



# NQA MANAGEMENT SYSTEMS

## SURVEILLANCE (REMOTE) PROCESS AUDIT REPORT

# CUTTING EDGE SERVICES LIMITED

**VISIT NUMBER:**

589121

**DATE OF OPENING  
MEETING:**

29/09/2021

**THIS REPORT HAS  
BEEN PREPARED BY:****REGIONAL ASSESSOR:**

James Walker

**CONTACT NUMBER:**

07837276272

**EMAIL:**

james.walker@visviva.co.uk

**APPLICABLE STANDARD(S):**

ISO 9001:2015





## AUDIT REPORT PART A - EXECUTIVE SUMMARY

### Client Information

|   |  |  |  |
|---|--|--|--|
| <b>Primary Contact:</b>   | Agnieszka Tobola & Julie Smith                                     |  |  |
| <b>Address:</b>   | Matrix Park, Western Avenue, Buckshaw Village, Chorley, PR7 7NB    |  |  |
| <b>Contact Tel:</b>   | 01772 458400   |  |  |
| <b>Contact Email:</b>   | quality@cuttingedgeservices.co.uk                                  |  |  |
| <b>Billing Contact:</b>   | Catherine Sanchez  |  |  |
| <b>Billing Tel:</b>   | 01772 458400   |  |  |
| <b>Billing Email:</b>   | accounts@cuttingedgeservices.co.uk                                 |  |  |
| <b>Audit Conducted at:</b>                                      | Head Office<br>(multi-site certification) <input type="checkbox"/> | Participating /<br>Temporary Site<br>(multi-site certification) <input type="checkbox"/> | Single Site<br>Certification <input checked="" type="checkbox"/> |
| <b>Audit Conducted as:</b>                                      | Fully On-Site <input type="checkbox"/>                             | Split On-Site /<br>Remote <input type="checkbox"/>                                       | Fully<br>Remote <input checked="" type="checkbox"/>              |
| <b>System integration<br/>(integrated audits only):</b>         | N/A  |  |  |
| <b>Additional information on integration<br/>(if required):</b> | N/A  |  |  |
| <b>Certificate expiry date(s):</b>                              | 16/10/2023   |  |  |
| <b>Required changes to EAC<br/>or NQA Codes applied:</b>        | No changes required  |  |  |

|                                | At this location  | Across all<br>locations<br>(Multisite) |
|--------------------------------|---|--|
| Total employees                | 81  | N/A                                    |
| Repetitive or parallel workers | Directors x3; Managers x9; Management Accountant x2; Transactional Processing Supervisor x1; Purchase Ledger x1; Statistical Data Analyst x1; Project Manager x1; Automation Engineer x1; Senior Category Buyer x1; Category Buyer x1; Assistant Category Buyer x1; Compliance Project Facilitator x1; Engineering Service Coordinator x1; Workshop Engineers x1; Engineering Apprentice x2; Maintenance Officer x1; Field Service Managers x2; Field Service Engineers x7; Machinery Sales Support Technician x1; Key account Manager x2; Account Manager x1; Hand Tool Sales x1; Capital Sales x1; Customer Service Advisor x2; Business Development Executives x2; Marketing Campaign Manager x1; Marketing Creative Designer x1; Assistant Production Manager x1; Edge Centre Specialist x2; Production Leaders x2; Drivers x3; Production Operatives x13; Assistant Warehouse Manager x1; Warehouse Team Leader x1; Warehouse Operatives x4. | N/A                                    |

**The date of the next audit is:** 06/09/2022 to 07/09/2022



## AUDIT REPORT PART A - EXECUTIVE SUMMARY

### Audit Information

**Audit duration (in days):** 1.5

**Scope of certification:**

"The provision of high quality food processing machinery, equipment and services to the food production, processing & preparation industry, including knives, consumables, PPE, spare parts, maintenance and sharpening services."  
Scope is appropriate.

