



RCS Recycling Ltd

IMS Policy Manual

RCS
RECYCLING LIMITED

MAKING A WORLD OF DIFFERENCE

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Document Control

Author Block

Document Title	IMS Policy Manual
Library Reference	IMS Policy Manual v3
Language	English
Classification	Level 1 – Can be shared externally
Document Author	Nigel Garretty
Document Approver	Richard Collier
Geographic Application	UK
Original Issue Date	February 2020
Last Review Date	20/02/2024
Next Review Date	Feb 2026
Revision Frequency	24 monthly

Version Control

Version	Date	Amended by	Notes	Signed
1	13/02/20	NG	Initial draft to ISO9001: 2015. No previous issues to that standard.	<i>Richard Collier</i>
2	17/02/22	NG	Process map updated and inclusion of ISO14001:2015.	<i>Richard Collier</i>
3	20/02/24	NG	Full policy review and Appendix A updated.	<i>Richard Collier</i>

Printed versions of this policy are uncontrolled (i.e. may not be the current version).

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1.0 General Introduction

1.1 Purpose

The purpose of this policy document is to provide an interface between the International Standards that are addressed by the IMS and the internal operating procedures utilised by the Company.

1.2 Objectives

1. Address the requirements of ISO9001, ISO14001 and any other management systems embraced by the Company.
2. Assist with compliance to relevant legal, regulatory and contractual requirements.
3. Provide guidance on the interpretation of the management systems standards.

1.3 Terms & Definitions

Please refer to terms and definitions available in:

- ISO9000: 2015 - Fundamentals and Vocabulary.
- ISO14001: 2015 (clause 3) - Environmental Management Systems.
- ISO31000: 2009 - Risk Management; Principles and Guidelines.

1.4 Integration with other documents

This procedure may need to be read in conjunction with the following documents:

- The formal management system procedures (CP's) listed in Appendix B.
- Work Instruction (WI's) documentation.
- As stated in the 'Related Documents' column in section 4 of this Manual.
- RCS's Health & Safety Policy Manual.

2.0 Scope

RCS Recycling Ltd has a formal Business Management System, with a scope that states:

Waste transfer management including the disposal of IT and WEEE.

This scope covers all services provided by RCS Recycling Ltd.

See also Appendix A – Organisational Context, for expanded details of the scope.

3.0 Amendments

Amendments to this Policy Manuals shall be prepared by the Management System Representative and approved by a Director and recorded on the version control chart on page 1.

Significant changes will be agreed with the applicable certification body before implementation and require a complete up-issue. Minor revisions will be made known to the certification body during continued assessment visits.

4.0 Context of the Organisation

ISO Clause	Company Policy	Related Documentation
4.1	<p>Understanding the Organisation and its context</p> <p>We could not operate without our competent and committed employees. We evaluate our risk exposure with reference to our current business plan, and identify relevant opportunities. We recognise other principle internal factors that directly influence our organisation are management and process controls, helping to ensure efficient and effective communications supporting full cooperation throughout the process that ultimately delivers our service, supporting our profitability. Governing factors are our self determined policies and objectives and local environmental factors.</p> <p>External influences play a key role in how our business operates. National and international legislation drives our fundamental operating conditions, as do our customer requirements. We work closely with our suppliers and are aware of our finance and utility supply chain capabilities.</p> <p>Other considerations that are taken into account include: international and national political, cultural and financial factors, investors, insurers, social and local stakeholders, technological change, communication developments, transport and environmental factors, also our competitors.</p>	<p>App. A - Organisational Context.</p> <p>App. D - Organisation Chart(s).</p> <p>Mission Statement. Business Plan.</p> <p>Legal Applicability Register(s).</p> <p>PESTLE Analysis.</p> <p>CP11 Management Reviews.</p>
4.2	<p>Understanding the needs & expectations of interested parties</p> <p>We have identified our principle interested parties as suppliers, customers, workers, investors, insurers, regulatory authorities, communication networks, our landlord, local authority and utility suppliers. To a large extent their interest is that we are profitable and are able to pay them on time. With customers it is to receive their service on time. Regulatory authorities require that we demonstrate compliance with relevant regulations. Maintaining timely and relevant communications with interested parties is essential to satisfying their needs.</p>	<p>Interested Parties Master List.</p> <p>CP11 Management Reviews.</p>
4.3	<p>Determining the scope of the IMS</p> <p>The scope of the management system, as described in clause 2.0 above, considers the requirements of, regulatory bodies our customers and other interested parties. We determine our capability to comply, produce product and provide service. We also accommodate other internal and external issues that have been identified, with consideration to the life cycle perspective of our activities and we act within our ability to positively control and influence such factors.</p>	<p>App. A - Organisational Context.</p>
4.4	<p>The IMS and its processes</p> <p>We have determined the required inputs and outputs of the processes of our business management system. We</p>	<p>App. B - List of IMS Procedures.</p>

