

NQA Audit Report

Audit Start Date 13.04.2011

This Report relates to Stage 2 Assessment

Client Name TAYLOR SITE SERVICES Ltd

Post Code CF3 0SF

Client E-mail tom@taylorsiteservices.co.uk

Proposed / amended scope ? Yes No

" THE PROVISION OF MATERIAL HANDLING SERVICES, INTERNAL PRODUCT LOGISTICS & ASSOCIATED ACTIVITIES "

Other changes, e.g. name, address, proposed extension to scope? Yes No

Visit No. 255319 Number of Employees 16 Visit Duration 1
(f/te within scope) (In days)

Relevant standard / ISO 14001

Supporting Documentation If other please supply detail

This visit had the following conclusion as indicated below:

The visit was satisfactory. A positive recommendation for registration is made

The following action should be taken by the client

Opportunities for Improvement have been raised

No action required

Were the opening and closing meetings performed in accordance with Form 335

Yes No

(Including justification for exclusions)

Certificate VUD N/A

NQA Audit Team		Client	Title	Attendance
Lead Auditor	A BARNARD	T TAYLOR	Q R	<u>Opening & Closing</u>
Member 1		B HARRINGTON	CONSULTANT	<u>Opening & Closing</u>
Member 2				<u>Select...</u>

Comments of the assessment team:

NO AREAS OF CONCERN WERE HIGHLIGHTED DURING THE VISIT-REGISTRATION TO ISO14001:2004 ID RECOMMENDED.

The client is reminded that prior to a stage 2 assessment visit they are to ensure the management system has been implemented for at least 3 months, understood throughout the organisation & completely audited prior to the stage 2 assessment visit. For environmental, health and safety, information security and quality systems, a management review shall also have been held prior to the stage 2 assessment. The contents of this audit report are confidential. Findings raised within this report are the result of limited sampling; therefore, non-compliances may exist that have not been identified. The audit report as presented is an accurate reflection of the on-site audit and reflects the outcome as communicated at the formal closing meeting.

NQA EMS Audit Matrix / Visit Plan

ISO 14001:2004 Requirements		Recertification	A	B	C	D	E	F	G	H
General Requirements	4.1	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Policy	4.2	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Environmental aspects	4.3.1	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal and other requirements	4.3.2	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Objectives, targets and programme(s)	4.3.3	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resources, role, responsibility, and authority	4.4.1	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competence, training and awareness	4.4.2	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Communication	4.4.3	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Documentation	4.4.4	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Control of Documents	4.4.5	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Operational Control	4.4.6	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Emergency Preparedness & Response	4.4.7	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Monitoring and measurement	4.5.1	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluation of Compliance	4.5.2	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-Conformity, corrective action and preventive action	4.5.3	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Control of records	4.5.4	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Internal Audit	4.5.5	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Management Review	4.6	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of NQA Logo		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Complaints		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Checklists Used		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Key to business area/processes audited

	A	SITE		B	SITE
C	D			E	
F	G			H	

NQA Audit Report

VISIT No. 255319

Assessor*

Standard+

Details of processes and activities seen, persons met or interviewed Record documents viewed and referenced to DMS sections etc.	Ref No.
<p>VERIFICATION OF CONTRACT REVIEW Details of the proposed certification as submitted to NQA checked at the Stage 1 audit, reference report number 255318, 15/03/2011-relevant code now decided as EMS 46 and no further amendments noted to the contract summary.</p> <p>No prosecutions (current or pending) for breaches of environmental legislation and no visits from the environmental agency since the Stage 1 audit. No permits or consents currently required. No site sensitive issues or nuisance complaints. Company name address and contact details un-changed from the Stage 1 audit, reference report number 255318, 15/03/2011.</p> <p>4.5.3. Non compliance and OFI raised at the Stage 1 visit, reference report number 255318, 15/03/2011 have been fully addressed e.g. PDF copy of environmental policy on the company web site and audit now carried out on evaluation of compliance.</p> <p>General requirements/documentation, control of documents (4.1, 4.4.4, 4.4.5, 4.5.4) Reference Systems Manual Page 3 and procedure E4.4-Environmental Management system un-changed since the Stage 1 visit, reference report number 255318, 15/03/2011-Environmental Manual is at issue 1, dated 01/10/2010, procedures at issue 1 01/10/2010 and work instructions various, 16/02/2011 latest. Control of documents is administered in accordance with procedure E4.4 issue 1, 01/10/2010 and is fully implemented.</p> <p>Environmental policy (4.2, 4.4.3, 4.4.2, 4.5.4) Reference Systems Manual Page 3 and procedure E4.3, 4.4. Environmental Policy un-changed since the Stage 1 audit, reference report number 255318, 15/03/2011-no new staff since the Stage 1 audit-no new awareness training records to review-PDF copy of the company Environmental policy now available to stakeholders at current issue on the company web site-OFI from the Stage 1 audit cleared.</p> <p>Resources roles, responsibility and authority (4.4.1, 4.5.4) Reference Systems Manual Page 3 and procedure E4.4.1. No amendments to the organisation chart since the Stage 1 audit, reference report number 255318, 15/03/2011, no new staff employed-responsibility and authority of the Environmental Representative un-changed-satisfactory.</p>	
<p>* Only to be completed where more than <u>one</u> assessor is involved in the audit + Only to be completed where the audit is against more than <u>one</u> standard</p>	

