



BESPOKE RECYCLING
SOLUTIONS

*Quality Policy and
Management System*

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Approved By	Luke Boden	17 / 04 / 2023

POLICY REVIEW RECORD

A review of the company policy is to be carried out by a senior member of the management team, as often as is required. Regular reviews of the company policy must be carried out to ensure it remains effective and relevant.

It is general company policy to carry out the review annually, as a minimum. Other circumstances when a review of company policy may be required include when there are significant changes to legislation, company operating practices, management structure or personnel, etc.

Review No	Date	Details / Revision	Carried out by
1	<i>15/09/2020</i>	<i>In compliance with current operations</i>	<i>LB</i>
2	<i>25/08/2021</i>	<i>Addition of new processing controls</i>	<i>MT</i>
3	<i>08/06/2022</i>	<i>In compliance with current operations</i>	<i>LB</i>
4	<i>17/04/2023</i>	<i>In compliance with current operations</i>	<i>MT</i>
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1.0 GENERAL

1.1 Company Profile

Bespoke Recycling Solutions Ltd is a waste processing and management company which operates under the SIC Code 38320, operating a waste processing facility at South Humberside Industrial Estate, Grimsby, DN31 2TG. The facility will be regulated in accordance with the requirements of the Environmental Permitting Regulations, under the conditions of the Environmental Permit Standard Rules SR2015 No. 6, once determined.

The proposed facility will process and transfer up to 75,000 tonnes of non-hazardous waste per annum which comprises principally of mixed plastic waste sorted into four categories of polymers: High Density (HD) Nat; High Density (HD) Jazz; PET Jazz; and PET Nat; as well as ferrous and non-ferrous metals. In addition, a small volume of RDF processed into SRF will be processed, and a fraction of end of life tyres may be accepted for bale and export.

Four personnel comprise the founding team: Luke Boden (WAMITAB), with 18 years' industrial facility mechanical and industry-specific roles and personal network; and Madeleine Teasdale BSc with 9 years' management in industrial waste and energy projects.

1.2 Purpose of this Manual

This Manual defines the Quality Management System (QMS) of Bespoke Recycling's activities and contains:

- a) The Quality Policy;
- b) Statements of responsibility and authority;
- c) An overview of the company's procedures and controls;
- d) The identification of the resources and training allocated to management, performance of work and verification activities including internal audit;
- e) The appointment of the Quality Management Representative (QMR); and
- f) The arrangement for periodic management reviews.

The purpose of this Manual is to demonstrate that this QMS meets all *ISO 14001:2004* requirements and provide guidance and direction for the implementation and operation of the QMS to all personnel including all relevant documents.

1.3 Scope of QMS

The scope of the EMS applies to the handling and disposal or supply related to the waste processing and recycling services provided / undertaken by Bespoke Recycling at Estate Road 5, South Humberside Industrial Estate, Grimsby, DN31 2TG.

2.0 POLICY

Quality Policy

The team at Bespoke Recycling Solutions understand the importance of ensuring a high quality end product to our customers, ensuring we are not just meeting our obligations, but producing the best product we can for the end consumer. We believe that an effective integrated management system helps us to achieve this goal, and it's success can be measured by our repeat business and long standing accounts with our off-takers. We also understand that a high quality end product minimizes waste within our own company, as well as further down the supply chain. This links in with our environmental commitments to the waste hierarchy, and drives long-term company growth.

We embrace technological advancements and process improvements, understanding this will aid in achieving compliance and customer obligations, as well as maximizing extraction of recoverable material.

We are committed to delivering products and services to our customers to the best of our ability, through implementation of the following principles:

1. Regularly monitor and measure the effectiveness of our processes and objectives through internal review processes;
2. Set measurable quality objectives which reflect our business aims;
3. Proactively obtain feedback from customers on our products and services, and use this to set objectives for continual improvement;
4. Have a complaints procedure, and respond proactively to any complaints;
5. Make employees aware of the QMS;
6. Training and development for our team to meet required competence;
7. Implement an employee feedback procedure for potential improvement to procedures, and encourage participation and suggestions for improvement;
8. Select suppliers which help to deliver reliable performance, and work with them on potential improvements;
9. Ensure ongoing compliance with all necessary regulatory and legal requirements
10. Timely production of waste in relation to collections and proactive communication regarding Collections;
11. No damage to property (including vehicles) during the collection and delivery of waste process.