	<p>understand the sequence and interaction of these processes, the associated risks and opportunities and have applied the necessary controls to ensure effective operation of our business. We focus on enhancing our environmental performance and addressing identified risks. This includes assigning responsibilities for process controls and maintaining facilities and resources needed to deliver our service. Our controls include documented evidence of the effectiveness of our operations and performance, the analysis of this data and the identification of improvement opportunities.</p>	<p>App. C - Operations Process Map.</p>
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5.0 Leadership

ISO Clause	Company Policy	Related Documentation
5.1	<p>Leadership & commitment</p> <p>Our senior management are committed to being accountable for the effectiveness of our management system. This entails many elements including:</p> <ul style="list-style-type: none"> Ensuring suitable Quality and Environmental Policies are in place Ensuring relevant Objectives are established Maintaining and promoting effective integration of our processes and systems Ensuring that our management system is always effective and fully resourced Communicating the importance of risk based thinking and environmental management within our IMS Ensuring our objectives are met Promoting conformance to, and continual improvement of our IMS Engaging, directing and supporting people at all levels to contribute to the effectiveness of our IMS Ensuring we understand & meet customer and relevant legislative requirements Identify & address risks and opportunities as they affect our product and service Focussing on the highest levels of customer satisfaction 	<p>Mission Statement.</p> <p>App. E, F & G - Policy Statements.</p> <p>Directors Meetings.</p> <p>App. H - Communications Chart.</p> <p>Legal Applicability Register(s).</p> <p>CP7 Service Standards.</p> <p>CP11 Management Reviews.</p>
5.2	<p>Policies</p> <p>Appendices to this manual describe our current Quality and Environmental Policies. They are suited to our needs and strategic direction, accommodating our environmental impacts and scale of operations. They support the setting of our Objectives, commit us to protect the environment and prevent pollution, remind us to comply with applicable regulations and to continually strive for improvement. Our policies are available and communicated, understood and applied throughout our business and available to interested parties.</p>	<p>App. E & F - Policy Statements.</p> <p>CP11 Management Reviews.</p> <p>Interested Parties Master List.</p>

5.3	<p>Organisational roles, responsibilities and authorities</p> <p>Organisational roles, responsibilities and authorities specific accountabilities are assigned for:</p> <ul style="list-style-type: none"> * Ensuring our IMS meets our needs and complies with ISO 9001:2015 and ISO14001:2015, * Ensuring that our processes deliver as planned, * Reporting to top management on our IMS performance and improvement opportunities, * Ensuring business-wide focus on customer, satisfaction, * Ensuring planned changes to our system or processes have only a positive overall impact. 	<p>App. D - Organisation Chart.</p> <p>Job Descriptions.</p> <p>Roles & Responsibilities Charts.</p> <p>CP11 Management Reviews.</p>
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6.0 Planning

ISO Clause	Company Policy	Related Documentation
6.1	<p>Actions to address risks and opportunities</p> <p>We shall determine our business risks and opportunities to assure that our system and processes function as planned and that compliance obligations are met.</p> <p>We determine environmental aspects, also the risks of current and potential activities, documenting any identified opportunities. We then progress our actions while assuring that our system continues to achieve its objectives. Agreed actions, proportionate to the need, shall be planned and implemented, incorporating measures to evaluate their effectiveness.</p> <p>Abnormal and emergency situations that are reasonably foreseeable are managed via methods including our business continuity plan.</p> <p>We shall encourage the use of beneficial practices while at the same time preventing or reducing detrimental practices, all to achieve improvement throughout our business.</p>	<p>PESTLE Analysis.</p> <p>CP2 Enquires.</p> <p>CP11 Management Reviews.</p> <p>H&S Policy Manual.</p> <p>WI02 Business Continuity Planning.</p>
6.2	<p>Objectives and planning to achieve them</p> <p>Our present documented business objectives are in line with our Environmental and Quality Policies, relevant to our current business, customer and legislative needs. They are measured, reviewed and communicated as appropriate. We plan our actions determining who is responsible for particular activities and resource provision, what our targets are and how to confirm they have been met.</p>	<p>CP11 Management Reviews.</p>
6.3	<p>Planning of changes</p> <p>When our IMS is to undergo change we take into consideration the potential consequences, ensure that resources are planned to be available including monitoring and measuring, that the integrity of our system will be maintained, and appropriate responsibilities and authorities are in place to manage the change.</p>	<p>App. C - Operations Process Map.</p>

