



Audit Type:	Surveillance
Organisation:	PSP Aluminium Ltd
Address:	Unit 10 , All Saints Industrial Estate , Shildon , County Durham , DL4 2RD
Standard(s):	ISO 9001:2015, ISO 14001:2015
Client Representative(s):	Mr Richard Bryant, Mr Jason Davidson, Mr Mark Stones
Total number of employees:	22
Applicable employees (QMS/EMS):	10
Site(s) audited:	As Above
Date of Audit:	02 February 2023 (2) days
Lead Auditor:	Dre van de Meerendonk
Full Audit Team:	Dre van de Meerendonk

This report is confidential and distribution is limited to the audit team, client representative and the British Assessment Bureau (BAB) office.

Section A: Audit Objectives

Surveillance Audit

- to confirm that the management system conforms with all of the requirements of ISO 9001:2015, ISO 14001:2015;
- to confirm the Scope statement; represents the organisation's certified activities on the Certificate of Registration;
- to confirm that the organisation has effectively implemented ISO 9001:2015, ISO 14001:2015;
- to confirm that the Management System is capable of achieving the organisation's policies and objectives;
- to review links between the internal audits, management reviews and continuous improvement

Section B: Scope(s) of certification

Design, fenestration and manufacture of windows, doors and curtain walling aluminium. (Company operates in the UK only)

Section C: Current audit findings and conclusions

The BAB Audit Team conducted a process-based audit, focussing on significant aspects, risks and objectives as required by ISO 9001:2015, ISO 14001:2015.

The audit methods used were interviews, observation of activities and review of documentation and records.

The structure of the audit was in accordance with the audit plan and audit planning process.

Number of nonconformities identified	0	Major	1	Minor
Number of opportunities for improvement identified	0			

Based on the results of this audit and the system's demonstrated state of development and maturity, continued management system certification is recommended. This recommendation will be independently verified by the British Assessment Bureau Head Office.

Section D: Audit Findings

Clause : Opening Meeting and Close out of previous findings

The opening meeting was attended by MS-HSEQ Manager and FD - Quality Lead. MS is authorised to speak on behalf of senior management during this audit. There were no Health Safety issues advised that would affected the audit. The Opportunities for improvements were discussed. Part of the audit will be on-site and part will be off-site.

Clause 4: Context of the Organisation

PSP Group is an integrated cluster of three limited companies: PSP Architectural, PSP Aluminium and PSP Design. The three companies operate together to provide complete design, manufacture and supply processes for rain-screen cladding, specialist fabrications, rainwater goods, ventilation, solar shading, flashings, pressings and support façade systems.

I am auditing PSP-Aluminium only! PSP- Aluminium, herein after just called PSP, has extensive experience in the fabrication of aluminium profiles for residential, commercial and retail environments, as well as involvement in high-profile public sector projects including hospitals and educational institutions. Expertise in external aluminium facades, they also specialise in manufacturing bespoke products for interior fit-outs in commercial projects such as airports and shopping centres. From the early design stages and advanced manufacturing processes, to the final delivery

QEMS, v6, 0822, Scope of the QEMS: "Design, fenestration and manufacture of windows, doors and curtain walling aluminium. (Company operates in the UK only)". Scope clearly describes the activities of the business.

QEMS, v6, 0822, Monitoring of external/internal issues and requirements of interested parties, PSPF13-rev1, 061022 (reviewed) Interested parties have been documented and these include:

- Directors, ROI, growth, business continuity
- Employees - training, rates of pay, job security, personal development
- Customers - on time delivery, good quality at a fair price.
- Suppliers - long term relationship and on-time payment
- Insurance companies - compliance with insurance requirements
- Regulators - compliance

External issues have been identified, i.e, Political - Brexit effect in terms of future infra structure investments, Social - social change in attitude towards products and services, Economic - investment environment, taxation, Technological - new technology implementation and cost and potential future "pandemics".

Internal issues such as strategic direction-measurable and communication, employees-sharing knowledge, job satisfaction, resources-work environment, H and S and work environment.

QEMS, v6, 0822. The Management Systems are well structured and reflects the operational processes through documented procedures included in the company's manuals with clearly identified inputs and outputs throughout. It has identified 5 core processes: 1) enquiry and sales, 2) production planning, 3) design and development, 4) purchasing and control of external providers, 5) manufacturing.

These are supported by sub-processes , among others; control of monitoring and measuring resources, Recruitment, competences and awareness, control of documented information, performance evaluation , etc.