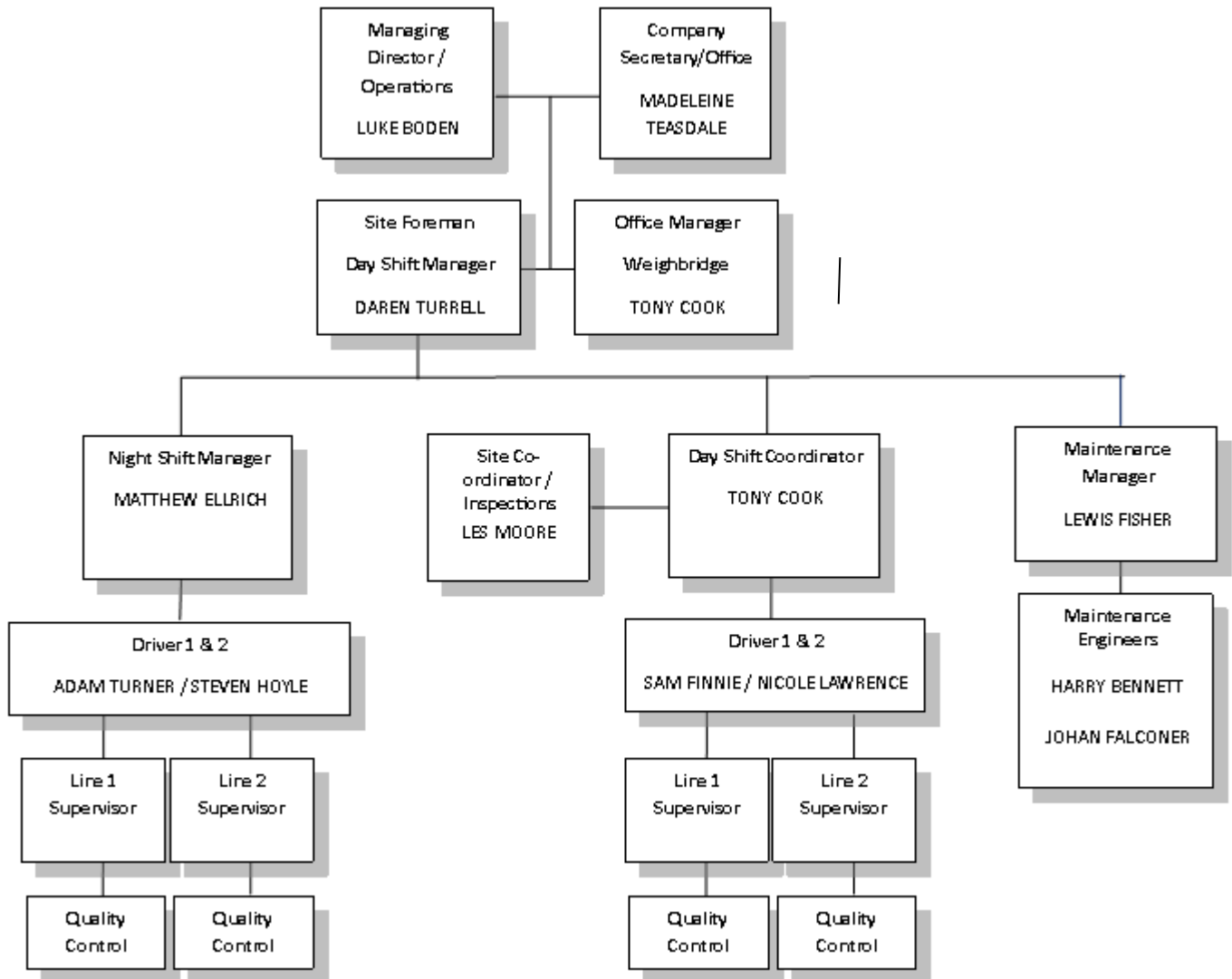
Several of the above procedures are measurable, and should be measured and recorded where appropriate.

