practice and processes and the efficient use of resources that will reduce or prevent pollution of any kind.
- ◆ The Owner will comply with applicable legal requirements and any other relevant requirements related to the environment.
- ◆ When required, provide new plant, equipment and vehicles with an improved environmental performance over that which it replaces.
- ◆ Where possible introduce waste management systems that minimize waste by re-use, re-cycling and safe disposal.
- ◆ Review environmental management systems within the factory during the annual management review meeting.
- ◆ Use this policy statement to set environmental objectives and targets and provide a framework for their review.
- ◆ Make this policy statement available to all employees and the public via publication in this document and on the company website.

Approved by: -

(Owner)



Date: -

4/4/17

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#### 5.4 Planning

Quality and environmental objectives are agreed by the Owner and reviewed at regular intervals to ensure they remain on target. Such a review will be included in management review meeting.

##### 5.4.1 Quality Objectives

The Owner has through the issue of the company objectives document ensured that objectives are established at relevant functions and levels within the organisation. The Owner agrees measurable targets for each function or level and ensures that they are consistent with the relevant company policy.

##### 5.4.2 Environmental Aspects

The Senior Accounts Manager reviews the environmental impact of its activities and services to determine any aspects that can be brought under the control or influence of the environmental management system.

Where a significant process is identified such that it may impact on the environment its impact will be taken into account when setting environmental objectives. The company have decided not to communicate information on its significant aspects.

The Owner meets with department managers to discuss environmental objectives, taking into account applicable legal requirements and any other requirement to which it subscribes.

These objectives are reviewed during the management review meeting and environmental objectives and targets agreed and documented in the company objectives document.

##### 5.4.3 Management System Planning

The Owner ensures that: -

- (a) The planning of the management system meets the general requirements of the standard and is consistent with the relevant policy.
- (b) The integrity of the management systems is maintained when changes to the management system are planned and implemented.

##### 5.4.4 Legal and other requirements

The organisation has produced procedure number QP 1 to describe how it keeps up to date with legal and other requirements that are applicable to the environmental



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aspects of its activities and services. Other requirements to be checked will include industry codes of practice, agreements with public authorities and non-regulatory guidelines.

The organisation takes into account applicable legal requirements and any other requirement to which it subscribes when establishing, implementing and maintaining its EMS.

## 5.5 Responsibilities, Authority and Communication

### 5.5.1 Responsibility and Authority

The Owner has overall responsibility for the company. The Owner has delegated day-to-day operational activities to the CEO and quality related activities to the Management Representative. Details of the reporting levels between the Owner and the workforce are published in the organisation chart held in electronic format. In addition, general job descriptions are retained in individual files or in electronic format.

### 5.5.2 Management Representative

The Senior Accounts Manager is the organization's management representative (ISO Controller), who irrespective of other responsibilities shall have responsibility and authority that includes: -

- (a) Ensuring that processes needed for documented management system are established, implemented and maintained.
- (b) Reporting to the Owner on the performance of the management system and any need for improvement.
- (c) Ensuring the promotion of awareness of customer requirements throughout the organisation.
- (d) Ensuring that the requirements of the International Standard BS EN ISO 9001 & ISO 14001 are implemented and maintained.

The Owner has appointed the Senior Accounts Manager as the environmental management representative, who irrespective of other responsibilities shall have defined roles, responsibility and authority for: -

- (a) Ensuring that environmental management system requirements are established implemented and maintained in accordance with ISO 14001.
- (b) Reporting on the performance of the environmental management system to the Owner for review and as a basis for improvement of the environmental management system.

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Day to day absence of the management representatives does not affect the performance of the management system. However, in the long-term absence of the organization's management representatives the Owner will deputise.

### 5.5.3 Communication

#### (a) Organisation

The main method of internal communication is via team meetings used to pass on general information on quality and environmental matters. The meetings are used to update drivers on new working practices and environmental issues regarding the organization's performance and setting collection and delivery priorities based on customer requirements.

The main visual aid to communication is the notice board that keeps employees up to date with company news and customer information.

The Senior Accounts Manager receives all external EMS related communications, documenting and responding as appropriate to the external parties concerned. Where the item impacts on the environmental system the Owner is contacted and a response produced and documented.