**Confirmation that audit objectives have been fulfilled: All objectives met.**

| NQA Audit Team |              | Client           | Position                            | Attendance          |
|----------------|--------------|------------------|-------------------------------------|---------------------|
| Lead Assessor  | James Walker | Agnieszka Tobola | Compliance Manager                  | Opening and Closing |
| Member 1       |              | Chris Spencer    | Head of Procurement and Development | Opening and Closing |
| Member 2       |              |                  |                                     | Opening and Closing |

### Details of Changes

| Type of action or change required | Action Required                     | Notes   |
|-----------------------------------|-------------------------------------|---|
| Client Name Change:               | <input type="checkbox"/>            |   |
| Change of Address:                | <input type="checkbox"/>            |   |
| Scope Change:                     | <input type="checkbox"/>            |   |
| Contact Change:                   | <input checked="" type="checkbox"/> | Julie Smith no longer a primary contact.  |
| Number of Employees Change:       | <input checked="" type="checkbox"/> | Now 81, all full time.  |
| Major NCs Raised:                 | <input type="checkbox"/>            | Plan full day on day 1, half day day2, avoid Mondays. Intending to acquire ISO 14001 certification, not ready for quote.  |
| Special Visit Recommended:        | <input type="checkbox"/>            |   |
| Other:                            | <input checked="" type="checkbox"/> | Client requests that the names of suppliers and customers that are gathered in audit evidence are redacted in the audit report.<br>Client requests audit planning to avoid Mondays.<br>Client interested in acquiring UKCAB status to deliver UKCA certification. |

## Executive Summary

This audit was undertaken fully remotely. The ICT used in carrying out the Assessment was as follows:

- Teams was used for video conferencing and screen sharing facilities throughout. Telephone and email systems were also used;
- Assessment objectives were fully achieved via these means;
- ICT systems used were fully effective in achieving the Assessment objectives.

The system continues to provide the required level of control. The organisation's context is well defined, leadership has been effectively demonstrated and commitment levels are evident.

This is reflected in the levels of compliance with requirements and operational control evident at the organisation which are appropriate to the risks and opportunities identified.

There is good availability of documented information to demonstrate that the system is well implemented and well understood throughout the organisation.

This audit has involved a review of system administration activities, a review and sample of activities at the HO location, as well as review of job-related records.

Evidence was clearly available to demonstrate that the key policy commitments are being adhered to.

Grateful thanks are passed to all auditees for their time, assistance and hospitality during this audit.

It should be noted that this audit report is based on a sample basis, a fully comprehensive audit has not been undertaken.

| Major NCs | 0 | Minor NCs | 0 | OFIs | 0 | AoCs | 0 |
|-----------|---|-----------|---|------|---|------|---|
|-----------|---|-----------|---|------|---|------|---|

|   |     |
|---|-----|
| Is there any conflict of interest which exists between the Auditor(s) and the client, and are there any situations known to them that present themselves, or NQA, with a potential conflict of interest in respect to the audit undertaken. | No. |
|---|-----|

### Audit Conclusion

- This visit was Satisfactory: Continuation or granting of certification is recommended
- No findings have been identified
- Any findings are as detailed on the following page(s).

### Audit Follow-up Actions

The following post-audit action(s) shall be taken by the client: No action required.

**Please note that certification will not be granted, reissued or revised until all outstanding Non-Conformance responses have been submitted, and in the case of Major Non-Conformances, the evidence of corrective action has been provided to, and accepted by, NQA.**

For further information, useful guidance and further support for responding to audit findings, please visit <https://www.nqa.com/en-gb/clients/non-conformities>

**Management system performance, such as trends in audit findings that require further investigation at the next recertification audit.**

Mandatory completion at the Head Office Audit of Surveillance Year 2

Not applicable at Surveillance 1.



## AUDIT REPORT PART B – AUDIT REPORT

### Audit Findings

| Ref No. | Clause No. | Details of any finding(s) raised.  | Type<br>(Major NC, Minor NC, OFI or AoC) |
|---------|------------|------------------------------------|--|
|         |            | No actionable findings identified. |  |
|         |            | End of Findings                    |  |

**Note:** Responses to findings must be sent using the Corrective Action Plan form, as applicable, to [caps@nqa.com](mailto:caps@nqa.com) within the timeframes stated on Page 5.

### Closure of Findings from Previous Audit:

Report No.592652, Dated 09/11/2020

| Ref No. | Detail of finding and client action: | Outcome<br>(Closed or Escalated) |
|---------|--------------------------------------|----------------------------------|
|---------|--------------------------------------|----------------------------------|

|    | Clause | Summarise Action(s) Taken to Prevent Recurrence   | Category |        |
|----|--------|---|----------|--------|
| 01 | 10.2   | The organisation has an opportunity to improve its nonconformity and corrective action processes by referring to nonconformity as such to avoid confusion, misclassification and soft grading of findings, and also to increase the frequency of planned review of effectiveness of corrective action to ensure that all corrective actions taken are timely and effective.<br><br>NC/CAPA Process Improvement. Refer to Nonconformity and Corrective Action. | OFI      | Closed |

### Opening and Closing Meetings

Opening and closing meetings were performed in accordance with Form 335. The objective of the audit was to confirm that the management system had been established and implemented in accordance with the requirements of the audit standards.