Clause 5: Leadership

QEMS, v6, 0822, Organisational knowledge section 2. Sr. Mgt. is very much involved in the day to day operation of the business. ISO, among other certifications, such as PASS 24, exp. 260725, Secure by design, SE-controls(Fabricator Partner-EN12101-2, Achilles cert#44216, exp. 240223 and FORS - ID003624, 240823, are important for the business because of the amount of UK tender work. MS-HSEQ - mgr., maintains the Management System requirements and reports back to the Top Management through the Management Review process and monthly meetings. The Employees are communicated with through monthly meetings, toolbox talks when required, on the Quality, H and S and Environmental Management Systems performance. The policies are located on the company's intranet and various notice boards.

In my discussion with the RB-Prod. Dir., and Sr. Mgt. member, it is apparent that the ISO-MS, as well as health and safety, continues to be an important and integral part of the organisation. It forces the company to visualise the processes and review their efficacy on a regular basis. It provides the required discipline to do so and is helping the organisation to continuously improve and ensures compliance with laws and regulations and customer contracts and commitments.

QEMS, v6, 0822. Client communication is continuously via, phone, email and in-person meetings, toolbox talks and the organisation's commitment to continual improvement was demonstrated throughout the Audit; their aspects and impacts methodology is in place as well as their risk assessment methodology, which is managed and reviewed regularly by the

management to ensure customer satisfaction and compliance, and that the organisations systems are robust. Internal communication via meetings, emails, toolbox talks, MRMs.

QEMS, v6, 0822, The Quality Policy and Environmental Policies are in place and displayed on the company's intranet and notice boards in the reception and communal areas within the manufacturing facility. These were signed on 310822 by DH - MD.

QEMS, v6, 0822, section 3 -"Roles and Responsibilities" are defined in a functional Org Chart in the manual for all staff roles which have been included in this chart. The responsibilities were evidenced i.e., MD, FD, Comm D, HR-mgr. Prod D, Sr Estimator, production supervisor and team operatives.

Saw job description for "Transport administrator", showing requirements for the job. Overview: The Transport Administrator is responsible for reporting to the Production Director to achieve immediate and short term objectives laid down by the Production and Managing Directors: for example, internal and external transport usage, HGV driver training in relation to CPD and FORS, fuel cost inventory level and emissions, delivery parameters and times-FORS requirement, disposal of scrap material, supply of pallets and strapping and vehicle shipments. Updating and managing the requirements of FORS - Silver and Bronze.

What transport and subcontract administrators do:

- Liaise with Production Supervisor regarding delivery date and check if the delivery is "part delivery" as well as the allocated time and destination restraints-CLOCS.
- Check delivery date is attainable with Purchasing Administrator.
- Check customer details (full address, site contact, transport restrictions) and prepare delivery duplicate and maps for drivers.
- Organise carrier transport if a consignment delivery and fill out relevant form.
- Liaise with Goods In/Goods Out regarding delivery notes, delivery duplicates, supply of pallets, disposal of scrap metal and "lay drawings" if required.
- Fill out Booking In Form as required for sight deliveries.
- Organise wagon services, maintenance and upkeep, ensuring yard is kept tidy.
- Continually review subcontract transport and own transport in relation to FORS.
- Coordinate shipments and ensure the capabilities of the PSP vehicles in relation to the requirements of FORS BOTH location, time and fuel restraints.

Clause 6: Planning

QEMS, v6, 0822. The risk assessment and opportunities methodology has been defined within "External/Internal Issues and requirements"(PSPF13, 061022). Risks and opportunities have been documented in a matrix; examples were reviewed as follows:

- Political - Changes in government policy that might affect the business - Coronavirus affect on the economy, workforce, family and friends, Loss of life - Furlough
- Resources /training and development - Plan in place to ensure sufficient resources, includes new management and staff - evidenced via the current organisation chart. Continuous development and cross-training
- Funding constraints - delaying investment decisions for opportunities (limited "window of opportunity opening". Company has outside investors.
- Technological development, increased cost, loss of competitiveness.

Reviewed by mgt team on an annual basis. Risk are assessed with (H)igh, (M)edium and (L)ow and are assessed before and after controls are implemented. Company has no High risks after implementation of controls.

QEMS, v6, 0822, Aspect Impact register, PSP-06, Rev1, 310822(last reviewed). Aspects and Impacts with the relevant Govt Agency have been identified within a spreadsheet. Assessment criteria are: Control, Concerns from Interested Parties, Frequency, Env. Impact and Compliance obligations. Rating is according to 1-4, where 1 is unlikely and 4 is certain. Total scoring is from 1-20, where, 1-9 is Low, 10-12 is Medium and >12 is High. Company recognised 34 Aspects of which 10 are medium. No "High Aspects" identified. The following medium aspects and impacts were noted, among others;

AS-00 Use of aluminium - Use of natural resources - Continued monitoring of scrap as a percentage of sales. Reduction of scrap, looking for alternatives, 100% recycling.

AS-02 Chemical Storage - emissions to land - Spillage Response Procedure, Spill Kits, COSHH Assessments, Safety Data Sheets.

