

Assessment Report

INFRATEC-UK Ltd

Assessment dates	23/10/2023 to 24/10/2023 (Please refer to Appendix for details)
Assessment Location(s)	Middlesbrough (000)
Report author	Timothy Charlton
Assessment Standard(s)	ISO 14001:2015



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Executive summary

I would like to thank Lee Payne, Paul Lamb and team for their assistance and co-operation. The audit was run remotely throughout with no technical issues, allowing for an effective audit to take place.

The objective of the assessment was to conduct a surveillance audit and look for positive evidence to verify that elements of the scope of certification and the requirements of the ISO 14001:2015 standards are effectively addressed by the client's management system.

A positive recommendation is made by BSI Client Manager Tim Charlton for certification to ISO 14001:2015

No findings have been raised during this audit.

The Environmental Management Systems were audited for effectiveness to Infratech-UK Ltd own internal processes and the requirements of the ISO 14001:2015 Standard.

Effective Environmental controls were sampled and an immersive site audit allowed for the controls to be tested using an audit sampling process. Effectiveness noted for the following areas:

- * Reaction to Non-Conformance
- * Leadership Commitments to the Management System - Clearly demonstrated in interviews, discussions
- * Environmental Objectives, linked to the Policy and strategic direction of the organisation
- * Staff Engagement through Site audits and toolbox talks

Based on assessment findings however, it is concluded that management system continues to be fully resourced and implemented at this location and can meet its intended results.

Changes in the organization since last assessment

There is no significant change of the organization structure and key personnel involved in the audited management system.

No change in relation to the audited organization's activities, products or services covered by the scope of certification was identified.

There was no change to the reference or normative documents which is related to the scope of certification.

NCR summary graphs

There have been no NCRs raised.

Your next steps

NCR close out process

There were no outstanding nonconformities to review from previous assessments.

No new nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

Please refer to Assessment Conclusion and Recommendation section for the required submission and the defined timeline.

Assessment objective, scope and criteria

The objective of the assessment was to conduct a certification assessment to ensure the elements of the proposed scope of registration and the requirements of the management standard are effectively addressed by the organization's management system and to confirm the forward strategic plan.

If this visit is part of a multi-location assessment, the final recommendation will be contingent on the findings from all assessments.

The scope of the assessment is the documented management system with relation to the requirements of ISO 14001:2015 and the defined assessment plan provided in terms of locations and areas of the system and organization to be assessed.

ISO 14001:2015
Infratech-UK Ltd management system documentation

Statutory and regulatory requirements

The organisation maintain a legal register as sampled.

Assessment participants

Name	Position	Opening meeting	Closing meeting	Interviewed (processes)
Lee Payne	Commercial Director	X	X	X
Paul Lamb	External Consultant	X	X	X

Assessment conclusion

BSI assessment team

Name	Position
Timothy Charlton	Team Leader

Assessment conclusion and recommendation

The audit objectives have been achieved and the certificate scope remains appropriate. The audit team concludes based on the results of this audit that the organization does fulfil the standards and audit criteria identified within the audit report and it is deemed that the management system continues to achieve its intended outcomes.

RECOMMENDED - The audited organization can be recommended for certification / recertification / continued certification to the above listed standards, and has been found in general compliance with the audit criteria as stated in the above-mentioned audit plan.

Findings from this assessment

Opening Meeting:

The Opening Meeting was held and the following items discussed;

The client was able to confirm the following:

- No HSE or EA visits since the last assessment visit
- No Local Authority visits
- No Breaches of permits have been reported
- No Pending Prosecutions
- No Fee's for Intervention
- No Complaints since the last audit
- No RIDDOR reports have been raised

It was confirmed via the Organisational chart that there are 140 effective personnel covered under the Scope of Certification.

Business overview discussed.

The scope remains unchanged.

