



# INTEGRATED MANAGEMENT SYSTEM MANUAL ISO 9001:2015; ISO 14001:2015; ISO 45001:2018

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ISSUE STATUS: **CONTROLLED**/~~UNCONTROLLED~~

**Total Environmental Technology**

Carnaby Industrial Estate,  
Wellington Way,  
Carnaby,  
YO15 3QY

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## ISO 9001:2015; ISO 14001:2015; ISO 45001:2018

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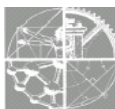
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## AMENDMENT RECORD

Page	Issue	Revision History	Date	Approved by
All	1	First issue of Quality & Environmental System Manual	August 2017	M Farrell
All	2	Integration of ISO 45001:2018	October 2018	M Farrell
All	2	Annual Review – no changes	01/01/2019	M Farrell



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### 1. CONTEXT OF THE ORGANISATION

#### 1.1 **About Total Environmental Technology**

Total Environmental Technology is a company that contracts with client businesses nationwide to provide a comprehensive service in waste management and related areas of industrial activity.

We are able to manage the safe and secure disposal of waste from most sectors of UK industry. We also provide a programmed and reactive service for drain and sewer maintenance or repair as well as a tank and interceptor cleaning service. We offer competitive rates to customers, whilst remaining committed to compliance with all legislation relevant to our business.

Through our skilled and motivated workforce, we can demonstrate how most effectively to meet your waste management requirements. Since we aspire to your business over a longer term, we expect to adapt our service to meet your changing requirements through time.

#### 1.2 **External / Internal Issues and Requirements of Interested Parties**

Total Environmental Technology has determined the external and internal issues (including environmental conditions), and the requirements of interested Parties that are relevant to our Integrated Management System. They are discussed at management meetings, and formally monitored and reviewed at our Management Review Meeting.

#### 1.3 **Scope of the Quality and Environmental Management System**

##### **Scope:**

*"The scope of the business is Road haulage and waste management services, including collection and recycling of hazardous and non-hazardous material including sewage, industrial cleaning services, graffiti removal and drain clearance, including water jetting and management across the UK. Administration and Garage Workshop activities at the Head Office location at Carnaby Industrial Estate."*

*The Business is managed, taking into consideration the products and services supplied, relevant external and internal issues, environmental and business risks, compliance obligations, organisational units, functions and physical boundaries, our authority and ability to exercise control and influence, and the requirements of our interested Parties.*