AS-03 Use of gas - use of natural resources - monitoring and continued maintenance of equipment.

AS-05 Use of Land - Disposal of Hazardous Waste, licensed hauliers

AS-07 Electricity Usage - use of natural resources - continuous monitoring as a % of sales, maintenance and replacement of machine at "end of life" with more energy friendly alternatives

AS-08 Design LCP-Lifespan of products- use of natural resources - information to end users, identifying at early stages materials from sustained sources

AS-09 Use of land, emissions to air - Disposal of waste materials - segregation and TX notes. Implementation of waste control procedures. The segregation of waste into suitable receptacles on site. The use of licensed waste carriers. Regular inspection on site of waste management and its compliance with company and legal requirements. Briefing and instruction of all company staff on the waste management processes to be following. Ensuring that those with design and procurement responsibilities are aware of the waste impact of over ordering and failure to consider the waste. Train of all staff into the company Environmental Management Policies and procedures and the tasks and activities they must undertake, in order to ensure that they are competent in the delivery of operations and do not cause avoidable waste. Ensure the access to environmental legislation and competent environmental competent resources is available at all times to the company and its staff. Employ good housekeeping regimes. Do not allow for large amounts of waste to collect on site. Storage of waste in accordance with arrangements and legal requirements. Do not store waste near watercourses and always stored in suitable containers and receptacles.

AS-11 Sustainable procurement - use of resources - continuously looking for new env. friendly materials certified for use for required purpose and economically sustainable.

AS-12 Traffic management, Logistics and transportation of materials and resources including people. Generation of Traffic Management and control processes to minimise vehicles carbon and other emissions during logistics. Keep vehicles well-maintained as that will minimize emissions. Drive at steady speed and avoid rapid acceleration, which increases fuel consumption and pollutant emissions. Dispose of your old vehicles and other wastes such as tyres, batteries and oils in accordance with regulations. Implement processes which avoid causing pollution from fuel and oil stores or from washing your vehicles. Place restrictions on your operations to ensure that vehicle movements are minimised and cause no disruption to local community. Prohibit early morning and late night deliveries. Keep a record of all complaints received about dust and odour and ensure that complaints promptly and appropriately dealt, and that the results of investigations into the cause and any corrective actions are recorded. Use this information to improve your procedures to prevent similar complaints in the future. Reduce the number of materials transfer points on your site to minimise emissions to air, especially from dusty materials. Lay a hard surface on roads and storage areas to reduce dust production. Regularly maintain your abatement equipment. Allow good airflow through the working environment. Monitor this regularly using airflow measurement equipment. Use reverse alarms and appropriate routes such as major roads. Avoid smaller villages. Consider the impact of routes taken on the local communities. Keep roads clean especially wheels. Plan transport routes on site which avoid chemical and material storage areas.

AS-30 Disposal of General Waste - Landlord arranges disposal of general waste for PSP office. Approved carriers and disposal sites used. Suitable waste arrangements will be in place prior to works commencing on site. Life cycle consideration - Final disposal / recycling options / distance to waste sites

System is extremely well documented and considers the life cycle perspective for each of the aspects, each possible and appropriate.

QEMS v6, 0822. There is a process in place to Plan Changes which is maintained via PSP01, Document Master List PSPF01, Rev1, last reviewed 0123, within their change request form and change note procedures. Issues are suggested by HSEQ mgr and discussed at the Directors level and approved by Directors before implementation. No significant changes during alst 12 months.

QEMS, v6, 0822, noted on individual "Objective Reports - 2022/23", both for quality and environment. Evidence was seen which aligns the company's business model and strategic direction, these are further discussed at internal audits and management review. The following objectives were noted, among others:

- Reduce number of production NCRs - continuous
- Procure, Install, Train and Automate the fabrication process and reduce human interaction / errors - ongoing
- Increase profitability - achieved 2022 - continued for 2023

There 14K-objectives and measurable targets as a result of the identified risks, with 3 environmental objectives noted as follows:

- Measuring of Carbon Footprint, PSP is looking to start the process in 2023 with the help of "Blue Marble" Consultants
- Reduce waste and encourage conservation, re-use and recycling. Continuous. In 2022, 2% was achieved.
- Conversion of car fleet to Hybrid. Charging points installed on premise, continuous, as current leases expire of petrol cars, either electrical or hybrid

Results and Trend analysis are discussed during monthly management meetings and annual MRM.

Clause 7: Support

QEMS, v6, 0822, P08 - "Recruitment, competence and awareness", v1, 011017. Resources are identified as being competent through the Recruitment and hiring Process. People are recruited according to a certain required skill set. In addition, production know how with regards to the PSP requirements is provided and recorded on an individual basis. Company does not use subcontractors for the completion of its activities. Office personnel hired with certain skill set. Training requirements are

evaluated on a case by case basis. Records were evidenced see below in this report. Org chart seen and job descriptions seen, see above. Company uses no subcontractors.