The Operations & Transport Manager provides drivers with all relevant information on collection / deliveries and environmental information.

#### (b) Customer communications

The management team are in constant contact with customers to ensure collections are carried out at the appropriate times using the appropriate vehicle. In addition, customers are educated on the need to ensure that product is collected / stored in such a way to prevent contamination by water or odours that make the product unusable.

### 5.6.1 Management Review

The Owner reviews the overall effectiveness of the organisations management system at planned intervals, to ensure its continuing suitability, adequacy and effectiveness.

This review, which will take place annually, will include assessing opportunities for improvement and the need for changes to the quality management system, including the quality and environmental policy and objectives.



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This will be a formal review chaired by the Owner or designated chairperson and attended by relevant staff. This review will cover topics listed in the agenda given in procedure QP 3.

The management representative holds records of management review meetings in an official file.

#### 5.6.2 Review Input

The elements to be considered for input to the meeting shall include those given in QP 3.

#### 5.6.3 Review Output

The main output from the meeting will be a report that identifies any decisions and actions recommended. These will include any related to: -

- (a) Improvement of the quality management system and processes.
- (b) Improvement of product related to customer requirements.
- (c) Resource needs.

### 6 Resource Management

#### 6.1 Provision of Resources

The Owner ensures that the resources essential to the implementation of organization strategy and achievement of the organisations objectives are identified and made available. The Owner shall determine and provide resources needed: -

- (a) To implement and maintain the management system and continually improve its effectiveness.
- (b) To enhance customer satisfaction by meeting customer requirements.

#### 6.2 Human Resources

##### 6.2.1 General

The Owner ensures that personnel performing work affecting product quality shall be competent on the basis of appropriate education, training, skills and experience.

The overall responsibility for training personnel lies with the Owner, but in practice the Owner liaises with the CEO on the training needs of individuals within the organization.

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The responsibility for the provision of QA/Audit personnel lies with the Owner, who ensures that auditors have suitable auditing experience and are familiar with the requirements of ISO: 9001 & ISO 14001.

Education and training needs and records for all personnel are maintained up to date. Procedure QP 4 describes the organization's programme for monitoring and reviewing personnel training requirements.

Training needs and requirements for individual staff are reviewed annually, during the Management Review Meeting.

#### 6.2.2 Competence, Awareness and Training

The CEO ensures the necessary competence is available for the effective and efficient operation of the organisation. In addition the education and training should emphasise the importance of meeting requirements and needs and expectations of the customer and any interested parties.

The CEO ensures that designated personnel: -

- (a) Have the necessary competence for personnel performing work affecting product quality.
- (b) Have training or take other actions to satisfy these needs.
- (c) Evaluate the effectiveness of actions taken
- (d) Are aware of the relevance and importance of their activities and how they contribute to the achievement of the company objectives.
- (e) Maintain appropriate records of education, training, skills and experience.

In particular for environmental aspects persons working for the company shall be made aware of: -

- (a) The importance of conformity with the environmental policy and procedures and with the requirements of the EMS.
- (b) The significant environmental aspects and related actual or potential impacts associated with their work, and the environmental benefits of improved personal performance.
- (c) Their roles and responsibilities in achieving conformity with the requirements of the EMS.
- (d) The potential consequences of departure from specified procedures.

#### 6.3 Infrastructure

The organisation is located in a building that has a layout conducive to the storage of products required and environmental considerations. The Owner has determined the needs of the building to achieve efficient storage and distribution requirements.



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The Owner ensures that the infrastructure, which includes buildings, workspace and support services, are maintained to minimise their effect on the environment.

The management representative ensures that quality and environmental related records of maintenance, breakdown and service are retained in suitable files. Records include copies of job sheets, reports or invoices issued by the service agent.

The Owner, in his role as Operations & Transport Manager, ensures that all relevant vehicle inspections, checks and servicing take place.

#### 6.4 Work Environment

The building provides a suitable work environment that has a positive influence of personnel motivation and satisfaction with the aim of enhancing the performance of the organisation. The Owner shall determine and manage the work environment needed to minimise its affect on the environment in consideration of physical and environmental factors including noise, temperature, humidity, lighting and weather conditions.