Discussed awareness of remote audit plan and timescales.

Observed means of comprehensive HSE Induction to site.

Confirmed no changes to system scope. The organisation continues to assert no non-applicability determination claims from BS EN ISO 9001:2015.

Significant changes to organisation include SH (HR Manager) left, now recruiting for HR Manager, AT (Compliance Manager) joined 03/2021, SH (GM) left, management team restructure. Other than those stated, no other changes of significance to management structure since previous audit.

The organisation reports no significant changes to company operations since previous audit other than COVID-10 restriction adaptations and restructure changes identified.

The organisation reports no significant environmental or health and safety incidents, enforcements or prosecutions have occurred since the previous audit.

The organisation confirms no unusual operations scheduled during this audit.

The organisation reports no major customer complaints or environmental / health and safety complaints or issues with delivering contractual requirements have occurred since previous audit.

Discussed site visit requirements, required a minimum of once per audit cycle, to address any remote activities within scope, plan to include local site visit at SV2, circumstances permitting.

Discussed approach to audit and availability of people.

Confirmed system scope, discussed and clarified business operations occurring on and off site and within the system scope. Discussed applicability, no claimed nonapplicable clauses.

Reviewed certificate VUD 16/10/2023.

No unusual activities scheduled. No issues arising with adhering to Audit Plan as prepared.

Findings reviewed and closed out as per previous page(s).

| Process/audit area:  | Organisational Context   |           |            |   |  |               |         |
|--|--|-----------|------------|---|--|---------------|---------|
| <b>Auditees:</b>   | AT, CS, SH   |           |            |   |  |               |         |
| <b>Auditor (if applicable):</b>  |  |           |            |   |  |               |         |
| <b>Evidence to support audit conclusion:</b>   |  |           |            |   |  |               |         |
| <p>Organisational Context: Purpose, Intended results, Internal and external issues, Needs &amp; expectations of interested parties, Documented management system scope, boundaries &amp; applicability; Non-applicability justification; Quality management system, Quality Processes</p> <p>Organisational purpose: 'Everything we do, we do to give our customers the edge.'</p> <p>Strategic direction:</p> <p>Business Strategy 2021 extract</p> <p>Summary of Directors Strategic Vision for 2021, Executive summary</p> <p>Business: The Cutting Edge Services (CES) business is the supply of equipment, parts, consumables, engineering maintenance, PPE and sharp edges services to the meat, poultry, fish and food related industries in the UK and Eire. The business is based in Chorley, Lancashire and employs over 80 colleagues.</p> <p>Vision: Having traded through both Covid and the distraction of the changes at board level since 04 2019; the Board's vision is use 2021 to consolidate out of hibernation. Key to this will be to reinstate the well proven systems, procedures, structures and strategies employed pre-2017, whilst retaining the best learnings and practices implemented during the H2020 period. Whilst we might achieve a modest growth in 2021, the primary focus will be to create a platform to accommodate growth and development for 2022 and beyond. A secure and current operating environment based on departmental procedures and a "whole business" CRM system will drive commercially viable growth whilst addressing environmental, employee welfare and customer requirements. Fit for purpose processes will reduce confusion, improve service levels and ultimately deliver better customer satisfaction in a cost-effective way.</p> <p>Internal and external issues affecting intended results</p> <p>IMS Form 016 Risks and Opportunities Matrix Rev 1.1 16/03/2021.</p> <p>IMS_P 012 Planning to Address Risks and Opportunities Rev 1.1 15/07/2021.</p> <p>Refer to Risks and Opportunities.</p> <p>Departmental SWOT Analysis for example Compliance 2021 SWOT:</p> <table border="1"> <thead> <tr> <th>Strengths</th><th>Weaknesses</th></tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>Robust, fit for purpose QMS that core managers still understand</li> <li>Accreditations for all key customer focus points</li> <li>Experience and skill to be able to access correct information and what is required of our suppliers</li> <li>Product knowledge</li> <li>Customer knowledge and sound relationship with added awareness of their audits and how these work</li> <li>Supply chain understanding and TACCP assessment</li> <li>Adequate quantity of specifications for the diverse range of products CES supplies</li> <li>Adaptable to industry developments/legislation updates</li> <li>Knowledge of current H&amp;S regulations</li> </ul> </td><td> <ul style="list-style-type: none"> <li>Lack of resource if quality manager is out of the business or leaves and not being able to carry on maintaining the QMS</li> <li>Resource to cover increasing workload</li> <li>Suppliers who produce inadequate and/or limited product specifications</li> <li>High/medium risk suppliers where site audit is not viable i.e. far east suppliers.</li> <li>Historic suppliers without supplier approval documentation</li> <li>Little commercial awareness and relationships with suppliers</li> <li>Current complaints process does not ring fence supplier issues</li> </ul> </td></tr> <tr> <th>Opportunities</th><th>Threats</th></tr> </tbody> </table> |  | Strengths | Weaknesses | <ul style="list-style-type: none"> <li>Robust, fit for purpose QMS that core managers still understand</li> <li>Accreditations for all key customer focus points</li> <li>Experience and skill to be able to access correct information and what is required of our suppliers</li> <li>Product knowledge</li> <li>Customer knowledge and sound relationship with added awareness of their audits and how these work</li> <li>Supply chain understanding and TACCP assessment</li> <li>Adequate quantity of specifications for the diverse range of products CES supplies</li> <li>Adaptable to industry developments/legislation updates</li> <li>Knowledge of current H&amp;S regulations</li> </ul> | <ul style="list-style-type: none"> <li>Lack of resource if quality manager is out of the business or leaves and not being able to carry on maintaining the QMS</li> <li>Resource to cover increasing workload</li> <li>Suppliers who produce inadequate and/or limited product specifications</li> <li>High/medium risk suppliers where site audit is not viable i.e. far east suppliers.</li> <li>Historic suppliers without supplier approval documentation</li> <li>Little commercial awareness and relationships with suppliers</li> <li>Current complaints process does not ring fence supplier issues</li> </ul> | Opportunities | Threats |
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| Opportunities  | Threats  |           |            |   |  |               |         |