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<p>Management review/Objectives & target (4.6, 4.3.3, 4.5.4,) Reference systems manual Page 3 and procedure E4.3, E4.6. No further management review meeting held since the Stage 1 audit, reference report number 255318, 15/03/2011-next management review meeting planned for 02/2012-Objectives and targets set at the last review being monitored by the company and discussed with the MD/Environmental Representative for achievement e.g. Dust suppression now taken over by the customer and carried out as requested (short term), toolbox talks continuing to take place e.g. last talk emergency response and evacuation (short term), November 2010, Quality of vehicles being improved when possible (long term), planned maintenance of vehicles being reviewed (long term) e.g. bearing wear and tyre wear both being monitored at present etc.</p> <p>Internal audit (4.5.5, 4.5.4, 4.4.2, 4.5.2) Reference systems manual Page 3 and procedure E4.5. Generic audit plan available in procedure E4.5, which includes all environmental requirements and is current-no further internal audits carried out since the Stage 1 report number 255318, 15/03/2011, with the exception of internal audit 06-evaluation of compliance, 4.5.2-carried out due to N/C raised at the Stage 1 audit-reviewed under Legal requirements and evaluation of compliance below.</p> <p>Legal requirements and compliance (4.3.2, 4.5.2, 4.5.4) Reference Environmental Manual page 3 and procedure E4.3, 4.5. Legislation register available at issue 01/10/2010-extensive and includes all relevant legislation-no amendments or additions to the register since the Stage 1 visit, reference report number 255318, 15/03/2011. Company control their legal register through use of NQA in-touch, net regs-latest version April 2011, mentor-latest version April 2011 and Celsa-latest EMS meeting 16/03/2011. Register reviewed at the annual review meetings e.g. 02/2011 and during regular audits. Evaluation of compliance reviewed at audit number 06, 16/03/2011-detailed evaluation for compliance of applicable legislation e.g. waste management-waste carriers licence held, waste notes obtained where required etc-satisfactory.</p> <p>Aspects. (4.3.1, 4.5.4) Reference systems manual Page 3 and procedure E4.3. Aspect and impact plan available at issue 10/2010, includes all relevant aspects and is reviewed at the annual management review meetings e.g. 02/2011-no amendments since the Stage 1 visit, reference report number 255318, 15/03/2011.</p>	
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Details of processes and activities seen, persons met or interviewed Record documents viewed and referenced to DMS sections etc.	Ref No.
<p>Aspects. (4.3.1, 4.5.4) Reference systems manual Page 3 and procedure E4.3. Aspects identified weighted and scored e.g. all current aspects rated-diesel storage and fuel spillage on company sites scored as 74-shown as black, rated low-shown as green for controls, highest score 250-shown as red, transport of oils and greases-controls shown as green, use of diesel oil-scored 70-shown as black, low risk and controls green-OFI raised company should review this score in light of diesel oil transport to the screen.</p> <p>Monitoring and measurement (4.5.1, 4.5.4) Reference systems manual Page 3 and procedure E4.5. Company currently monitor and measure the company diesel usage and current table available e.g. 11/04/2011-tug T12, 121 litres-3000 litres delivered 04/04/2011-current balance 3864-currently the only parameter within the company control to monitor and not within their control to alter until new vehicles sourced.</p> <p>Competence training and awareness (4.4.2, 4.5.4) Reference systems manual Page 3 and procedure E4.4. Training matrix available at current issue and no new staff employed or training given since the Stage 1 audit, reference report number 255318, 15/03/2011. Latest tool box talk records available e.g. vehicle and load safety-run by Celsa, 04/2011 e.g. P Stacey, T Murray.</p> <p>Control of records (4.5.4) Reference systems manual Page 3 and procedure E4.5. Procedure includes control of records and implemented. Records requested during the Stage 2 audit have all been readily available and retrievable. Back ups of the company computer carried out by the MD/Environmental representative at least daily to USB stick.</p> <p>Non conformance, corrective and preventative action (4.5.3, 4.5.4) Reference Environmental Manual page 3 and procedure E4.5. No environmental NCs/complaints have been recorded, and a method of recording and actioning issues is in place-satisfactory.</p>	
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Assessor*