### 7 Product Realization

#### 7.1 Planning of Product Realization

##### 7.1.1 General

The CEO is responsible for the planning and development of processes related to product realisation. The CEO in conjunction with the Team Leader has identified the processes needed to realize products to satisfy the requirements of customers and other interested parties.

The Senior Accounts Manager has defined document and production flow processes in a series of procedures taking into account the following.

- (a) Company objectives and requirements for the product
- (b) The need to establish processes documents and provide resources specific to the product.
- (c) Required verification and inspection activities specific to the product and the criteria for product acceptance.
- (d) The records needed to provide evidence that the realization processes and resulting product meet requirements.
- (e) Additional safeguards required when the public visit the site to view and purchase goods on sale.

Product realisation processes are described in procedure QP 5.

##### 7.1.2 Operational Control

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The organisation has reviewed all operations and activities during the management review meeting. The review revealed no significant environmental aspects identified at this time. Should a significant activity be identified during future reviews then suitable documented procedures will be established and implemented in-house and communicated to suppliers and subcontractors as appropriate.

## 7.2 Customer-related Processes

The Owner has established processes for communicating with customers to ensure adequate understanding of their needs and expectations. These requirements are translated into collection and packing processes following formal review of customer requirements for collection and end user requirements received verbally or via purchase order.

Procedure QP 2 has been established to define processes used to determine customer requirements. The Owner or CEO receives enquiries and orders for products.

During the examination of customer requirements for product and delivery, a review of environmental aspects of the product and collection services is carried out prior to the first time a collection is made. (See QP2) This review is to determine any that have a significant impact on the environment and to ensure any applicable legislation is detected.

## 7.3 Design and Development

The organization does not engage in any design or development activities. The organisation collects textiles and re-processes them for sale to the customer.

## 7.4 Purchasing

### 7.4.1 Purchasing Process

The Senior Accounts Manager ensures that purchased product conforms to specified requirements by the implementation of purchasing and goods inward procedures. The Owner and Senior Accounts Manager are authorized to issue purchase orders for the purpose of ordering all products and consumables, and for confirmation of orders placed verbally. The Owner and Senior Accounts Manager operate the purchasing system, processing and approving purchase orders as described in procedure QP 6.

It is the organization's policy to purchase products and services from suppliers and subcontractors who can demonstrate the necessary commitment to quality whilst providing delivery of the products on time every time at the right price. Procedure QP 6 describes the criteria for selection, evaluation and re-evaluation.



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The Senior Accounts Manager maintains a list of products that impact on waste / recycling systems. These are restricted to plastic bags / general products, cardboard and office consumables. The Finance Manager wherever possible looks for a recycling solution as a first option before disposing of products via normal waste collections.

#### 7.4.2 Purchasing Information

Purchasing documents must describe the product to be purchased and make provision for the authorisation of the purchase. Purchase data must fully describe the product required and information recorded on purchase orders must comply with the requirements of procedure QP 6.

#### 7.4.3 Verification of Purchased Product

Goods inward procedure QP 6 has been established to ensure that purchased products conform to specified requirements.

The organisation or the customer rarely verify purchased product at suppliers premises. However, on such occasions the General Manager will give details of verification arrangements and the method of product release on purchasing documents relevant to the product concerned.

#### 7.5 Product and Service Provision

##### 7.5.1 Control of Production and Service Provision

The CEO, in conjunction with the Production Manager and the Quality Assistant, has responsibility for planning and controlling product realisation processes using documented procedure QP 5, taking into account: -

- (a) The characteristics of the product and available information
- (b) The availability of work instruction as necessary.
- (c) The implementation of release, delivery and post-delivery activities.
- (d) Dealing with the public who have access to the site.

##### 7.5.2 Validation of Processes for Production and Service Provision

The Organisation does not operate any processes that require validation by subsequent measuring and monitoring processes.

##### 7.5.3 Identification and Traceability

Identification of products is maintained during all processes. The main method of identification is the job number, which is recorded on delivery documents accompanying products or on the product / packaging.

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If required by a contract, methods for traceability would be established and implemented.