Context of The Organisation; Needs & Expectations of Interested Parties, Internal & External issues, Scope:

Discussion with
Lee Payne
Paul Lamb

Documentation reviewed included:
Infratech Integrated Manual - Version 1 27.01.2023
IMD 001 - Interested Parties and analysis

Methods for confirming process effectiveness:

Needs & Expectations

- ~ Interested Parties - Reviewed as part of the August Management Review Meeting
- ~ Include customers, employees, Management, Community, sub-contractors

~ Interested Parties Analysis - IMD 001

- Parties Documented - National Highways / Road Users / UK Government
- Issues log - Interested Party / Issue of concern / treatment method / Records and monitoring

Context

- ~ External and internal issues defined

- Interested Parties
- Compliance Obligations
- Regulatory Requirements

Scope

~ The overseeing, installation and maintenance of highway electrical equipment and supporting works - traffic control equipment and associated apparatus, variable message signs and associated apparatus, communications equipment and associated apparatus on motorways and other highways in accordance with National Highway Sector Scheme 8.

The design, manufacture and supply of variable message signs.

- Documented within the Integrated Manual
- Includes boundaries, inputs, outputs and sites
- No exclusions from the standards
- ~ Marries to the scope of certification

Results:

Processes have demonstrated effectiveness to meet the requirements of the company's own management system and ISO standards

Policy:

Discussion with
Lee Payne
Paul Lamb

Documentation reviewed included:

IMP004 - Environmental Policy
Infratech Integrated Manual - Version 1 27.01.2023

Methods for confirming process effectiveness:

Policy

- Integrated Management System Policy
- Includes ISO 9001 / 14001 / 45001
- Meets requirements of Clause 5.2
- Reduction in pollution / promote recycling and re-using / Aspect and Impact review / Objective setting / Continual Improvement / Management Commitment
- Communicated through - Company Notice Boards / Employee Handbook / interested parties as required
- Signed by Managing Director - July 2023
- Reviewed annually as stated within the Integrated Manual

~ Policy seen on display during the site tour

Results:

Processes have demonstrated effectiveness to meet the requirements of the company's own management system and ISO standards

Leadership Commitment Roles & Responsibilities:

Discussion with
Lee Payne
Paul Lamb

Documentation reviewed included:
Business Administrator - Job Description
Organisational Chart
Infratech Integrated Manual - Version 1 27.01.2023

Methods for confirming process effectiveness:

Roles & Responsibilities

~ Leadership & Worker Participation defined

- Key roles given additional duties - Applicable Process Owners - Ensuring processes are delivered to their intended outcomes

~ Organisational Chart housed within the Manual

- Senior Management Team Defined

- Key roles within the organisation

Leadership Commitment

~ Leadership Commitments documented within the Manual

- Assigning responsibility throughout the Management System

- Customer Focus - ensure customer requirements are met

~ Company Organisational Chart - Sampled

~ Managing Director given ultimate responsibility for Health, Safety, Environmental and Quality of the business

- Reporting on the compliance of the management system - assigned to the Compliance Manager

- Employees and Workers - Required to comply with the process and procedures put in place to manage for Health, Safety, Environmental and Quality

Results:

Processes have demonstrated effectiveness to meet the requirements of the company's own management system and ISO standards

Risk & opportunity:

Discussion with
Lee Payne
Paul Lamb

Documentation reviewed included:

IMS001 - Risk Register
IMS001 - Opportunity Register
IMD018 - Order Inception Review
Infratech Integrated Manual - Version 1 27.01.2023

Methods for confirming process effectiveness:

- ~ 8 Risks identified within the register
- Risk consideration review carried out for each risk
- Risk Rating score assigned to each consideration
- 1 risk meets threshold for additional controls
- Equipment and Facilities
- Additional controls introduced - PPM schedule to be introduced

~ 8 opportunities identified within the register

- Projects through Highways England
- Strategic investment in Highways England

Opportunity scoring in place for each risk

- Mitigation plans documented

~Links to interested Parties list

~ Risk and Opportunities reviewed s part of the Management Review process and in line with any considerable changes

~ Order Inception Review

- HSEQ / Risk & Opportunity Review

~ CIR001 - Sampled

- Financial Review / Technical Specific review - RS485
- Type of Work - Site & Manufacturing
- Lifecycle Disposal - Not required
- Environmental Issues - None known
- RAMS to be produced
- Transport & Plant Required
- Risk Considerations - Potential to not complete software update in required time