	To accommodate changes in environmental legislation we monitor various information streams including Government data, trade publications and from professional suppliers. We then review and determine the impact of new and changed legislation on our business, making our own plans, changes and improvements as necessary.	CP11 Management Reviews.
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7.0 Support

ISO Clause	Company Policy	Related Documentation
7.1	<p>Resources</p> <p>Our robust Management system is maintained as a priority to ensure an effective, compliant, efficient and profitable business. Our system is subject to a continual improvement process utilising both internal and external resources. We understand our processes and appoint skilled and competent people to ensure effective operation of our systems.</p> <p>To ensure conformance of our services we provide and maintain infrastructure, including buildings, communication systems, plant and equipment, transport resources and utility supplies necessary for our activities.</p> <p>We are considerate to the requirements of a compliant working environment, both for employees' social and physical wellbeing, also to ensure a conforming service.</p> <p>In order to demonstrate compliance to specific requirements, including environmental legislation, we undertake measuring and monitoring of various factors at any time. Where used, equipment carrying out these measurements is maintained in a fit state to ensure appropriate accuracy.</p> <p>We maintain documented records to demonstrate current and historic evidence of appropriately suitable conditions; service status and conformity.</p> <p>We recognise that specific skills and working knowledge of our systems, processes, product and services are unique to this organisation. In order to ensure continuity of our business this knowledge is documented wherever possible, or learned by several workers should it be intangible. Regular reviews of our status ensure we maintain high confidence in our knowledge and skills base.</p>	<p>Business Plan.</p> <p>CP10 Training & HR.</p> <p>App. G - Job Descriptions.</p> <p>CP4 Purchasing.</p> <p>App. D - Organisation Chart.</p> <p>Appraisals.</p> <p>CP5 Plant & Equipment.</p> <p>Competency Matrixes. Appraisals.</p> <p>CP11 Management Reviews.</p>
7.2	<p>Competence</p> <p>Our staff, whose work directly reflects our quality of product and service, and influences our health and safety and environmental impact, are assessed as part of an ongoing process to ensure they maintain their skills and competence. Training, mentoring and coaching are used when a need is identified.</p>	<p>CP10 Training & HR.</p> <p>Competency Matrixes.</p> <p>App. G - Job Descriptions.</p>

7.3	<p>Awareness</p> <p>Our workers are aware of the corporate policies and objectives, their role in our business, and in improving our environment and business systems. They are also made aware of the implications of not following our systems and procedures. Employees are aware of our environmental aspects, benefits and otherwise, and implications to our customers, the environment and our business.</p>	<p>App. E & F - Policy Statements.</p> <p>CP10 Training & HR.</p>
7.4	<p>Communications</p> <p>We communicate information about our IMS that we consider are relevant to the recipient, whether they are internal or external to our business. This includes plans for change and improvement. Job descriptions and procedures and instructions describe what to communicate, how to, when to and who is responsible for each communication. When relevant or when obliged, we shall respond with reliable information to enquiries about our environmental system.</p>	<p>CP11 Management Reviews.</p> <p>App. H - Communications Chart.</p>
7.5	<p>Documented information</p> <p>We document information required to undertake controlled and effective business operations, also for regulatory purposes and, as required, to comply with the requirements of standards that we are approved against. Our document controls ensure appropriate document identification; also document reviews and approvals before issue and re-issue. Documents may be published in paper form or electronically, as suited to their use. We maintain secure controls to avoid loss of confidentiality, inadvertent changes or degradation, also to ensure correct distribution and when required, disposal. These controls and any others that are specifically imposed, extend to documents in any format that are supplied to us from external sources.</p>	<p>CP1 Document Control.</p> <p>Forms Master List.</p> <p>CP8 Records Maintenance.</p> <p>CP11 Management Reviews.</p>

8.0 Operations

ISO Clause	Company Policy	Related Documentation
8.1	<p>Operational planning and control</p> <p>We specify the requirements and controls to achieve our product compliance and to deliver our services. To do this we manage specific processes and invoke acceptance criteria. Where appropriate, records will be produced to verify that our plans are being carried out correctly. Changes to our operations are planned to ensure, as far as practical, that adverse impacts are avoided, or when they occur their effect is minimised.</p>	<p>App. C - Process Map.</p> <p>CP2 Enquiries & Sales.</p> <p>CP13 Compliance.</p> <p>CP6 Waste Removal.</p> <p>CP12 Aspect Evaluation.</p>