*The scope excludes design"*

### 2. ORGANISATIONAL KNOWLEDGE

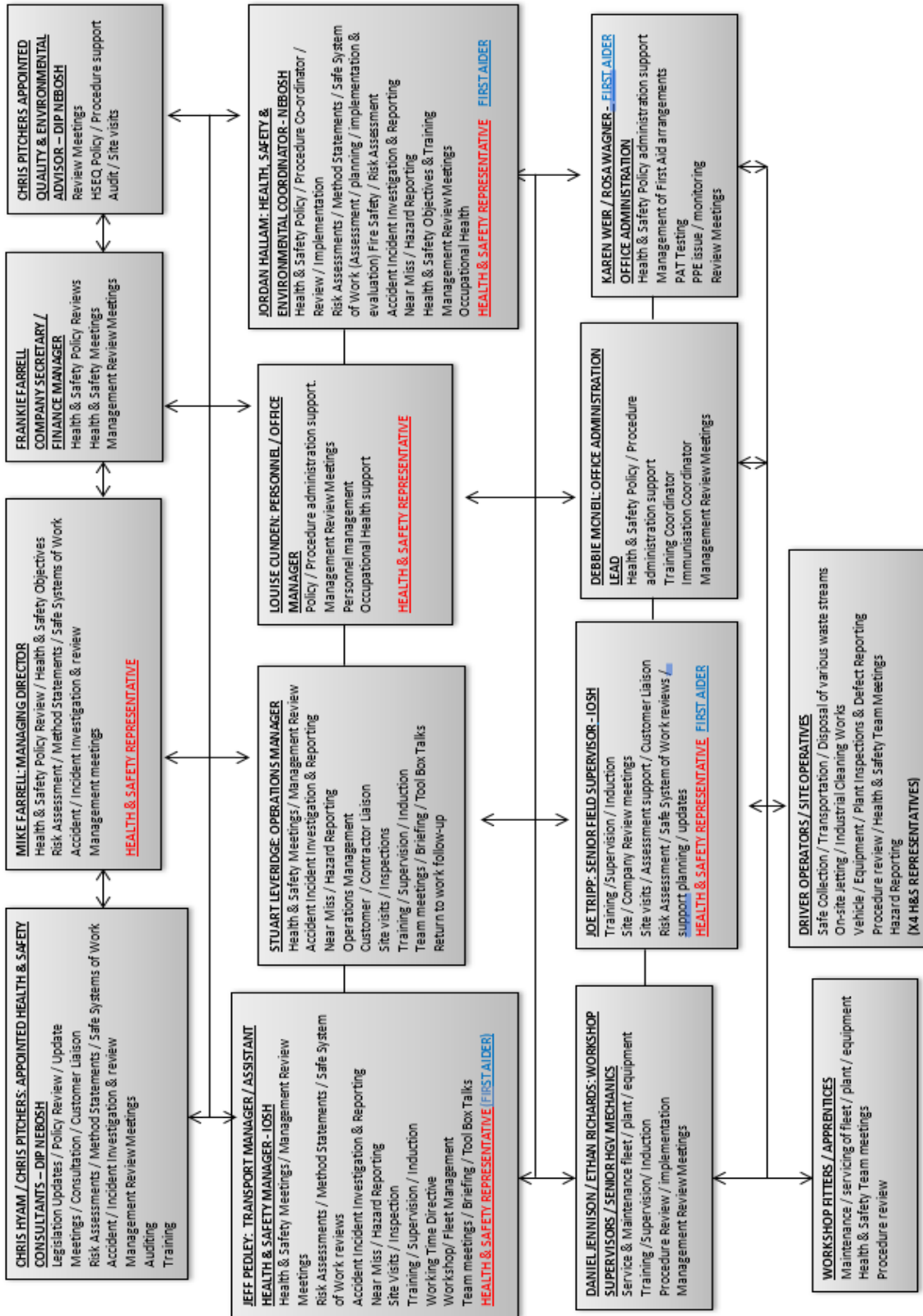
Total Environmental Technology will determine the knowledge necessary for the operation of our processes, and to achieve conformity of products and services. This may be achieved via the following methods:

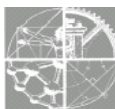
- review of projects on their completion;
- performing lessons learnt exercises;
- employee consultation and feedback, including exit interviews;
- regular communication with staff relating to new knowledge;
- assessing staff awareness of client and market knowledge;
- via external sources (e.g. Specialist technical support / consultancy)
- Membership of industry professional bodies.



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## 3. ORGANISATION CHART

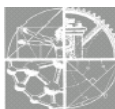




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### 4. QMS & EMS KEY ROLES, ACCOUNTABILITY, RESPONSIBILITY AND AUTHORITY

Role	Responsibility / Authority
Accountability for the effectiveness of the IMS	Managing Director
Establishing the Quality, Environmental and Health and Safety Policies in line with strategic direction and context of Total Environmental Technology	Managing Director
Taking overall responsibility and accountability for the prevention of work-related injury and ill health, as well as the provision of safe and healthy workplaces and activities;	Managing Director
Setting of Quality, Environmental and Health and Safety Objectives in line with strategic direction and context of Total Environmental Technology	Managing Director
Promoting the use of the process approach and risk-based thinking	Managing Director
Providing suitable resources to establish, implement, maintain and improve the IMS	Managing Director
Communicating the importance of effective Quality, Environmental and Health and Safety Management and conforming with IMS Requirements	Managing Director
Ensuring the integration of the OH&S and Environmental management system requirements into the organization's business processes;	Managing Director
Ensuring the IMS achieves intended results	Managing Director
Engaging, directing and supporting persons to contribute to the effectiveness of the IMS as it applies to their responsibility	Managing Director
Promoting continual improvement	Managing Director
Supporting other management roles to demonstrate leadership in terms of the IMS	Managing Director
Ensuring that the IMS conforms with ISO 9001:2015; ISO 14001:2015 and ISO 45001:2018	Managing Director
Reporting on the performance of the IMS (including process performance and opportunities for improvement)	Managing Director
Promotion of Customer focus	All Directors & Managers
Ensuring the integrity of the IMS is maintained during any planned changes	Managing Director
Developing, leading and promoting a culture in the organization that supports the intended outcomes of the OH&S management system.	Managing Director
Protecting workers from reprisals when reporting incidents, hazards, risks and opportunities;	Managing Director
Ensuring the organization establishes and implements a process(es) for consultation and participation of workers	Managing Director
Supporting the establishment and functioning of health and safety committees,	Managing Director