Results:

Processes have demonstrated effectiveness to meet the requirements of the company's own management system and ISO standards

Objectives and planning action to achieve:

Discussion with
Lee Payne
Paul Lamb

Documentation reviewed included:
IMD 004 - HSEQ Objectives & Targets Program
Infratech Integrated Manual - Version 1 27.01.2023

Methods for confirming process effectiveness:

Objectives

- ~ Overview of how Objectives will be set, by who and review period documented within the Manual
- Objectives aligned to the Policies
- Resources assigned to each Objectives
- Regular reviews and updates
- SHEQ Quarterly meetings used to discuss and update

IMD 004 - HSEQ Objectives & Targets Program

- Document set out with - Goal / Breakdown of Objective / Strategy / Owner / Target Date / Rational / Status
- Integrated document with ISO 9001 / 14001 / 45001 objectives set
- IMS Objectives and Environmental Specific Objectives have been set;
- Integration - All 3 systems to be integrated
- Objectives set are - Improve Environmental Impacts / Achieve ISO 14001 / Improve Environmental Awareness / Spill Response Training

~ Sampled Objectives

- ~ Roll out and training of Internal Audits
- 3 active internal auditors in place and trained
- Internal Audit Schedule being adhered to - Tested as part of the Internal Audit section

~ Deploy LED Lighting around site - Completed

~ Environmental Awareness and Training

- on-going - Dates booked for 13th November

Results:

Processes have demonstrated effectiveness to meet the requirements of the company's own management system and ISO standards

Environmental Aspects:

Discussion with
Lee Payne
Paul Lamb

Documentation reviewed included:
IMD003 - Environmental Aspects Register
Infratech Integrated Manual - Version 1 27.01.2023

Methods for confirming process effectiveness:

Aspects & Impacts

- ~ Key sources defined within the manual - Air / Land / Water / Energy / Waste
- Considerations from - Company Activities/ products / services
- Records of significant Risk documented within Environmental Aspects & Impacts Register

IMD 003 - Environmental Aspects & Impacts Register

- Register set up to show Aspect, impact, Operational Condition, Legal and compliance obligation links, significance risk scoring, Operational controls, additional notes
- Key Aspects with high risk - EA1 / EA2 / EA7 - Consumption of Electricity / Consumption of Gas / Disposal of General Waste
- Measuring and monitoring of Aspects in place with monitoring and matrix documents
- Changes and significant updates form part of the management review agenda
- ~ Key Lifecycle considerations in place place
- Acquisition of Raw Materials
- Manufacturing Process
- Storage and Transport of Goods
- End of Life Treatment

~ Aspects sampled as part of the site tours conducted

Results:

Processes have demonstrated effectiveness to meet the requirements of the company's own management system and ISO standards

Compliance Obligations:

Discussion with
Lee Payne
Paul Lamb

Documentation reviewed included:
IMD002 - Legal Register
IMD011 Matrix of Waste Streams
IMD012 Waste Management Matrix Program Disposal & Segregation
Infratech Integrated Manual - Version 1 27.01.2023

Methods for confirming process effectiveness:

Legal Requirements & Compliance

- Manual defines how legal requirements will be determined and from which sources

IMD 002 - Legal Register & Evaluation of Compliance

~ NetRegs / HSE.Gov / Legislation.Gov - used to compile Legal Register

- Last review of Legal register took place June 2023

- Lists out - Legislation or Regulation / Summary of Duty / Internal supporting evidence documents / how compliance is evaluated / review date / compliance achieved?