Bespoke Recycling Solutions is committed to continually improve its standards and comply with all legal, customer and other requirements. This will be predominantly achieved through the setting and monitoring of key objectives. All staff will follow the requirements of the Quality Management System in the performance of their tasks and will ensure this policy is supported and maintained. This policy will be communicated to our customers, suppliers, and subcontractors. It will also be made available to the public whenever requested.

Luke Boden, Managing Director
Date:

3.0 ORGANISATION

3.1 Organisation Chart



3.2 Authority & Responsibilities

All staff are allocated with authority to perform their allocated responsibilities. The following provides a summary of the principal responsibilities of each job role, and these are clarified in greater detail within the Operating Procedures.

All staff share the authority and responsibility of identifying non-compliances or possible improvements and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent recurrence.

The Managing Director continually reviews the company’s resources to ensure that adequate staff, equipment and materials are available to meet customer requirements.

3.2.1 Managing Director

- Approval of the Quality Assurance System
- Compliance
- Management Review
- Supplier Selection & Purchasing
- Contract Management & Control
- Estimating
- Internal Audit
- Process Control and Warehouse Operations
- Resolution of Quality Assurance System Discrepancies
- Control & Maintenance of the Quality Assurance System
- Documentation & Change Control (Quality System Documents)
- Supplier Selection and Purchasing
- Training
- ensuring that QMS requirements are established, implemented and maintained in accordance with the ISO 14001 standard;
- ensuring that sufficient resources are allocated for the proper implementation of the environmental policy and the QMS;
- regularly reviewing the policy and the effectiveness of the QMS and ensuring that the necessary changes are made.

3.2.3 Company Secretary / Office

- Compliance checks
- Documentation Review
- Product review
- Feedback and Complaints Management
- Training designations
- Assisting in assuring the QMS is effectively implemented and maintained in accordance with ISO 14001 standard;
- Ensuring continued throughput (offtake) of waste products, in line with waste turnover policy;
- Relief of all works as required, as designated to the Managing Director

3.2.5 Office Manager

- Inbound/outbound inspections
- Compliance checks
- Inductions of staff in line with QMS
- Training implementation
- Staff feedback review
- Data collection

3.2.6 Site Foreman

- Planning and Co-ordination
- Control of Stock & output control
- Continuous monitoring
- Compliance checks

3.2.7 Site Coordinator / Inspections

- Management & Co-ordination of stock

- Estimating
- Inspections

3.2.9 Drivers

- Continuous monitoring

3.2.10 Supervisors and Quality Control

- Continuous monitoring

4.0 QUALITY DEFINITIONS

Quality related definitions are described below.

4.1 Quality Assurance

The collection of management activities necessary to provide adequate confidence that environmental data meets defined or implied standards of quality. Quality assurance includes activities such as: planning, implementation, assessment, reporting, and quality improvement to ensure that the outcomes from each activity are of the type and quality needed by the department's programs.

4.2 Quality Assessment

The evaluation of the data and the data generation process to determine the level of quality achieved. Performance assessments and data quality assessments are quality assessment activities. Technical personnel and supervisors in accordance with Quality Assurance Project Plans and Standard Operating Procedures conduct data quality assessments. Performance assessments are conducted by project managers and technical staff and communicated to management.

4.3 Quality Control

The technical activities that measure the operation of a process against defined performance standards to ensure that the outcomes of the process meet the needs of the user. Quality control consists of specific tasks or actions that both assess and document the performance of a process as it relates to the quality of the data produced. Quality-control reports are provided to supervisors and managers, as necessary.

5.0 QUALITY SYSTEM STRUCTURE

The following encompass Bespoke Recycling Solutions' quality system basic components and a brief description of each:

5.1 Quality Management Plan

The Quality Management Plan identifies and describes the structure, policies, and procedures of the quality system. In addition, it details the responsibilities, authorities, and accountabilities of the personnel in the company.