#### 7.5.4 Customer Property

The organisation does not receive or process customer property or intellectual property

#### 7.5.5 Preservation of Product

The Warehouse Manager preserves the quality of the product by controlling handling, packaging, storage, protection and delivery of the product. The organisation uses a forklift truck or manual handling to unload and load vehicles and receive product from the public.

Incoming product is controlled under quality procedure QP 5. All products are transferred between processes by hand.

There are specified areas for the storage and protection of incoming goods, which is maintained in a suitable condition, and provides adequate protection for their purpose.

Items do not require any special storage conditions or segregation or packing. However the following applies.

- (a) A suitable bag or storage area will be provided.
- (b) Adequate product identity to ensure its traceability if requested by the customer.
- (c) Adequate protection to products affected by moisture will be provided, as appropriate.

Where items require special storage conditions or segregation they will be stored and protected and regularly examined to ensure that any preservation or covering is still intact and any special instructions are being observed.

Delivery of products to customers will only go ahead after release of despatch documents as described in procedure QP 5. All reasonable precautions will be taken by transport during delivery of the products or parts to prevent damage and nonconformity.

The organization use their own transport to collect and deliver products and will use specialist carriers when the need arises, taking into account any particular requirements of the customer.



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Staff loading vehicles ensures that the products are satisfactorily loaded onto the vehicle and restrained as appropriate.

## 7.6 Control of Monitoring and Measuring Devices

The Owner in discussions with the Senior Accounts Manager has determined that weigh scales are the only measuring devices used during collection and delivery operations. These may include weigh scales fitted on company vehicles that weigh products on collection and the weigh bridge and static scales used in the warehouse to weigh products. Weighing equipment is subject to an annual service / calibration.

The vehicle fleet is much reduced, but the organisation has recognised the need to ensure adequate vehicle performance in order to reduce the effects of pollution and to monitor the amount of waste product recycled or sent to landfill.

A review of environmental aspects has revealed no aspects that have a significant impact on the environment other than company vehicles. The Operations & Transport Manager monitors vehicle performance and service history as part of transport regulations.

## 8 Measurement, Analysis and Improvement

### 8.1 General

The organization implements monitoring, analysis and improvement processes needed in order to: -

- (a) Demonstrate conformity of the product, if required
- (b) Ensure conformity of the management system
- (c) Continually improve the effectiveness of the management system

The ISO Controller collects data from office, warehouse processes, customers, returned products and customer feedback and vehicle operating costs and evaluates them using standard computer based analytical tools. This information is presented to the Owner during reviews of the effectiveness of these processes and of the management system to ensure validity of data so that added value to the organisation is assured.

The ISO Controller monitors key characteristics of operations for any changes that may result in a significant impact on the environment. Any such activities detected are reported to the Owner for review and implementation of corrective action.

### 8.2 Measurement and Monitoring

#### 8.2.1 Customer Satisfaction

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The organization monitors information relating to customer perception as to whether the organization has met customer requirements.

Sources of information used in the analysis include information in verbal and written format. Office personnel compile data using sales figures and returns information.

The ISO Controller ensures the effective and efficient methods are used to identify areas for improvement of the quality management system performance. Methods used include internal audits, customer contacts, and implementation of quality policy and quality objectives and visits to customers.

#### 8.2.2 Internal Audit

It is organization's declared policy to audit the quality system in accordance with the planned arrangements given in quality procedure QP 7. Auditors are instructed to audit against quality management system requirements and against the requirements given in ISO 9001 and ISO 14001. The audit programme gives guidelines for auditors to audit each part of the Standard over a set timescale.

The Owner monitors the implementation of the audit programme and is responsible for planning the audits and selecting internal auditors. Selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.

Suitably qualified auditor carries out quality audits, to verify that the quality management system is functioning effectively and that quality procedures and the Standard are being complied with.

The Management representative maintains records of audits and is responsible for ensuring that copies of the report are distributed and corrective action is carried out. Follow-up audit activities shall consist of the Quality Auditor verifying and recording the implementation and effectiveness of corrective actions taken on the internal audit non-conformance report form

#### 8.2.3 Monitoring and Measurement of Processes

The Owner has introduced measurement of the management system processes that include monitoring of quality objectives, compliance with legal requirements and various company performance indicators.