- 27 Pieces of Legislation in place

~ Legal Compliance Obligations sampled as part of the site tours conducted

- Compliance determined through - Training / Records / Documents / Statutory Inspections / Internal Audit

Results:

Processes have demonstrated effectiveness to meet the requirements of the company's own management system and ISO standards

Internal Audit

Non-Conformance & Corrective Action:

Discussion with

Lee Payne

Paul Lamb

Documentation reviewed included:

Infratech Integrated Manual - Version 1 27.01.2023

IA11 - Emergency Preparedness

IMD 025 - Internal Audit Schedule

IA05 - Planning

CAR11

CAR13

Management Review

Methods for confirming process effectiveness:

Internal Audit

~ Integrated process towards Internal Audit

~ IMD 025 - Internal Audit Schedule

- full schedule in place for 2023 running Jan to Dec

- Amendments being made to start to audit process from July to June

- 29 audits planned - Clause specific audits

- 5 trained internal auditors in place - 3 mainly used

~ 25 audits completed

~ 4 audits to be completed

~ Findings from audits conducted

- 2 OFI / 2 Minor Non Conformance

- ~ Audits Sampled
 - IA05 - Planning - 11.09.2023
 - Objective evidence of documents and records sampled
 - Minor Internal NCR raised against communication - lack of toolbox talks
- ~ Corrective Action raised through NC/CA process
 - CAR11 - 12.09.2023
 - Investigation to Root Cause carried out
 - Toolbox Talk evidence moved to IMS folder and frequency of Toolbox talks increased
 - Toolbox talks sampled as part of the site audit - MEWPS / Asbestos / Winter Weather / Falls from Vehicles
- ~ IA11 - Emergency Preparedness - 20.09.2023
 - Objective evidence of documents and records sampled
 - Minor Internal NCR raised against testing of the fire system
- ~ Corrective Actions
 - CAR13 - 20.09.2023
 - Investigation to Root Cause carried out
 - Actions carried out and completed
 - Emergency Preparedness Testing sampled as part of the site tour section

Results:

Processes have demonstrated effectiveness to meet the requirements of the company's own management system and ISO standards

Management Review:

Discussion with
Lee Payne
Paul Lamb

Documentation reviewed included:

Infratech Integrated Manual - Version 1 27.01.2023
MR14 - 29.08.2023

Methods for confirming process effectiveness:

- ~ MR14 - 29.08.2023
 - Senior Management Team in Attendance
 - Integrated review taken place
 - No previous actions to review
 - Review inputs and outputs defined within the manual and align to the clause
 - Outputs raised and sampled through the Non-Conformance process via air tables

Results:

Processes have demonstrated effectiveness to meet the requirements of the company's own management system and ISO standards

Documented Information:

Discussion with
Lee Payne
Paul Lamb

Documentation reviewed included:
Infratech Integrated Manual - Version 1 27.01.2023
IMD000 - Management System Register

Methods for confirming process effectiveness:

~ Document management defined within the integrated manual
- Creations, Approval, Release, Storage and Confidentiality, revision and change control, retention and disposal

~ Documents sampled throughout the audit were found to comply with the internal process set out in the Infratech Manual and the requirements of clause 7.5

Results:

Processes have demonstrated effectiveness to meet the requirements of the company's own management system and ISO standards

Site Tour - Head office - Office Support Functions / Test Area / Storage and Warehouse

Competence & Awareness / Emergency Preparedness / Compliance Obligations :

A tour of the client site was completed to view the operational controls deployed via their current environmental management system and determine their effectiveness.

During the tour, the weather conditions were dry warm and sunny and upon commencing the tour, it was immediately evident that there were not undue levels of noise, odours, or emissions of any type as a result of the clients activities upon the site.

The tour encompassed the following key areas upon the site;

- the rear yard and site perimeter;
- workshop

During the tour, the following were noted;

- the site was generally tidy and well ordered;
- wastes were well segregated with no cross contamination of hazardous / non-hazardous wastes;
- there are no oils or hazardous fluids used on site;
- emergency preparedness was evident in terms of spill kits and serviced fire extinguishers;
- policies were displayed in the working areas;

To test the effectiveness of the processes involved, the following were sampled and evaluated;

- ~ Biffa - WTN - Annual Notes;
- Mixed Dry Recycling - EWC - 150106
- Packing - EWC - 200301
- 29.03.2023

- ~ Hazardous Waste
- Biffa - WTN - Annual Note
- WEEE / Chemicals & Substances
- No Collections made to date