The Head Office site and associated buildings are company owned and is divided into the different departments/buildings: Sales; Operations/manufacturing, Finance Storage and maintenance facilities and aluminium profile production. PAT testing records evidenced dated 300721, 2 year cycle done in-house cert#297. Fire Extinguishers maintenance carried out on 050722 by Safe and Sure. Recycling facilities are in place. Currently waste is separated, see section 8 for more details. Company has a sexual harassment and antibullying policy included, among others, in Company handbook v6, 310822 by Peninsula Business Services, including, among others, Sexual Harassment and Whistle Blowing. Separate anti-drugs policy, 010617. This is also covered during the induction which the employee acknowledges by signing the induction sheet. see below for more details.

QEMS, v6, 0822, P08 - "Recruitment, competence and awareness". The Recruitment Process is managed in house and this was demonstrated against the recruitment of: RS - contract of employment and induction checklist was signed on 150822, among others, Safety Induction RA, Job specific RA, Medical self-assessment, SSIG Safety induction, Task specific Induction, including HSEQ and the documents on file included acknowledgement of receiving and understanding the Employee Handbook v6, 310822 and the employees ID and vetting records, passport and "right to work in the UK".

Company has extensive risks assessments which are noted and signed by the operatives. The signed Induction Checklist which is used to ensure that all company processes are explained and covers the Quality and Environmental and GDPR.

QEMS, v6, 0822. Skill matrix, PSP-ILU 310122 and PSP Training Matrix Register 2023 are extensive and well documented. Areas are colour coded whereby White- Not Trained, Green- would like to be trained, Red - basic knowledge, requires close supervision - Yellow, can work to the required quality, more training required - Blue, Fully trained and can train others. Some examples are:

* TB - (All Blue) - Aluprof, Schuco, Reynaers, Kawneer profiles. Double head saw, 7m CNC saw, Graule saw, Crossnotch saw, among others. (White) in Waste management, GOA NVQ L3 and Fire Marshall, abr. wheels 151018, Welder/heavy eng. 290618, man. hand. 100420

* MK (yellow) - Double head saw and 7m CNC, White on FLT, wants to be trained. Work and COSHH 121022, Competency and training files are kept in a locked filing cabinet in HSEQ mgr's office dept. and contain personal details, disciplinary actions, contracts of employment etc.

Company occupies multiple buildings. Infrastructure is well managed and a maintenance plan is in place for example;

PAT testing - see above

Fire extinguishers - see above

First Aiders – total of 7, AW, exp. 15.05.2024 cert#7289, TB, exp. 08.02.2025 #9349, JR 08.01.2023,#8818

Fire Marshalls – 21.06.2016, MS, DB, MC, JR

LOLER and Maintenance. Company has a LOLER and maintenance schedule, i.e.:

-Stillage assets - Multiple, slings, lanyards, glass stillages, webslings, pallettruck and shackles by RS Industrial Report #J63168, 6 monthly, next due 0723

- Combi Lift FLT make: Combi, Model C3000, ser#15618, B and S Lift done 31012322, every 6 mos.

Examples of maintenance, of equipment by MSNE Ltd:

-Emmigi Phantomatic - 1802022 replacement of spindle refrigeration unit job#36155

-MSNE Ltd Service and Repair, 13.08.2021, multiple pieces of equipment, among others: Graule Saw, Demme Punch, Schuco Punch, Demme Shear.

Calibration - some examples:

- Steel rule 1000mm, Fisher SN#Z72345, cert#21/3237, exp. 300623 by Torque Calibration Ltd

- 5m measure tape cert#22/5607 exp. 171123 by TCL

- Elco meter SN#SD18866, exp. 300622 cert#22/3232 by TCL

QEMS, v6, 0822 , P09"control of documented information process v1, 011017". A master document procedures and forms list is available - "PSP01" on the QEMS system that includes all controlled documents by title, document number, version number, department, and changes. All documents viewed during the audit had the version number listed in the Master Document Control document. Several documents were viewed during the audit and included, among others:

- P02 Enquiry and Sales Order Process

- P04 Design and Development Process

- P11 Environmental Aspects

- P17 Performance evaluation

Between Procedures and Work Instruction the Doc system is elaborate and well organized.

Top management are ultimately responsible for document control.

Clause 8: Operation

QEMS v6, 0822, P02 v2, 190818, Enquiry and Sales Order, P03-Job Planning v1, 011017, and P015, Operational Control, 011017 and the processes include, logging of initial enquiries, quotations and design, confirmation of orders, client requirements, delivery schedules, sign off procedures and invoicing. This was evidenced against:

Quotation number 10380-01 to customer Casu @ Tetley Brewery. LOB file issued directly to Nick Walker following issue of Handover documents as too big for email (30GB ish). Client purchase order available and contract review / technical review carried out. Casu @ Tetley Brewery order reference P21-009-07-72-P.O. issue trail of order requirements from client-070722. Any identified risks to the works dealt with before commitment to manufacture. Deliver to client FOC – batch of orders being mindful of limits when ordering. Fire rated units inclusive of glazing 30 minute E/1 for MB78E/1 and 120 minute for MB118 system.