- Educating CES's suppliers to what CES's customers require
- Supplier audits and building solid relationships
- New robust supplier approval process Reduction in paperwork processes and streamlined procedures
- Additional resource – either recruitment or migration of tasks will help in meeting demands
- Products similar to CES's in the market are expensive or of poor quality
- Customers are generally loyal subject to price
- CM currently working her notice
- Failure to maintain QMS effectively during transition period
- Customers buying product elsewhere if technical information is poor
- Customers going direct to suppliers for information
- Questionable supply chain visibility and reliable information from worldwide suppliers
- Loss of business due to compliance failure

Departmental Business Plans, for example Compliance 2021 Key Tasks and Objectives Project tracker:

| #  | Tasks/Projects                             | J | F | M | A | M | J | J | A | S | O | N | D |
|----|--|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. | ISO retention                              |   |   |   |   |   |   |   |   |   |   |   |   |
| 2. | BRC retention                              |   |   |   |   |   |   |   |   |   |   |   |   |
| 3. | Complaints/Cases management                |   |   |   |   |   |   |   |   |   |   |   |   |
| 4. | Departmental Procedures & Document Control |   |   |   |   |   |   |   |   |   |   |   |   |
| 5. | Supplier approval process                  |   |   |   |   |   |   |   |   |   |   |   |   |
| 6. | Critical KPI reporting                     |   |   |   |   |   |   |   |   |   |   |   |   |
| 7. | H&S Internal Audit program                 |   |   |   |   |   |   |   |   |   |   |   |   |
| 8. | ISO14001                                   |   |   |   |   |   |   |   |   |   |   |   |   |