5.2 Management Reviews

The qualitative assessment of data collection processes and/or organizations are reviewed to determine if the prevailing quality management structure, policies, practices, and procedures are adequate to ensure that the type and quality of data being used is adequate to meet the needs of the department's programs. Deficiencies are identified and corrective actions are developed and implemented. Communications of necessary changes are made with employees via a chain-of-command through managers and supervisors.

5.3 Standard Operating Procedures

Standard Operating Procedures (SOPs) are written documents and approved by management that detail the steps to be followed in conducting routine procedures.

5.4 Technical and Data Assessments

Assessments examine processes, methodology, and equipment to ensure appropriateness and the proper following of implementation of the Policy, and evaluate a collection of data to determine if the data is of adequate quality to meet the needs of project goals and objectives.

5.5 Feedback and Corrective Actions

Data assessment findings shall be reviewed by the appropriate manager to establish the appropriate corrective actions in a given timescale.

5.6 Supplier and Subcontractor Evaluation

Subcontractors and suppliers must either provide a copy of their quality system documents as they pertain to environmental sample/data collection for review and approval, or accept responsibility for following Bespoke Recycling Solutions QMS.

6.0 PERSONNEL QUALIFICATION AND TRAINING

Bespoke Recycling Solutions is committed to maintaining a professional, qualified staff. Training is conducted for all personnel that have quality assurance-related duties. Records of internal and external training, and all certifications, are maintained by the company. The effectiveness of training is assessed initially through evaluations completed after training is conducted. QA products are also examined for thoroughness and acceptability and records maintained as a measure of effectiveness. If products are deemed incomplete or unacceptable, additional program specific training may be developed and implemented. Annual system audits may be conducted that also allow for identification of program weaknesses and strengths in QA.

Effectiveness of training for the individual employee is assessed during the performance evaluation process by the employee's supervisor. Each employee is evaluated through an annual performance evaluation and review. Additional training or retraining may be identified during the evaluation process.

6.1 Induction

All new Bespoke company employees attend an induction where they receive an introduction to the company's organisation, policy, and procedures. All personnel working with procurement, data collection, or data evaluation are properly trained and are responsible for implementing the relevant parts of the QMS and SOPs.

6.2 Certifications

The company encourages staff to obtain certifications and actively seeks to hire certified individuals for specific job duties. In addition to professional certification, all personnel involved in projects that require data collection and data assessment are trained, and verified by the project manager and supervisor that the employee is properly trained and familiar with the QAPP and SOPs.

7.0 PROCUREMENT

All items and services procured by Bespoke that are used in the generation of products or data must meet the requirements of this QMS. To accomplish this, Bespoke will ensure that:

- Technical specifications for the procurement of an item or service includes specifications that ensure acceptable quality in the item or service;
- The process of selecting a supplier includes an assessment of the supplier's quality system and the supplier's ability to supply items or services that meet quality specifications;
- Items and services provided by a supplier may be evaluated to determine compliance with quality specifications prior to use; and

- Bespoke may conduct appropriate audits of the supplier's quality systems as part of project implementation and work with that supplier to correct identified problems as soon as possible.

7.1 Specifications for Products/Services

The procurement of items or services must begin with the development of qualitative and quantitative specifications for the item or service. These specifications must include appropriate quality specifications to demonstrate that the item or service is acceptable for use by the department's programs. Examples of these quality specifications for items are technical specification sheets, quality certifications held by suppliers, and certifications of item quality. Examples of quality specifications for services are requirements for certifications held by individuals and suppliers, regulatory mandated requirements for specific test procedures and methodologies, regulatory requirements for quality systems, and program-specific quality control tests or methods. The managing director or designee will approve all procurement specifications.