Quotation / Cost Analysis Sheet complete. Quotation-10380-01 and Cost Analysis were complete for selected orders. For inclusion to handover to production.

Drawings were produced for the client by PSP Design for Aurora and with calculations on jobs and material optimised and an assembly list collated and viewed but pass comment where necessary – Dace Road for aluminium system – S. Smith and N. Walker further into late 2022-23.

Also – Casu - Digital Campus @ Sheffield. Finally – TGM - Gramercy Tower @ Cardiff with structural calculations working off TGMs' drawings and design.

All drawings contain a drawing number, revision, logo and job number. Drawings contained all required information at time of audit on above job audited through the shop floor-standard template and scheduled within the drawing register.

Manufacturing - Drawings issued to the shop floor controlled. All drawings issued were controlled accordingly within factory copies x 2No., 1No. office copy with contents sheet monitored with revised dates as and when updated by client / NW. Job card issued with pack of drawings and programs selected accordingly. Job card was issued with full pack of drawings and programs selected on machines accordingly – Jessica Barnes.

All first off work inspected. Operator scans onto Epicor and signs the drawing for parts he has fabricated and within Process PO6 @ 5%. All items traceable to operator. As above, all drawings signed for piece part identification and records also on updated Epicor procedures and Cloud.

PO for the first batch of aluminium #4821, 110822, to AluProf UK. Multiple del. notes and invoices as project is still ongoing, example DN#2084. 241122, Invoice 12229, 241122.

QEMS v6, 0822, Operational Procedures include client feedback, which is recorded on an ongoing basis, as well as through regular client reviews which is managed by the Sales Department – evidenced via a warranty register/NC log controlled by company, see below for details. Sales is in constant contact with its clients and any warranty issues are dealt with accordingly. Products are bespoke so communication is continuous. From design to delivery to redesign. Company extends the products warranty provided by the alu-suppliers via the PASS-24 certification. In addition, company sends out customer feedback surveys. Last year out of 40 sent it got 10 feedbacks. These will be detailed below in section 10.

QEMS v6, 0822, P04 Design and Development process v2, 190118, is included in the Operating Procedures and this was evidenced against a new order as indicated above which outlined the whole process and included changes. The company does not design and develop products, It takes the building drawings provided by the client and designs their solutions to fit the clients requirements, including the materials requirements. The PSP aluminium side gets the drawings and specs and cuts the profile to size. The process covered areas such as planning (consequences, resources etc), inputs, controls and outputs. The company is continuously looking for ways to expand its product offerings and develop its business using new and certified technology and products. It follows and subscribes to the "Best Practices" philosophy. See above example.

QEMS, v6, 0822. P11 Environmental Aspect Procedure v1, 011017, and P14 Emergency Preparedness v1, 011017 are entrenched in the organisation's activities and these include; Recycling of scrap and Utilities monitoring as well as ensuring that products purchased both for internal use, for supply to the clients, are reviewed to ensure the most environmentally friendly option is purchased wherever possible.

The life-cycle of products purchased are reviewed e.g. the paper purchased is from recycled sources and recycling of paper is undertaken. Alu-scrap is sold and recycled, WEEE separation. Company is FORS certified and carefully manages its fleet of 5 vans and 2 HGVs. Average life expectancy of the products is 25 yrs+. Company is a subcontractor to the general contractor and does not get involved in removal of old products. However, currently the aluminium scrap values are such that it is recycled. It looks for those areas where it can influence and tries to implement those into its activities, i.e., delivery transport, where it continues to look for ways to optimize with regards to environment and cost.

QEMS, v6, 0822, Spill and Control Procedure TBT Form v1, 0516. The client has determined the process to prevent or mitigate adverse environmental impacts from emergency situations. and the main emergency determined by the Organisation is H and S. The document shows the potential impact on the organisation as loss of life, loss of assets, financial losses for clients and

business failure. BCP in place, last reviewed, 310822. The likelihood of interruption is deemed low risk. The responsible person is noted as DH-Managing Director, supported by mgt team and MS - HSEQ-mgr. This also takes into account: data systems and their backups, and methods for communicating clients, staff and suppliers. PPE clothing and ear protection provided by the employer and signed for by the operatives. Last spill and Control Procedure TBT/training took place between 2708 - 080921 all operatives, 12 in total.