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### 5. QUALITY POLICY

The Quality Policy of the Company is -

- ◆ To establish and maintain a Quality Management System which satisfies the requirements of ISO 9001:2015, and any other Client specific quality requirements.
- ◆ To consistently provide products and services in a manner which will satisfy Client requirements in all respects.
- ◆ To implement appropriate actions to address any risks and opportunities associated with internal / external issues, and to meet the needs and expectations of interested parties.
- ◆ To ensure all Company personnel are fully competent to carry out their assigned task.
- ◆ To strive to continually improve our services provided to Clients, through the use of this Quality Policy, quality objectives, performance evaluation including audit results, corrective actions and at Management Review.
- ◆ To establish annual quality objectives at strategic and operational levels within the Company, that will be measured and reported upon at the management review meeting.
- ◆ To maintain documented information as objective evidence to demonstrate compliance with the Quality Management System.
- ◆ To control & continually monitor all projects undertaken.
- ◆ To comply as a minimum with all applicable statutory and regulatory requirements.
- ◆ To review the Quality Management System at planned intervals to ensure it is effective and achieving the stated quality policy.

The Directors are fully committed to the above and actively encourage a similar commitment by personnel at all levels of the Company.

This Quality Policy is evaluated as part of the overall review of the Quality Management System to ensure its stated objectives are met.

By signing this Quality Policy, the Managing Director gives his approval to the Quality Management System described in this manual and in supporting Company processes.

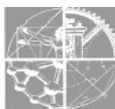
M Farrell  
**Managing Director**

SIGNED: - 

DATE: - 1<sup>st</sup> October 2019

This Quality Policy is displayed at the Head Office and is available to all personnel including visitors and contractors. All employees are encouraged to read it and communicate any query to a Director.

**A copy** of the Quality Policy can also be obtained on request (to any interested parties) from our Head Office: *Total Environmental Technology, Carnaby Industrial Estate, Wellington Way, Carnaby, YO15 3QY*



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### 6. ENVIRONMENTAL POLICY

Total Environmental Technology are fully committed to continual improvement to enhance our environmental performance, through constant review, in order to provide an effectively controlled environmental management system and service. This Environmental Policy Statement is applicable to all areas of our business and has been implemented to meet the requirements of the **ISO 14001:2015**. It is our Policy to:

- Prevent pollution
- Protect the Environment in all aspects of our business and in particular to significant aspects of our operations, to prevent any adverse environmental effects
- Recycle / reuse materials wherever practical
- Minimise the environmental impact, for the life cycle (including disposal) of all plant, equipment, and other physical assets under our control.
- Comply with legislation regulations & relevant Codes of Practice, at all times (our compliance obligations)

#### **MONITORING OUR PROGRESS – Objectives, Targets and Management Programmes**

Annual environmental objectives will be set and reviewed by management at the required and designated intervals.

We will employ specialists (where necessary) to assist with environmental matters. We will ensure that we adhere to our Policy and Programmes, and address resulting actions identified through it.

We have included within our system measures to control abnormal and emergency situations.

It is our aim to also consult and communicate our Policy with our Client's and their representative's, our sub-contractors and our suppliers and all persons working for or on behalf of our Company, to promote environmental awareness, to gain their support to meet our objectives. All of our employees have been briefed and are fully aware of our Environmental Policy.

#### **WORKING IN PARTNERSHIP**

We will consult with Local and National Government bodies, enforcing and regulatory authorities, and specialists to seek advice and assistance towards achievement of our Environmental Management Programme to its full potential. We will, at all times, comply with regulations, legislation, codes of practice and other requirements associated with the Company and its' operations. Where no laws, regulations or codes of practice exist, we will develop our own standards to allow for the best practicable and financially viable environmental option, not entailing significant and detrimental costs to the Company, whilst considering public, local and interested parties opinions.

M Farrell  
**Managing Director**

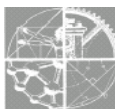
SIGNED: - 

DATE: - 1<sup>st</sup> October 2019

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### 7. HEALTH AND SAFETY POLICY

#### Introduction

The Total Environmental Technology Occupational Health and Safety Policy applies to all operations both at the regional office and on transient work sites.

The Managing Director recognises and accepts responsibility to provide a safe and healthy working environment and to prevent injury and ill health for all employees, sub-contractors and visitors who attend Total Environmental Technology premises and transient work sites and others (e.g. public, client workers) who may be affected by the conduct of our operations. By signing this Occupational Health and Safety Policy, the Managing Director gives approval to the Occupational Health and Safety Management System described in the Integrated Management System Manual and in supporting Company Processes.