8.2	<p>Requirements for products and services</p> <p>Key to our success is effective and professional communication with our customers. Providing service information, handling orders and changes to order specifications, obtaining feedback and managing customer complaints fairly, continue to assure us of our customer's satisfaction.</p> <p>Where customer property is issued to us, it is identified and managed in a controlled process.</p> <p>We have contingency plans to support us in maintaining supply, service and communications to our customers.</p> <p>We ensure that the service and product that we undertake to supply meet regulatory and statutory requirements, the customer specifications and other requirements that we consider necessary.</p> <p>Our marketing and sales activities make accurate claims that we are able to fulfil.</p> <p>Before we commit to supply we undertake a contract review to ensure all specified requirements comply with our quote, meet regulatory requirements and that additional requirements or issues are identified. Discrepancies will be resolved prior to agreement to supply. We record results of reviews.</p> <p>Where changes to product or service requirements are made, they will be recorded and communicated.</p>	<p>CP2 Enquiries & Sales. CP13 Compliance.</p> <p>CP4 Goods Receiving. CP6 Waste Removal.</p> <p>Legislation Register(s).</p> <p>CP2 Enquiries & Sales.</p>
8.3	<p>Design and development of products and services</p> <p>To establish our current design and development process we take account of the nature and complexity of these activities. We incorporate key stage reviews, verification and validation activities, resource planning and designate responsibilities. The level of customer involvement and any potential ongoing supply prospects were also accommodated in our planning. Our system requires that documented records are kept during all stages. We document the design inputs that include performance and function requirements, regulatory requirements, reference to similar product, analysis of the risk and consequences of design failure. Complete and unambiguous inputs are established and documented. Our design controls ensure that we define clearly the outcome of the design. Stage reviews are conducted. We verify our outputs confirming they are adequate and meet input requirements</p>	<p>App. A – Organisational Context.</p> <p>CP3 CA Operation.</p>

	<p>and that the product or service is appropriately validated. If at any time a problem is found, appropriate action will be agreed and taken.</p> <p>Records of design outputs will include relevant measuring and monitoring data and other information as appropriate for safe and proper use or application.</p> <p>Any deviation from the planned design project will be a change that is subject to change control to ensure no adverse impact on the final requirements. Changes will be reviewed, specified and agreed, actions will be authorised and monitoring will protect against extended adverse impacts.</p>	
8.4	<p>Control of externally provided processes, products and services</p> <p>Where services from another supplier or provider is intended to be incorporated into our own service for our customer, or provided directly to our customer, we will undertake checks in accordance with our own IMS procedures, maintain records and apply controls to ensure that service is delivered in line with our standards and our customers' expectations.</p> <p>This principle applies also to a process, whether it is delivered internally to us or externally as part of our service. We recognise that external providers maintain their own controls and we shall assess them for effectiveness to ensure their service meets our requirements.</p> <p>External providers will be issued with a detailed description of our requirements, typically in a purchase order which may reference other documents.</p>	<p>CP4 Purchasing.</p> <p>CP6 Waste Removal.</p>
8.5	<p>Production and service provision</p> <p>Documented requirements describe what work is required and by when. Our procedures ensure that measuring equipment is provided, when required. Suitable conditions for the storage, handling and processing of material are maintained to ensure compliant product and services.</p> <p>Where specific competence is a requirement, qualified workers are appointed to the task. Where needed, our procedures include requirements for monitoring and measuring; where this is not appropriate we validate the process and as needed, revalidate it to assure product compliance.</p> <p>We recognise that human error is a real risk within any activity and active steps are taken to reduce this risk aspect of our processes.</p> <p>At all stages of the service provision, steps are taken to protect customers property to ensure it is not subject to damage or degradation, it remains secure and its status identified.</p> <p>Following controlled release of compliant services managed delivery; we undertake any contracted post-delivery activities. We keep records to enable the continual traceability of service status.</p> <p>Customer property within our control is subject to being identified, verified and protected. In the event of loss or damage of such property this will be reported to our customer and documented as a non-conformance.</p>	<p>CP6 Waste Removal.</p> <p>Work Instructions (WI's).</p> <p>CP10 Training & HR. H&S Policy Manual.</p> <p>CP13 Waste Management.</p> <p>CP6 Waste Removal.</p>