A Fire Drill report was evidenced, conducted by MS - HSEQ mgr/Fire Marshall, dated 081222. Evac time < 4 minutes, 15 persons, and the action plan was noted to include: ensuring fire extinguishers are attached/stored correctly, all fire doors to display correct signage. CCTV is throughout the premises. Monitor access to fire escape, ensure alarm is tested weekly. The 12 fire control points are tested weekly on a rotational basis and records are kept by the HSEQ-mgr.

First Aiders – total of 7, AW, exp. 15.05.2024 cert#7289, TB, exp. 08.02.2025 #9349, JR 08.01.2023,#8818

Fire Wardens – inhouse training refresher course by Safe and Sure 161122, 10 participants from both Aluminium and Architecture.

Fire Alarm Service 081122 by Black Box Ltd

Fire extinguishers, 050722 by Safe and Sure and a fire blanket are in place with plenty of fire extinguishers located throughout the premises, fire doors are clearly labelled and easily accessible, the fire action plan is in place with the evacuation points noted, a fire log book is in place, the visitors book is used, the evacuation plan was noted on a tour. Spill kits are located throughout the production facility.

It was noted that first aiders are listed and the first aid boxes are located throughout the premise, content up to date. Fire Wardens are noted and trained. An accident log is in place, no serious accidents in 2022, other than 2 incidents involving cuts, local bandage. No RIDDORs since the last 12 months.

PPE in the form of uniforms, gloves ear and eye protection seen.

A COSHH Risk assessments were evidenced, last reviewed 010522, all operatives(signed), received COSHH awareness training. COSHH is appropriately stored in a lockable cabinet controlled by MW - Production supervisor, and safety data sheets were evidenced for:

CAS01 - Acetylene - Hazardous due to: Incorrect Handling, Storage or Use - Leaking equipment and/or cylinder - Poor use due to untrained operative.

CAF06 - Heavy Duty Oils: Identified hazards due to: 1. Contact with skin during refilling operations, 2) Splashes into face/eyes during refilling operations 3. and Spills entering water course, 4. Incorrect storage, i.e., near flammable source.

CAF013 - Shot Blast - Hazardous due to: Inhalation of dust during operation - Inhalation of dust during cleaning - Contact of shot under pressure into eye/skin - Dust in eyes

Well documented and awareness training present.

QEMS v6, 0822. P10 "Non-Conformity and Corrective Action process", PSPF04-Rev01 - NC Register. The production supervisor - NW manages faulty products. However there are none. Company does PAS24 testing on the provided profiles, for suppliers Kawneer, Schuco, Alu Prof, Raynar. A destruction test is done annually. Because of this testing the supplier takes over the warranty of the products produced by PSP.

In addition the production records NCs during the production process. NCs were recorded related to warranty, production. Some examples:

NC- 166 - 060822 - CASU notched gaskets too short - reorder material and talk to operative

NC- 175 - 071122 - JM, wrong smoke seal - retrained JM to ensure correct identification of components

NC- 181 - 051222 - CASU - wrong screws issued from stores - discussed with individual.

QEMS, v6, 0822, P08-"Purchasing and Control of External processes". Control of Externally Provided Products and Services has been defined in procedure. Purchases are made for materials, components and services from approved suppliers listed in the EPICOR system. Purchase orders are raised on EPICOR and are approved by management and sent to the supplier. The goods are delivered with a delivery note which is checked against the order. The invoice is received and is checked against the order and the supplier is paid. A purchase order was viewed. See above. Suppliers are continuously monitored and rated according to delivery performance, quality and price competitiveness. Company has identified at least 2 suppliers for the raw material components required. Suppliers include Torque Calibration Ltd as evidenced above in report.

Clause 9: Performance Evaluation

NC-1 ● MINOR (9.3 - ALL) Company should consider discussing the trends of the measurable objectives deployed and verify if it is continuously improving

The organisation has a fleet of cars, van and HGVs, 5 vans and 2 HGVs. It monitors per vehicle the fuel cost, mileage driven and CO2 Tonnage per year. Year to year comparison this year not realistic due to COVID influence. It will try to look at it as a percentage of sales. Vehicles are checked weekly by the responsible drivers and the servicing is managed by the leasing company.

Company is FORS certified, Silver, id:03624, 240823. An asset list is in place and states when equipment was last serviced. In

addition, equipment calibration and maintenance records seen and PAT tested as described elsewhere in this report. In addition PSP continues to measure Waste and Utilities used.