Total Environmental Technology Limited recognises the social and economic importance of protecting the health and safety of those affected by its operations and is committed to leading by example in promoting health and safety in all its operations. Health and safety should never be compromised for any other objective.

This Occupational Health and Safety Policy is evaluated as part of the overall review of the Occupational Health and Safety Management System to ensure its stated objectives are met.

#### Health and Safety Objectives and Principles

The objectives and principles of the Occupational Health and Safety Policy are:

- To establish and maintain an Occupational Health and Safety Management System which satisfies the requirements of ISO 45001:2018, all applicable statutory and regulatory requirements, industry best practice and any other Client specific requirements.
- To maintain workplaces to ensure that they are safe and without health risks, including means of access and egress, with adequate facilities and arrangements for employees' welfare.
- To provide and maintain working environments and safe systems of work for employees that are safe and free from health risks.
- To provide and maintain plant and equipment and operational controls that prevent injury and ill health.
- To ensure safety and absence of health risks in connection with the use, handling and storage of articles and substances.
- To consult with employees on issues relating to occupational health and safety.
- To promote and encourage a positive health and safety culture throughout the organisation through the provision of information, training, instruction and supervision.
- To provide sufficient information, instruction, training and supervision to enable employees to avoid hazards and to contribute positively to the health and safety of themselves and others whilst at work.
- To establish effective arrangements to draw the Occupational Health and Safety Management System to the attention of employees so that they are aware of their obligations and carry out communication, so it is understood and implemented by all employees.
- To ensure all employees are aware of their individual occupational Health and Safety obligations under the Health and Safety at Work etc Act. Management shall seek the support and co-operation of employees with respect to occupational health and safety.
- To operate a 'balanced blame' culture whereby employees are openly encouraged to report hazards, including near misses, without fear of reprisal to ensure the root causes of accidents are identified thus enabling measures to be put in place to eliminate recurrence.
- To ensure sufficient financial and physical resources are available to meet the objectives of the Occupational Health and Safety Management System, as well as all applicable statutory and regulatory requirements.



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- To ensure occupational health and safety objectives are set, monitored and reviewed at regular intervals.
- To maintain continual improvement of occupational health and safety management and performance by regularly monitoring and reviewing the occupational Health and Safety Management System to ensure its effectiveness.
- To update operations in response to advances in technology, changes to industry best practice and new understanding in health and safety.
- To ensure that risk assessments are being carried out on an on-going basis, with employees participating in the risk assessment process. Assessments will cover Total Environmental Technology Ltd's undertakings and will assist in the identification of hazards and the setting of prioritised objectives for elimination and reduction of risk.
- To arrange for the effective planning, organisation, control, monitoring and review of preventative and protective measures.
- To maintain records as objective evidence to show compliance with the Occupational Health and Safety Management System.

### **Responsibility**

The Managing Director has the overall responsibility for the Occupational Health and Safety Policy and Occupational Health and Safety Management System including formulation, development, implementation and encouraging commitment by personnel at all levels of the Company.

The Management Representatives nominated in the Integrated Management System Manual are responsible for the co-ordination, implementation and monitoring of the policy throughout the organisation.

All employees, contractors and visitors are responsible for policy implementation by cooperating, participating and contributing to its success through their actions and suggestions.

### **Communication**

This Occupational Health and Safety Policy is communicated to all employees, contractors and visitors. A copy is displayed on employee notice boards at the Head Office, held in the Site / Vehicle folders on transient work sites and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

Copies are made available to interested parties on request and a copy is published on the company website.