Standard+

Details of processes and activities seen, persons met or interviewed Record documents viewed and referenced to DMS sections etc.	Ref No.
<p>Site Tour 4.4.6, 4.4.7, 4.5.4, 4.4.3, 4.4.2, 4.4.4, 4.4.5, 4.2. Reference Environmental Manual page 3 and procedure E4.4, 4.5. Small office in the home of the MD, with minimal office activities-tour of Celsa sites carried out e.g. Mineral-screening and movement of furnace waste taking place-waste screened and placed in piles by company staff operating company equipment-one screen and two excavators in use and equipment fitted with fire extinguishers-all working under direction of the customer supervision-vehicle service records checked for vehicles in use e.g. DL500, service records 30/03/2011, 15/03/2011, 18/01/2011, S6-2, screen, service records, 29/03/2011, 22/03/2011, 18/03/2011-tug seen working in the Rod and Bar mill e.g. T12-service records seen e.g. 17/01/2011, 21/01/2011-driver P Stacey-supervisor-spill kit training 08/03/2011-two company vehicles in use for supervisory staff e.g. CU57 ZLX-filled from 5000 litre tank and usage monitored under general system-two tugs and 4 trailers in operation at site. Rod and Bar mills-Current issue of the environmental management system available-small office facility-includes a rest area, toilet, small kitchen and office-office equipped with fire extinguishers-maintained by Celsa, no fire alarm and fire drills controlled and carried out by Celsa. Offices are not fitted with air conditioning, company environmental policy displayed at the current issue, work instructions available e.g. WI 11-white board in use to control vehicle servicing e.g. tug number 12, 01/2011. Slag screening-includes control measures and current issue 2 16/02/2011. Oil tank located outside office-5000ltrs banded and spill kits available-2 hazardous waste drums available for storage of waste generated during servicing-empty at present and when full moved to Celsa waste area (servicing based on hours run)-vehicles cleaned using jet wash adjacent to office into drainage with an interceptor fitted and maintained by Celsor. General waste container available adjacent to the office and controlled by Celsor (contract with Veolia) and any office waste emptied into the container. Tyres disposed of by Red Dragon Retreading Ltd, registration number SWW/551468/CB. Company registered waste carrier number CB/FN5573EF, expiry 21/02/2013.</p>	
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NQA Audit Findings

Ref No.	Clause No.	Details of non-conformances or OFI's raised Reference documents, DMS sections, records, etc. as applicable	NC	OFI
1	4.3.1	Company should consider reviewing the score given to diesel oil movement on the aspects register in light of the requirement to fill the screening machine.		1

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+ Only to be completed where the audit is against more than one standard

NQA Audit Plan

This programme relates to the next Surveillance Visit
Client TAYLOR SITE SERVICES Ltd

Vision No. 255319

Relevant Standard/Supporting Documentation ISO 14001

Audit Objectives		To confirm that the management system has been established and implemented in accordance with the requirements of the audit standard	
Member / Role	A BARNARD	Member / Role	
Date	07/10/2011	Date	
Time	Location/Department/Function	Time	Location/Department/Function
08:30	OPENING MEETING AND FAMILIARISATION TOUR		
08:45	USE OF NQA LOGO		
09:00	REVIEW OF OFI		
09:15	GENERAL DOCUMENT REQUIREMENTS INCLUDING 4.4.1, 4.4.4, 4.4.5		
09:45	ENVIRONMENTAL POLICY 4.2, 4.4.3		
10:15	MANAGEMENT REVIEW, LEGAL REQUIREMENTS & COMPLIANCE, ASPECTS/IMPACTS, 4.6, 4.3.2, 4.5.2, 4.3.1, 4.5.4,		
12:00	TRAINING AND COMPETENCE AND AUDITS INCLUDING 4.4.2, 4.5.5, 4.5.4		
13:00	LUNCH		
13:30	SITE TOUR 4.4.6, 4.4.7, 4.4.2, 4.4.3, 4.5.3, 4.5.4.		
15:30	REPORT WRITE		
16:00	CLOSE		
Completed by A BARNARD		Timings & content may be subject to change	

Form No. 67

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