QEMS v6, 0822. Customer satisfaction statistics are controlled by a system of Surveys. The survey measures 7 areas and the max number of points is 70. Target is an average score of 63/70 or 90% . In 2022 there were 10 correspondents and the average score was 60/70. Biggest problem in the last 12 mos. where supply chain related price stability and late delivery. Alternatively the company also looks at credit as a percentage of sales, here there was a significant reduction yoy. Company has a high percentage of repeat business. Some examples of customer feedback, Form PSPF32 v1:

- CASU Consulto Ltd - DB - 170123 - overall score 85%, drawn down by leadtime score of 50% (Supply Chain issue)
- Northern Cladding - RB - 130123 - overall score 80% , " " " " " " " " and actual delivery time (Supply Chain)
- Topside Bankhouse - 250123 - " " 70%, " " " " " " " " " " " " and price change (Supply Chain)

QEMS, v6, 0822, P17 "Performance Evaluation" v1, 011017, includes the Internal Audit Procedure and an Internal Audit Schedule 2022/23, PSPF03 Rev1, I/A report PSPF02-Rev01, is used to ensure that all of the requirements of the standards are covered over the year. Internal Audits that were carried out were evidenced and included, among others EMS audit done on 040123, Environment, Form PSPF02, v1, Internal Audit Report, and audited once a year. No Findings: recorded evidence noted:

1. Nems - Occupational Testing - BOTH - Noise and Air Purity-07.11.22
2. FORS Annual Noise Assessment and Report-11.02.22
3. Mark H Stones-Asbestos Awareness Cert-30.03.22
4. Mark H Stones-Practical Carbon Savings Pledge to Net Zero Cert-04.08.22
5. Mark H Stones-OneClick LCA / EPD 5 Day Bootcamp Cert-20.09.22
6. MSH-Factory and Drain Management Report No.2418 -05.10.22
7. Surface Drain Remedial Works-DA Clark-RAMS and Handover-16.11.22
8. Blue Marble-Journey to Net Zero Scope and Quotation-23.11.22
9. HSE Occupational Testing Resumed and Completed-Breathing-December 2022
10. Roof Solar Panel Review and Structural Roof Survey-14.12.22

Quality Audit 040123. Information is detailed and well documented. Internal audit identified several OFIs for the QMS and none for the EMS. These were:

1. Product training on the literature due to implementation of shop-floor access to on-line resources on Schuco, Kawneer etc, cont'd
 2. Implementation of Epicor Quality Assurance Management upgrade to Cloud 2023 for MHS and FD
 3. Transition from CE Marking to UKCA after Brexit for CWCT – deferred to 30th June 2025
 4. Faith Dial - PSP Quality Lead employed to enhance the ISO Systems who will – 2023 -
 - a. Carry Out Internal Departmental Audits - 2 / Month commencing with Sales and Estimating, - GAP Analysis and SOPs'
 - b. Carry Out Supplier Audits - 2 / Month.
- Reports are detailed and well evidenced.

QEMS, v6, 0822. P17 "Performance Evaluation"v1, 011017, Form QEMS MR v1, 011017. Management Reviews are planned annually. It was noted that the organisation had its last MR, 240123. attended by DH - MD, RB-Prod Dir., JD-SIs Dir, NW-Prod. Supv. and MS - SHEQ mgr. Management Review agenda in line with Clause 9.3 of the standards in question. Notes cover the agenda item, process, output/general discussion and actions by who and when. MR is well documented. Example: Customer feedback - We now issue feedback forms once per year (December) to ask for an overall supplier performance across all projects and be targeted at senior managers / directors of our customers. Jason and Paul on behalf of the PSP Sales Team to our clients and customers with Jessica on behalf of the Production Team with 7 responses to date in December 2022 and January 2023 which is up 40% yoy. Customer service is pro-actively contacting the clients
Supplier Review - As discussed above supplier auditing has helped to greatly reduce quality issues – BOTH supply and product which has had a knock on to the number of NCRs raised through 2022 and into 2023.
Appointment of the storemen to inspect, log and advise of any supplier issue / NCR has greatly reduced the number of product and quality issues at source as hoped in 2022.

Clause 10: Improvement

QEMS, v6, 0822, P10 "Non-Conformity and Corrective Action process", v1, 01.10.2017. The production supervisor - NW manages faulty products. However there are none. Company does PAS24 testing on the provided profiles PASS24, for suppliers Kawneer, Schuco, Alu Prof, Raynar. A destruction test is done annually. Because of this testing the supplier takes over the warranty of the products.

In addition the production records NCs during the production process. In 2022, 33 internal and external complaints were registered using Form "Production Issues/NC Report v1. were recorded. In addition to date, cause root cause and action the

company also associates a cost with the action. Well documented. Credits measured as a percentage of Sales yoy was reduced to 0.2% which is a 33% improvement over 2021.