- ~ Sanitary Waste
- PHS - SIC 74879
- Collection Note - 04.09.2023
- Signed and dated by both parties

- Cable / Wire / Scrap Metal
- ~ Northern Metal Recycling
 - Dry Bright Wire - 170401 - 31.03.2023
 - Batteries - 160601 - 26.04.2023
 - 316 Stainless Steel - 170405 - 26.04.2023

- ~ Toolbox Talk
- Environmental Awareness
- 12.10.2023
- 11 attendees

Training Evidence sampled;

Induction - Fire & Emergency Procedures

Induction - Company Induction

H&S - First Aid at Work

H&S - Fire Safety Awareness & Warden Training

H&S - Fire Safety Awareness

H&S - COSHH Awareness

Admin - ISO Internal Audit Training

- ~ Site Walk Round Inspection - 08.09.2023 & 02.10.2023
- Fire & Safety Equipment
- House Keeping
- Training

- Monitoring & Measuring
- ~ Monitoring and measuring of energy usage and fuel consumption data available to 2021
 - 2023 Electricity kWh - 22.851 - Year to Date
 - 2023 - Water m3 - 59 year to date
 - 2023 - Fuel Consumption - 37,318L

A review of consignment and transfer notes found they contained all the required information in terms of the waste, quantity, container, SIC & EWC codes; confirmation of the waste hierarchy being applied,

carrier licenses; date of transfer and capturing of the transferee and transferor signatures.

Extended audit trails confirmed the client had a system to manage the waste transfer partners carrier licenses, which were all seen to be valid.

The findings from the site tour were consistent with the content of the environmental aspects identified by the client.

Site Tour - Installation Visit - Immersive:

An Immersive Site Tour review was carried out through video recording.

The Video evidence provided included;

- ~ Depot area
- ~ Travel to Site
- ~ Site Induction
- ~ Works carried out on site
- ~ Site hand back

In addition to the video, the following evidence was reviewed to demonstrate effectiveness;

- ~ Project - KNG2301
- RAMS
- RAMs Sign off Sheet
- Project File
- Team Briefing records - Including adverse weather and environmental considerations
- Site Report - M3 J4a-2

Training Evidence;

D. Richards

- ~ Induction - Fire & Emergency Procedures
- ~ Induction - Company Induction
- ~ HERS - Found01 Emergency First Aid at Work
- ~ H&S - QA Level 3 Award in Emergency First Aid at Work (RQF)

B. Mulchrone

- ~ Induction - Fire & Emergency Procedures
- ~ Induction - Company Induction

D. McCann

- ~ Induction - Fire & Emergency Procedures
- ~ Induction - Company Induction
- ~ HERS - Found01 Emergency First Aid at Work
- ~ H&S - QA Level 3 Award in Emergency First Aid at Work (RQF)

The findings from the site tour were consistent with the content of the environmental aspects identified by the client.

Next visit objectives, scope and criteria

The objective of the assessment is to conduct a surveillance assessment and look for positive evidence to verify that elements of the scope of certification and the requirements of the management standard are effectively addressed by the organization's management system; that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organization's specified objectives as applicable with regard to the scope of the management standard; to confirm the ongoing achievement and applicability of the forward strategic plan.

The scope of the assessment is the documented management system with relation to the requirements of ISO 14001:2015 and the defined assessment plan provided in terms of locations and areas of the system and organization to be assessed.

ISO 14001:2015

Infratech-UK Ltd management system documentation

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organization within 30 days of an agreed visit date. It is a condition of registration that a deputy management representative be nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