	<p>Where post-delivery activities form part of our responsibility we identify the impact of regulatory requirements, undesired consequences associated with our product, customer requirements, feedback and the intended use and planned lifetime of the service.</p> <p>Changes to production and service processes are controlled to ensure continuing conformity with requirements; any change is managed and documented and includes records of those responsible along with documented reviews with any actions.</p>	CP10 Service Standards.
8.6	<p>Release of products and services</p> <p>At appropriate stages of our service provision, there are relevant verifications before it continues to the next stage. This includes final release to our customer by an authorised person. Records of these activities are maintained and recording who released it.</p>	CP6 Waste Removal.
8.7	<p>Control of nonconforming outputs</p> <p>When our process controls identify a non-compliant service we identify it appropriately using one or more; Label; Segregation; Quarantine.</p> <p>A review will determine the course of action to take and it may include; scrap; rework; or use under concession. As appropriate our customer shall be informed.</p> <p>Following corrective activity the service shall be compliant before it continues in the process. Records are kept to provide evidence of any nonconformity and the related actions taken, including records of persons authorising the actions.</p>	CP7 Service Standards.

9.0 Performance Evaluation

ISO Clause	Company Policy	Related Documentation
9.1	<p>Monitoring, measurement, analysis and evaluation</p> <p>We assess the need to measure and monitor various aspects of our business, then determine how and when to carry this out. The resulting data is subject to analysis and evaluation and supports our continual improvement of process, product and system.</p> <p>One specific measure is customer satisfaction. While not wishing to alienate our customers we undertake activities to establish their levels of satisfaction with our product and service.</p> <p>We also use data to evaluate conformity of product and service, the effectiveness of our IMS and of any planning implementation activity, also the effectiveness of actions addressing risks and identified opportunities, and the performance of our approved suppliers. This is to support us in identifying improvement opportunities within our system.</p>	<p>CP11 Management Reviews.</p> <p>CP7 Service Standards.</p> <p>CP9 Internal Audits.</p>

9.2	Internal audit <p>We plan a schedule of internal audits to help determine whether our IMS is effectively maintained and conforms to our own requirements and that of the Standards we elect to be approved against.</p> <p>We select competent independent auditors to conduct objective system audits against a planned audit schedule, with each audit having a defined scope.</p> <p>Audit information is documented and retained. Audit summary reports are published to relevant management.</p> <p>Audit Nonconformities are raised when a deficiency is identified; the responsible manager will take timely action to resolve the issue.</p>	CP9 Internal Audits.
9.3	Management reviews <p>We review our management system at least annually to ensure it remains effective and suited to our needs and the strategic direction of our organisation. A fully defined and fixed agenda is followed. The meetings are minuted.</p>	CP11 Management Reviews.

10.0 Improvements

ISO Clause	Company Policy	Related Documentation
10.1	General <p>Our customer satisfaction is the driving force behind our improvement activity.</p> <p>We shall identify suitable opportunities to improve areas of our business that will most effectively improve our process, product and service. We shall address future needs and expectations while seeking to prevent potential detrimental factors impacting our processes.</p> <p>Where a problem is identified it shall be corrected, or action taken to minimise any undesired effects.</p>	Business Plan. CP11 Management Reviews.
10.2	Nonconformities and corrective actions <p>We will take action to deal with each nonconformity and audit deficiency, including controlling it and correcting it. Such events are recorded on our records.</p> <p>We will manage the identified issue, controlling and correcting it.</p> <p>Following review and analysis we will determine the original cause of the issue and deal with that, then check to see if there is a risk of further directly or indirectly related events.</p> <p>We will then seek to eliminate potential causes to stop a recurrence.</p> <p>After an appropriate interval we review our actions to ensure they were effective, review and update our risk assessments if necessary and revise IMS documentation accordingly.</p>	CP7 Service Standards. CP9 Internal Audit. CP10 Training & HR. CP12 Aspect Evaluation.

10.3	<p>Continual improvement</p> <p>We actively encourage improvement to our IMS, product and service. Included in reviews for improvement opportunities are various data analysis outputs and trends, meeting actions and direct suggestions.</p>	<p>CP11 Management Reviews.</p>

Appendixes

- A Organisational Context
- B List of Company Procedures
- C Operations Process Map
- D Organisation Chart
- E Quality Policy Statement
- F Environmental Policy Statement
- G Communications Chart

APPENDIX A – Organisational Context

A.1 Boundaries

RCS Recycling's Integrated Management System (IMS) extend to all activities of the organisation, operating from Unit 2, Fairacres Industrial Estate, Windsor, Berkshire, SL4 4LE.

The geographical boundaries to the services offered by RCS Recycling extend to mainland England.