M Farrell  
**Managing Director**

**SIGNED:** - 

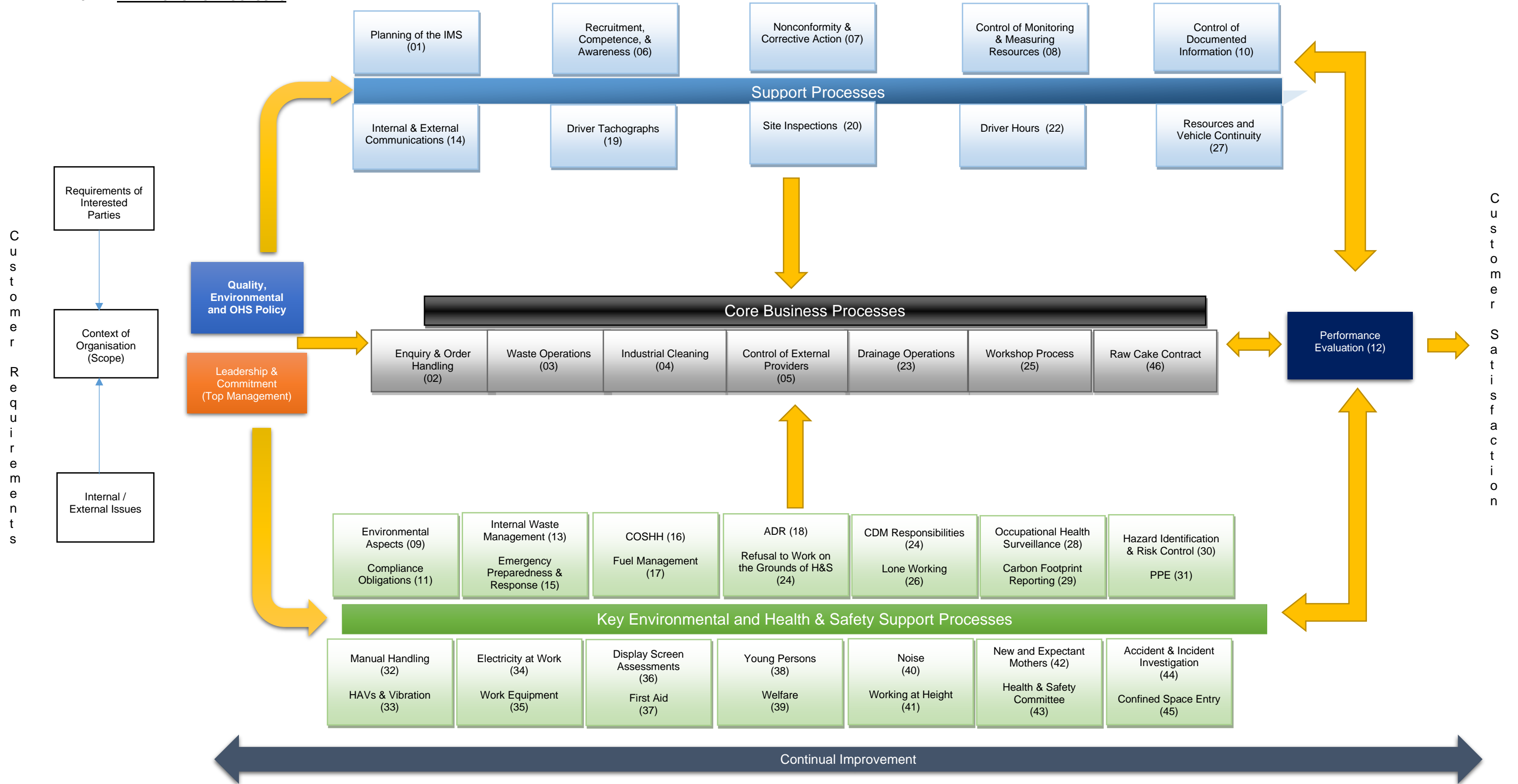
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## 8. INTERACTION OF PROCESSES



( ) = Process Number where applicable



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### 9. INDEX OF PROCESSES

#### IMS Planning Process

1. IMS Planning Process
2. Enquiries & Order Handling
3. Waste Collection, Recycling and Transfer Operations
4. Industrial Cleaning Services
5. Control of External Providers
6. Recruitment, Competence and Awareness
7. Nonconformity and Corrective Action
8. Control of Monitoring and Measuring Resources
9. Environmental Aspects
10. Control of Documented Information
11. Compliance Obligations
12. Performance Evaluation
13. Internal Waste Management
14. Internal & External Communications
15. Emergency Preparedness and Response
16. COSHH
17. Fuel Management
18. ADR
19. Driver Tachographs
20. Site Inspections
21. Refusal to Work on the Grounds of Health and Safety
22. Control of Driving Hours
23. Drainage Operations
24. CDM Responsibilities
25. Garage Workshop Process
26. Lone Working
27. Resources and Vehicle Continuity
28. Occupational Health Surveillance
29. Carbon Footprint Reporting
30. Hazard Identification & Risk Control
31. Personal Protective Equipment
32. Manual Handling
33. HAVs & Vibration
34. Electricity at Work
35. Work Equipment
36. Display Screen Assessments
37. First Aid
38. Young Persons
39. Welfare Facilities
40. Noise
41. Working at Height
42. New and Expectant Mothers
43. Health & Safety Committee
44. Accidents, Incident & Investigation
45. Confined Spaces
46. Raw Cake Contract

**Key OS** = Outsourced Process