Section E: Legal Compliance

Legal Register v1, last review 310822. Legal compliance has been identified by the Managing Director and the register, PSPF-07, v1, is maintained by MS-HESQ-mgr and DB-consultant and the legal register is part of the Risk Register as can be seen in section 6 of this report. Identified regulations are hyperlinked to the "legislation.gov.uk" website as well as referenced to the environmental aspect where appropriate. Some examples:

A1 Clean Air Act 1993

A2 Clean Neighbourhoods and Environment Act 2005

A3 Control of Pollution (Amendment) Act 1989

A4 Corporate Manslaughter and Corporate Homicide Act 2007 2007

A5 Countryside and Rights of Way Act 2000

A6 Environment Act 1995

A7 Environmental Protection Act 1990 Part II, IIA, III, and IV 1990

R1 Construction (Design and Management) Regulations 2015 2015

R2 Contaminated Land (England) Regulations 2006 SI1380 2006

R3 Control of Substances Hazardous to Health Regulations 2002 SI2677 2002

Control of Substances Hazardous to Health(Amendment) Regulations 2003 SI978 2003

Control of Substances Hazardous to Health(Amendment) Regulations 2004 SI3386 2004

R4 Control of Noise at Work Regulations 2005 SI1643 2005

R5 Conservation of Habitats and Species Regulations 2010 SI490 2010

Between the directors and the HSEQ manager there is more than 75 years industry experience present so there is a good in-house knowledge with regards to laws and regulations.

See above for PAT and COSHH details.

Insurance - Axa #Q0089335817, exp. 26.01.2024

Waste carriers, example:

* J. Wade, Metal, CBDU92905, expiry 010425, Metal skips EWC:070402, 2022 Recycling summary, 84% recycled, 16% disposed.

* General Waste- J Wade as well, annual contract skip hire which are picked up bi-monthly.

* Rentokil Initial - Hygiene - EWC200199 CBDU85366, exp.230923. Annual contract exp. 311223

The PSP aluminium side does not have any hazardous waste. Any used oils are taken by the companies servicing the equipment as part of their SLAs.

There has never been enforcement actions against this organisation.

Section F: Use of the Certification Mark

Correctly used on the website.

Closing Meeting

The Closing Meeting was attended by MS-HSEQ mgr. and FD-Quality Lead. They were informed that there was one minor non conformity. Corrective actions were discussed and the client accepted the findings of the Audit. The audit objectives were concluded in line with the Audit Plan and all information requested was supplied and forms part of the above detail in terms of the requirements. The client was satisfied that the audit duration was a true reflection of the entire process-based activity.

Non-Conformities and Opportunities for Improvement

Type	Clause	Summary
NC-1	Minor 9.3	(ALL) Company should consider discussing the trends of the measurable objectives deployed and verify if it is continuously improving

No OFIs Found

- = Major Non-Conformity
- = Minor Non-Conformity
- = Opportunity for Improvement

If non-conformances have been raised throughout this assessment, you are required to provide the following to assist in the closure of these to compliance@british-assessment.co.uk.

Major Non-conformance (Recertification Assessment) – Provide evidence within 10 days of the assessment
 Major Non-Conformance (Surveillance Assessment) – Provide evidence within 28 days of the assessment
 Minor Non-Conformances – Provide a corrective action plan within 28 days detailing how you intend to rectify in preparedness for the next assessment together with a root cause analysis.
 Important Note: If this assessment represented a "Stage 2" (Initial) assessment, certification cannot be granted until such time that the corrective action plan has been received.

Certification Cycle Assessment Plan (from 2021 to 2024)

Business function/Process	Stage Two Audit	1st Surveillance Audit	2nd Surveillance Audit	Recertification Audit
Context of the organisation	✔	✔	✔	P
Leadership	✔	✔	✔	P
Planning	✔	✔	✔	P
Support	✔	✔	✔	P
Operation	✔	✔	✔	P
Performance Evaluation	✔	✔	✔	P
Improvement	✔	✔	✔	P
Client Site Visit	tbc	tbc	tbc	tbc

P = Planned, ✔ = Done, ✘ = Excluded

Plan for next Assessment

Time	Assessment Activity
09.00	Arrive on site
	Opening Meeting
	Overview of Company
	Review:- Context of the Organisation
	Review non-conformities, observations, recommendations from previous audit.
	Leadership
	Planning for the management systems including risk
	Support
	Operation
	Performance Evaluation
	Improvement
	Control of externally provided products and services
	Performance Evaluation
	Customer Communication
	Internal Audits
	Legal Compliance
	Use of Certification Mark (where applicable)
	Auditor collating information and preparing for closing meeting.
	Closing Meeting

Assessment Notes

- The assessment was based on sampling and therefore non-conformities may exist which have not been identified.
- If you wish to distribute copies of this report external to your organisation then all pages must be included.
- The British Assessment Bureau, its staff and agents shall keep all information relating to your organisation confidential and secure 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. The British Assessment Bureau staff agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.
- This report and related documents have been prepared for and only for the British Assessment Bureau client and for no other purpose. As such the British Assessment Bureau 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.
- The management system documentation included the necessary policies, procedures, process descriptions etc, required by the standard.

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