RCS Recycling's IMS incorporates the controls required to address ISO9001: 2015 and ISO14001: 2015, but is not currently certificated by an accredited third party certification body.

A.2 Corporate Overview

RCS Recycling was originally formed in 1992 as RCS Computer Systems and was incorporated in 2004 as the business it is today.

RCS Recycling provides a disposal service for redundant, obsolete or unwanted IT and office equipment.

Principle services offered consist of:

- 1) Confidential IT disposal
- 2) Office clearance
- 3) Repurposing in line with the waste hierarchy

Typical service capacity would be between 1kg to 7000kgs.

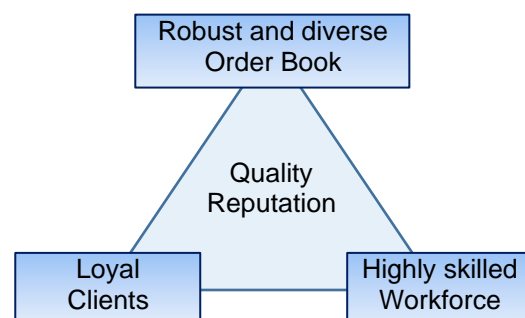
Service provision is bespoke to client's requirements.

RCS Recycling is registered with the Environment Agency as an Upper Tier waste carrier (number CBDU58831).

The Management Team of RCS Recycling recognises that the organisation needs to be reactive to prevailing market conditions, which principally derive from:

- * Client's current perception of RSC
- * Strength of competition
- * Retention of skilled workforce

The attributes of the organisation that need to be focused on to maintain resilience to market rotate around retaining a Quality Reputation.



A.3 Conditions affecting the Organisation

RCS Recycling Ltd evaluates its exposure to risks, which identify relevant Opportunities and Threats via the PESTEL analysis. Internal and external influences are detailed on the Interested Parties Master List and through the maintenance of the Environmental Aspects Evaluation.

The company reserves the right not to conform fully to 'other' needs and expectations where they do not form a statutory requirement or compliance obligation.

A.4 Scope of the Management System

RCS Recycling has a formal Business Management System, with a scope that states:

Waste transfer management including the disposal of IT and WEEE.

RCS Recycling Ltd is registered with Companies House (No.5300478) and has a Standard Industrial Classification of economic activities (SIC) 2007 of:

62090 – Other information technical service activities

Further clarification of the scope of service provided by RCS Recycling is published:

- * on the corporate web site - www.rcsrecycling.co.uk
- * www.linkedin.com/in/rcsrecycling/

A.5 Outsourced Processes

Outsourced process, as covered by the IMS, are generally restricted to:

- * Speciality lifting
- * Lifting requiring a forklift truck
- * Collection and disposal of hazardous substances

Services that are outsourced are subject to formal inspection and/or checks being undertaken (and certificates issued where necessary) before the results for the process are released to the client.

A.6 Justification for areas of non-applicability

7.1.5.2 - The organisation does not require measurement traceability to any known specification, for any part of its service, and has no equipment that would fall into this category. There are no processes that require moderation as part of the service delivery.

8.3 - The organisation does not specifically design services for or on behalf of its clients. Where development of an existing service is undertaken, this will be embedded into the contract proposal process with the client.

8.5.1.f - No special processes are undertaken that requiring validation as described by the Standard. All service are capable of being checked at the point of provision.

A.7 Mission Statement

To be the preferred waste carrier of choice by clients who appreciate that there is more to business than just the bottom line.