Next visit plan

Date	Auditor	Time	Area/process	Clause
27.11.2024	N. Chivers	09:00	Opening Meeting	Day 1 - Date to be confirme d with planning
		09:30	Context of The Organisation; Needs & Expectations of Interested Parties, Internal & External issues, Scope	
		10:00	Policy	
		10:20	Leadership Commitment	
		11:00	Environmental Aspects	
		11:30	Compliance Obligations	
		12:00	Objectives and planning action to achieve	
		12:30	Lunch	
		13:00	Resources for the Management System	
		13:30	Competence & Awareness	
		14:00	Site Tour - Head office - Office Support Functions	
		14:00	Site Tour - Head office - External areas	
		14:45	Site Tour Audit Trails - Waste Management Documentation - Emergency Preparedness - Legal Compliance - Statutory Inspections - Aspects	
		15:30	Emergency Preparedness & Response	
		09:00	Internal Audit	Day 2 - Date to be confirme d with planning
		09:30	Non Conformance & Corrective Action	
		10:00	Management Review	
		10:30	Evaluation of Compliance	
		11:00	Report Preparation	
		12:00	Closing Meeting	

Next Hybrid Audit Visit Plan

Appendix: Your certification structure & ongoing assessment programme

Scope of certification

EMS 785527 (ISO 14001:2015)

The planning and management of installation and commissioning services for driver information and traffic monitoring systems. To include the manufacture of digital signage and HSS 8

The overseeing, installation and maintenance of highway electrical equipment and supporting works - traffic control equipment and associated apparatus, variable message signs and associated apparatus, communications equipment and associated apparatus on motorways and other highways in accordance with National Highway Sector Scheme 8. The design, manufacture and supply of variable message signs.

Assessed location(s)

Middlesbrough / EMS 785527 (ISO 14001:2015)

Location reference	0047529484-000
Address	INFRATEC-UK Ltd Unit 8-9 Easter Park Barton Road Middlesbrough TS2 1RY United Kingdom
Visit type	Stage 2 Audit
Assessment number	3852102
Assessment dates	23/10/2023
Deviation from audit plan	No
Total number of Employees	17
Effective number of Employees	17
Scope of activities at the site	The overseeing, installation and maintenance of highway electrical equipment and supporting works - traffic control equipment and associated apparatus, variable message signs and associated apparatus, communications equipment and associated apparatus on motorways and other highways in accordance with National Highway Sector Scheme 8. The design, manufacture and supply of variable message signs.
Assessment duration	2 day(s)

Certification assessment programme

Certificate number - EMS 785527

Location reference - 0047529484-000

		Audit1	Audit2	Audit3	Audit4
Business area/location	Date (mm/yy):	01/10/23	10/07/24	10/07/25	10/07/26
	Duration (days):	2	1.5	1.5	1.5
Opening Meeting		X	X	X	X
Context of The Organisation; Needs & Expectations of Interested Parties, Internal & External issues, Scope		X	X	X	X
Policy		X	X	X	X
Roles & Responsibilities		X		X	
Leadership Commitment		X	X	X	
Leadership Interview		X			X
Environmental Aspects		X	X	X	X
Compliance Obligations		X	X	X	X
Objectives and planning action to achieve		X	X	X	X
Resources for the Management System		X	X		
Competence & Awareness		X	X	X	
Communication, Internal & External		X		X	X
Site Tour - Head office - Office Support Functions		X	X		
Site Tour - Head office - Production Processes		X		X	
Site Tour - Head office - External areas		X	X		
Site Tour Audit Trails - Waste Management Documentation - Emergency Preparedness - Legal Compliance - Statutory Inspections - Aspects		X	X	X	
Documented Information		X		X	
Emergency Preparedness & Response		X	X	X	X
Internal Audit		X	X	X	X
Non Conformance & Corrective Action		X	X	X	X
Management Review		X	X	X	X
Evaluation of Compliance		X	X	X	X
Strategic Review					X
Site Installation Visit - To be tied in with ISO 45001 installation visit if possible		X		X	

Hybrid Audit Certification Assessment Programme

Expected outcomes for accredited certification

What accredited management system certification means?

To achieve an organization's objectives related to the Expected Outcomes intended by the management systems standard, the accredited management system certification is expected to provide confidence that the organization has a management system that conforms to the applicable requirements of the specific ISO standard.