In addition management reviews evaluate the effectiveness of management processes and internal audit checks compliance of applicable regulations.



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If these do not demonstrate the ability of the process to achieve planned results, correction and corrective action shall be taken, as appropriate, to ensure conformity of the product.

#### 8.2.4 Monitoring and Measurement of Product

There is no production process carried out within the company, but products are collected, stored and sold to customers. The Quality Assistant monitors the condition of the products stored during picking processes to verify that product characteristics are maintained and do not deteriorate. This is achieved by implementing inspection activities at appropriate stages of picking and packing processes as defined in procedures QP 5.

Prior to release the product conformity to customer requirements is checked during a final inspection. Product is not released until the satisfactory completion of final inspection procedures

Records of inspections and product release are retained on the delivery documents, including identification of the person authorizing release of product.

The organisation monitors various aspects of the business, including the level of waste products. Figures are available for products recycled from the supplier of the service. EG: Cardboard & plastic recycling.

### 8.3 Control of Non-conforming Product

#### 8.3.1 General

Inspection and final release activities have been instigated to ensure that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The inspection activities have been designed to eliminate and detect product non-conformity.

In addition defective parts received from suppliers are regarded as nonconforming products that are processed as per procedure QP 8. These items will not be accepted into stock or processed further if identified during goods inward or in-process inspection.

The control of nonconforming product is carried out in accordance with quality procedure QP 8. This procedure describes how nonconforming product is processed if found during goods inward inspections and how parts identified as defective during inspections are processed.

Nonconforming parts are quarantined during investigation of the non-conformance.

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At the present time there are no formal concession agreements with clients. Items found not to conform during picking and packing processing are segregated and replaced as required, with details recorded on the reject list.

#### 8.3.2 Environmental non-conformance

The organisation accepts that non-conformances may occur for various reasons. As a result the Senior Accounts Manager has developed the procedure QP 8.

#### 8.3.3 Emergency Preparedness and Response

The Owner ensures that a review of potential accidents and any related emergency procedures is carried out at least annually. The Operations & Transport Manager in conjunction with the Health and Safety representative carries out an annual evaluation of emergency, preparedness and response procedures. This has resulted in procedures being established and implemented that described actions proposed to prevent or mitigate environmental impact of such an incident.

The organization reviews these procedures annually, and will if an occurrence reviews the preparedness and response for the incident.

The organization tests in house security and protection system on a regular basis, using an external contractor to test systems. EG: fire alarm procedures.

#### 8.3.4 Records

Details of non-conformances are recorded on the non-conformance form that includes the reason for non-conformity, investigation and any actions taken.

#### 8.4 Analysis of Data

The organisation will determine, collect and analyse appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made.

The analysis of data shall provide information relating to customer satisfaction, conformity to product requirements, characteristics and trends of processes and products including opportunities for preventative action and suppliers.

#### 8.5 Improvement

##### 8.5.1 Continual Improvement



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The organization strives to continually improve the effectiveness of the management system through the use of the policy statements, company objectives, audit results, analysis of data, corrective and preventive actions and management review.

#### 8.5.2 Corrective Action

##### (a) General

The organization takes action to eliminate the cause of non-conformities, including customer complaints, in order to prevent recurrence. Corrective action procedure QP 8 has been established to control all aspects of cause analysis, actions required and review etc.

##### (c) Monitoring and Measurement EMS

The organization has not identified any operational process that has a significant impact on the environment, with the exception of vehicle pollution. The Operations & Transport Manager monitors and measures the key characteristics of its vehicle operation.

At the present time there are no monitoring and measuring equipment used for environmental related activities. In future if any such equipment is identified it will be controlled as per a procedure written for the purpose.

Periodically the Senior Accounts Manager reviews environmental legislation and regulation to ensure compliance with requirements. (See procedure number QP1)

#### 8.5.3 Preventative Action

The organization shall determine action to eliminate the causes of potential non-conformities in order to prevent their occurrence. Preventive actions shall be appropriate to the effects of the potential problems. Preventive action procedure QP 8 has been established to control all aspects of determining and evaluating and recording results of preventative action.