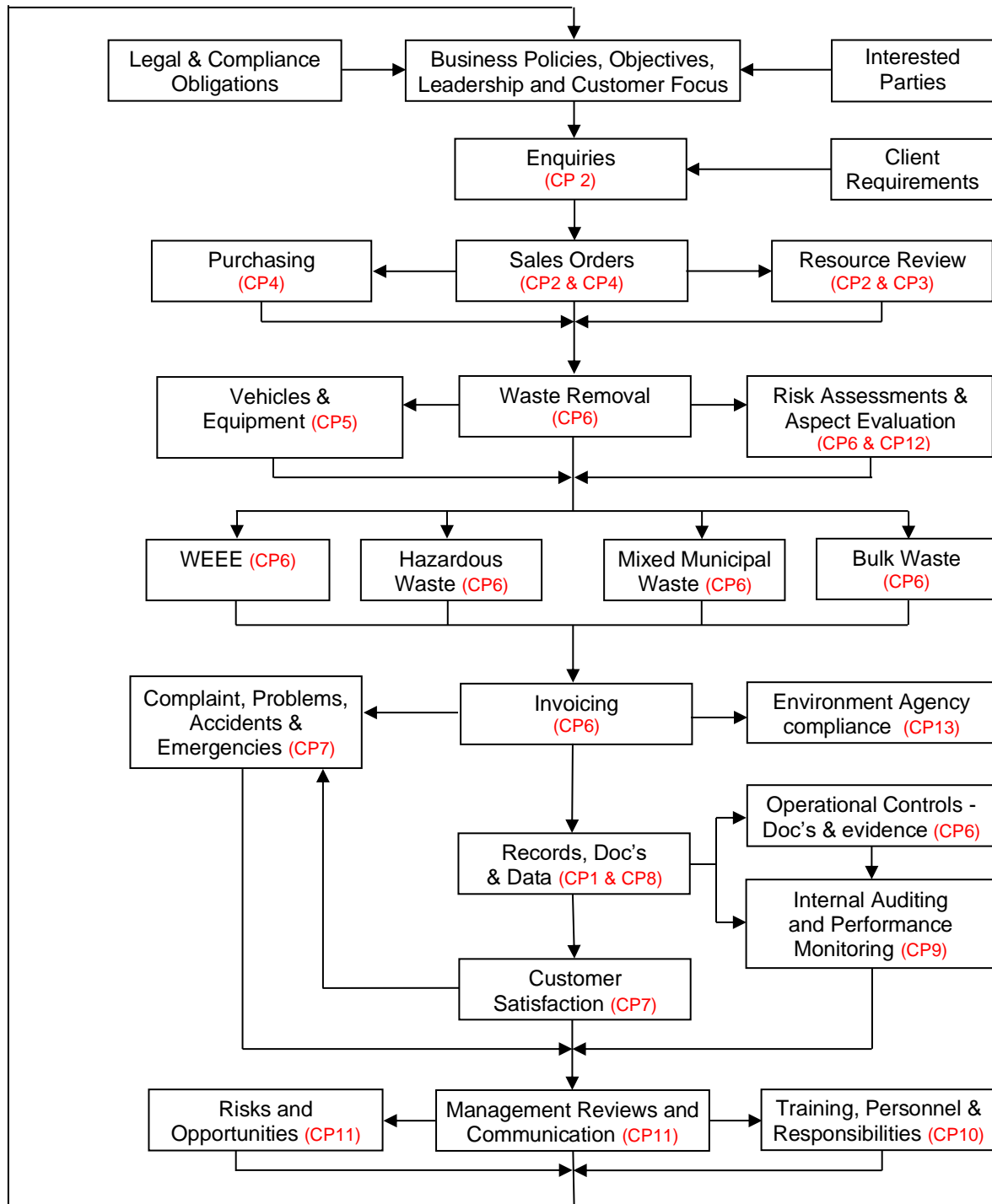


APPENDIX B – List of Company Procedures

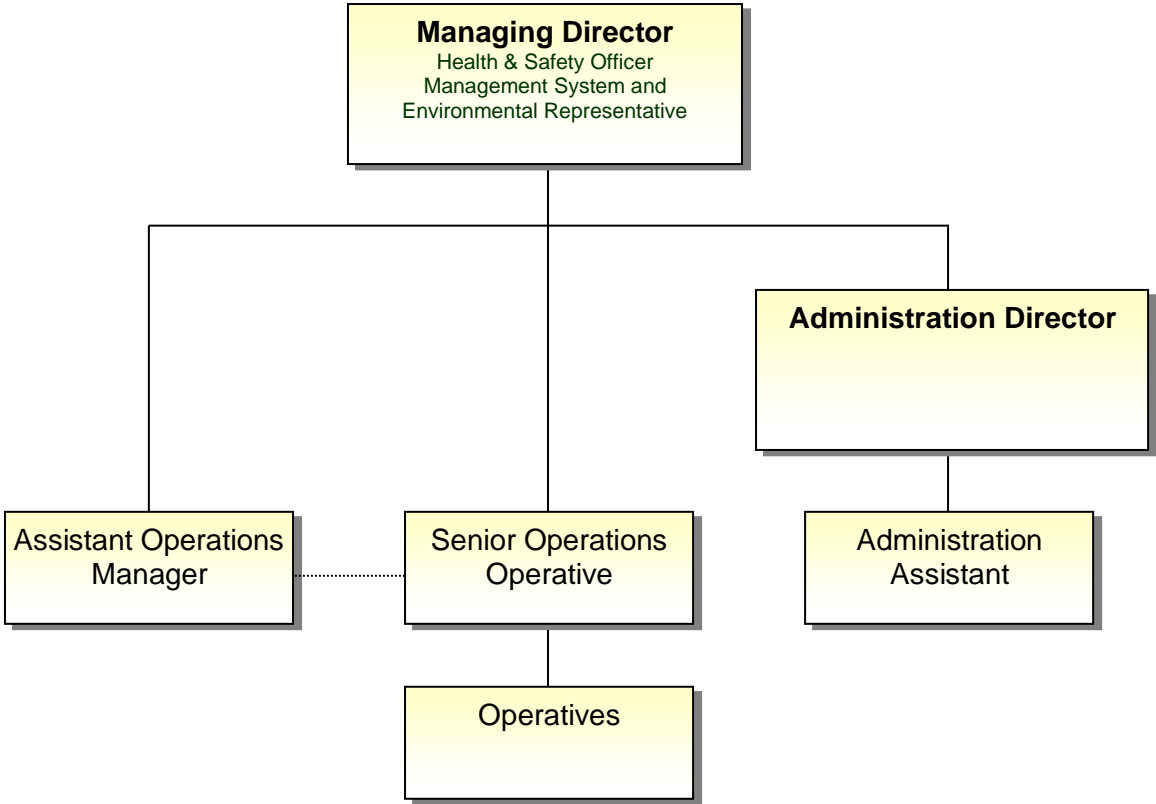
Company Procedures	CP1	Document Control
	CP2	Enquiries & Sales
	CP3	Contractor Evaluation
	CP4	Purchasing
	CP5	Plant & Equipment
	CP6	Waste Removal
	CP7	Service Standards
	CP8	Record Maintenance
	CP9	Internal Auditing
	CP10	Training & Personnel
	CP11	Management Reviews
	CP12	Aspects & Impacts Evaluation
	CP13	Environmental Compliance Management

Policy Statements	Health & Safety
	Anti-Bribery
	Sustainability
	Modern Slavery
	GDPR

APPENDIX C – Operations Process Map



APPENDIX D – Organisation Chart



APPENDIX E – Quality Policy Statement

The objectives of the management of RCS Recycling Ltd are to provide a service, the level of which shall be of the highest possible standard, while aiming to meet or exceed the expectations of all its customers. This will also include compliance with both customer and regulatory requirements. RCS will achieve this by:

1. Generating continual financial growth.
2. Ensuring that all staff are trained to deliver the service required.
3. Continually improving the level of customer service.

This policy and its objectives are monitored as part of the management review and internal auditing process and are analysed with a view to continual improvement.

To ensure that they are met, the Company carries out Quality Assurance activities in accordance with the requirements of ISO 9001: 2015.

The responsibility for the effective implementation and monitoring of the Management System is held by the Management System Representative, who ensures that the Company's personnel are fully conversant with this Policy.

The Policy Manual has been compiled to describe the Management Systems used by the Company to ensure compliance with this Policy. Company Procedures have been written to formally control management activities and responsibilities.