In particular, it is to be expected that the organization

- has a system which is appropriate for its organizational context and certification scope, a defined policy appropriate for the intent of the specific management system standard and to the nature, scale and impacts of its activities, products and services over their lifecycles, is addressing risks and opportunities associated with its context and objectives;
- analyses and understands customer needs and expectations, as well as the relevant statutory and regulatory requirements related to its products, processes and services;
- ensures that product, process and service characteristics have been specified in order to meet customer and applicable statutory/regulatory requirements;
- has determined and is managing the processes needed to achieve the Expected Outcomes intended by the management system standard;
- has ensured the availability of resources necessary to support the operation and monitoring of these products, processes and services;
- monitors and controls the defined product process and service characteristics;
- aims to prevent nonconformities, and has systematic improvement processes in place including the addressing of complaints from interested parties;
- has implemented an effective internal audit and management review process;
- is monitoring, measuring, analysing, evaluating and improving the effectiveness of its management system and has implemented processes for communicating internally, as well as responding to and communicating with interested external parties.

What accredited management systems certification does not mean?

It is important to recognize that management system standards define requirements for an organization's management system, and not the specific performance criteria that are to be achieved (such as product or service standards, environmental performance criteria etc).

Accredited management systems certification should provide confidence in the organization's ability to meet its objectives related to the intent of the management system standard. A management systems audit is not a full legal compliance audit, and does not necessarily ensure ethical behaviour or that the organization will always achieve 100% conformity and legal compliance, though this should of course be a permanent goal.

Within its scope of certification, accredited management systems certification does not imply or ensure, for example:

- that the organization is providing a superior product and service, or
- that the organization's product and service itself is certified as meeting the requirements of an ISO (or any other) standard or specification.

Definitions of findings:

Nonconformity:

Non-fulfilment of a requirement.

Major nonconformity:

Nonconformity that affects the capability of the management system to achieve the intended results.

Nonconformities could be classified as major in the following circumstances:

- If there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements;
- A number of minor nonconformities associated with the same requirement or issue could demonstrate a systemic failure and thus constitute a major nonconformity.

Minor nonconformity:

Nonconformity that does not affect the capability of the management system to achieve the intended results.

Opportunity for improvement:

It is a statement of fact made by an assessor during an assessment, and substantiated by objective evidence, referring to a weakness or potential deficiency in a management system which if not improved may lead to nonconformity in the future. We may provide generic information about industrial best practices but no specific solution shall be provided as a part of an opportunity for improvement.

How to contact BSI

Visit the BSI Connect Portal, our web-based self-service tool to access all your BSI assessment and testing data at a time that's convenient to you. View future audit schedules, submit your corrective action plans and download your reports and Mark of Trust logos to promote your achievement. Plus, you can benchmark your performance using our dashboards to help with your continual improvement journey.

Should you wish to speak with BSI in relation to your certification, please contact your local BSI office – contact details available from the BSI website:

<https://www.bsigroup.com/en-GB/UK-office-locations/>

Notes

This report and related documents are prepared for and only for BSI's client and for no other purpose. As such, BSI does not accept or assume any responsibility (legal or otherwise) or accept any liability for or in connection with any other purpose for which the Report may be used, or to any other person to whom the Report is shown or in to whose hands it may come, and no other persons shall be entitled to rely on the Report. If you wish to distribute copies of this report external to your organization, then all pages must be included.

BSI, its staff and agents shall keep confidential all information relating to your organization and shall not disclose any such information to any third party, except that in the public domain or required by law or relevant accreditation bodies. BSI staff, agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.

This audit was conducted through document reviews, interviews and observation of activities. The audit method used was based on sampling the organization's activities and it was aimed to evaluate the fulfilment of the audited requirements of the relevant management system standard or other normative document and confirm the conformity and effectiveness of the management system and its continued relevance and applicability for the scope of certification.

As this audit was based on a sample of the organization's activities, the findings reported do not imply to include all issues within the system.

Regulatory compliance

BSI conditions of contract for this visit require that BSI be informed of all relevant regulatory non-compliance or incidents that require notification to any regulatory authority. Acceptance of this report by the client signifies that all such issues have been disclosed as part of the assessment process and agreement that any such non-compliance or incidents occurring after this visit will be notified to the BSI client manager as soon as practical after the event.