7.2 Selection of Suppliers

The selection of suppliers of items and services must include an assessment of the supplier's ability to provide an item or service of adequate quality to be acceptable. When required by Bespoke, suppliers of services must have an acceptable quality management plan or project plan that complies with the requirements of this QMS. Bespoke may require a supplier to provide statements or documentation on how the quality requirements of the technical specifications will be met during the duration of any service agreement.

If it is determined that a supplier's quality system does not meet the requirements of Bespoke's QMS, then the supplier shall either: 1) modify their existing quality system documentation to meet the requirements of Bespoke; or 2) agree to utilize Bespoke quality system documents for the duration of any contract or agreement. Certain contract-specific requirements may be written directly into the contract specifications, and must be accepted for the contract to proceed.

8.0 PRODUCT CONTROL

Inbound and outbound products are subject to quality control through inspection and measurement criteria. This varies between products, and assessments in their different formats are available to all stakeholders including customers upon request.

8.1 Acceptance of Items

Each inbound product is assessed to determine conformance with the technical specifications for the product, using both visual inspection as well as sampling. Any quality control information accompanying an item or service is evaluated against specifications. Products not meeting the technical or quality specifications may be returned to the supplier.

8.2 Control of Products Out

As with inbound product, our outbound product is inspected in line with the customer specifications. This is done routinely throughout production and completion, as well as at loading. A record of these inspections are kept on the inspection database electronically backed up, and may be requested by the customer at any time. The outbound loads inspector retains the right to reject a load up to and including the point of dispatch in order to maintain quality and protect the company from costs associated with rejection at acceptance facility. For this reason it is encouraged that queries regarding quality are raised early on, to reduce the impact of delayed loads.

8.3 ASSESSMENT AND RESPONSE

All programs conducting environmental measurement processes conduct systematic assessments of the performance of these programs. These assessments are performed to determine how successful each process is in accomplishing the goals of the quality system. The Managing Director is responsible for:

- Assembling individuals with the level of competence, experience, and training necessary to conduct the assessment;
- Authorizing the individuals access to programs, managers, staff, documents and records;
- Receiving and approving the assessment report containing the findings and recommendations from the assessment; and
- Approving and implementing changes and/or corrective actions.

Management shall coordinate the quality assessment and response process. Disputes that originate in the quality system between quality assurance procedures and recommendations shall be addressed by the management team. The Managing Director shall have final authority in resolving any disputes or inconsistencies that result from or are identified by the assessment.

9.0 DOCUMENTS AND RECORDS

In addition to records required by law, Bespoke make and preserve records containing adequate and proper documentation of their organization, function, policies, decisions, procedures, and essential transactions. This includes all historical inspection documentation and training records, and allow for benchmarking for continuous improvement processes. All Bespoke personnel are engaged in creating, maintaining, and using records. Therefore, it is important that everyone understands their record management responsibilities.

Any revision of the QMS shall be recorded as such and signed by the author and managing director. All persons signing QMS documents, from the author to the director, assume responsibility for understanding the most recent version. The QMS author and management team have the responsibility to ensure that the most recent version of QMS documents are published and available to personnel.

10. QUALITY IMPROVEMENT

To the fullest extent of its capabilities, Bespoke Recycling Solutions is committed to a proactive approach that provides continuing improvement in the quality of its products and services. Planning, documentation, implementation, and assessment are critical components to ensuring quality programs. The Quality Management System provides an important input to the company's strategic planning process to ensure the quality of company outputs and processes are maintained and improved.

Improvement will be accomplished through regular annual reviews of quality procedures, standard operational procedures, review and update of the Quality Management System, and quality assurance training. The Quality Systems team meets biannually or as required to review implementation of the Quality Management System.

Quality improvement is an ongoing process and personnel at each level have responsibilities for improvement in the department's quality system. Program staff should follow quality processes, participate in quality assessment and corrective action activities, and provide recommendations to the management team on opportunities to improve the process or activities, and participate in developing standard operating procedures. The management team ensures compliance with quality processes and identifies procedures

during assessment for improvement. Quality assurance coordinators coordinate implementation of the quality system and serve as points of contact for program staff on implementation and improvement of the quality system.

CONTACT LIST

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