This policy shall be communicated to all staff, who are encouraged to communicate any potential improvements to the system that they have identified.



Richard Collier
Managing Director

22nd February 2024

APPENDIX F – Environmental Policy Statement

RCS Recycling Ltd is committed to both the protection of the environment and evaluating the impact that its manufacturing activities can have.

The Company shall comply with UK legislation as a minimum standard.

The Company shall endeavour to follow best practice with due regard for its business needs, in line with the requirements of ISO 14001:2015 and the expectation of all interested parties. The objectives for the Company under this policy are to:

1. Reduce emission generated from its motor vehicle operations.
2. Increase the controls used to implement the waste hierarchy.

The Directors will be responsible for communicating and implementing this Policy and will ensure that:

- a. Controls are implemented to prevent pollution in all forms.
- b. The Company policy of *Zero to Landfill* is implemented through maximise recycling, and dispose of other waste, in the appropriate manner.
- c. Environmental awareness is promoted amongst our suppliers, contractors and employees via the implementation of operational procedures and to report any breaches of this policy to the Environmental Representative.
- d. Resources and energy are used wisely.
- e. Training is provided as part of employee's development taking into account responsibilities.

The Directors have overall responsibility for environmental matters and will take all practical steps to ensure that potential hazards and risks to the environment are identified and that effective preventive control measures are implemented.

The Company is committed to continually improving its performance by regularly reviewing its environmental impacts, and on an annual basis, update this policy in line with the review findings.



Richard Collier
Managing Director

22nd February 2024

APPENDIX G – Communications Process Chart