Needs and expectation of interested parties

IMSP022 Rev 1 08/04/2021 including:

| STAKEHOLDER IDENTIFICATION | Interested Parties   | Influence (H, M, L) | Interest (H, M, L) | Needs & Expectations  |
|----------------------------|--|---------------------|--------------------|---|
| Internal                   | Owner & Directors  | H                   | H                  | Profitability   |
|                            |  | H                   | H                  | Professionalism of end-to-end operations                    |
|                            |  | H                   | H                  | Legal obligations   |
|                            |  | H                   | H                  | Security  |
|                            | Employees  | H                   | H                  | Job security  |
|                            |  | H                   | H                  | Positive working environment                                |
|                            |  | H                   | M                  | Career prospects  |
|                            |  | H                   | H                  | Personal development  |
|                            |  | H                   | M                  | Skill enhancement   |
|                            |  | H                   | M                  | Salary expectation  |
| External                   | Customers  | H                   | H                  | Reliability & quality                                       |
|                            |  | H                   | H                  | Satisfied customers   |
|                            | Suppliers  | H                   | M                  | Reliability & quality                                       |
|                            |  | H                   | H                  | Aligned   |
|                            |  | H                   | H                  | Compliant   |
|                            | Bank   | L                   | L                  | Profitability growth  |
|                            |  | L                   | M                  | Liquidity   |
|                            | Accountants  | M                   | H                  | Accuracy of records   |
|                            |  | M                   | M                  | Integrity   |
|                            | Neighbours   | L                   | M                  | Environmental Impact  |
|                            | Company Insurance  | M                   | H                  | Comprehensive management of risk                            |
| Primary                    | Certification Bodies – NQA – ISO9001 UK Food Cert – BRC, Alcumus - SafeContractor, Regulatory enforcers - HSE. | H                   | H                  | Compliance to standards, legislation and codes of practises |

|           |   |   |   |  |
|-----------|---|---|---|--|
|           | PHE, HMRC, United Utilities, Environment Agency |   |   |  |
|           | Resources                                       | H | H | Systems – software / hardware (IT)   |
|           |   |   |   | Staff levels – appropriate   |
|           |   |   |   | Processes and workflows  |
| Secondary | Families of employees                           | M | H | Duty of care , work life balance   |
| Tertiary  | Utilities- Water, Electricity, Gas              | H | L | Safe, responsible operating practices ie environmentally aware, H&S systems. |

## Scope, boundaries, applicability

Documented scope matches certification scope: “The provision of high quality food processing machinery, equipment and services to the food production, processing and preparation industry including knives, consumables, PPE, spare parts, maintenance and sharpening services.”

No claimed non-applicability determinations.

CES-HARM-007 - Scope Rev 1.0 11/03/2021.

CES-HARM-004 - Validation and Verification - Rev 1.0 11/03/2021.

## Quality Management System and Processes

Quality Management System Processes, interacting, supported by Documented Operating Procedures including:

IMS\_P 001 Admission to Site - rev 1.1 - 20210715.docx  
IMS\_P 002 Training - rev 1.1 - 20210715.docx  
IMS\_P 003 Supplier Approval - rev 1.0 - 20210312.docx  
IMS\_P 004 Management Review - rev. 1.1 - 20210715.docx  
IMS\_P 005 Document and Records Control - rev 1.0 - 20210321.docx  
IMS\_P 006 Product Safety - rev 1.1 - 20210715.docx  
IMS\_P 007 Complaint Management - rev 1.0 - 20210316.docx  
IMS\_P 008 Cleaning - rev 1.0 - 20210317.docx  
IMS\_P 009 Distribution Control - rev 1.0 - 20210322.docx  
IMS\_P 011 Premises and Infrastructure - rev 1.1- 20210715.docx  
IMS\_P 012 Planning to adress Risks and Opportunities - rev 1.1 - 20210715.docx  
IMS\_P 014 Control of Non-Conforming Items - rev 1.1 - 20210715.docx  
IMS\_P 015 Hazard and Risk Analysis Management - rev 1.1 - 20210715.docx  
IMS\_P 016 Product Withdrawal or Recall - rev 1.1 - 20210715.docx  
IMS\_P 017 Purchasing - rev 1.0 - 20210329.docx  
IMS\_P 018 Incident Management - rev 1.1 - 20210715.docx  
IMS\_P 019 Internal Audit Procedure - rev 1.0 - 20210408.docx  
IMS\_P 021 Equipment , Maintenance & Calibration - rev 1.0 - 20210408.docx  
IMS\_P 022 Interested Parties - rev 1.1 - 20210907.docx  
IMS\_P 023 Customer Satisfaction - rev 1.0 - 20210408.docx  
IMS\_P 024 Change Control - rev 1.0 - 20210408.docx  
IMS\_P 025 Operational Planning and Control - rev 1.0 - 20210408.docx  
IMS\_P 026 Performance Analysis, Monitoring & Measuring - rev 1.0 - 20210408.docx

**Conclusion of the overall effectiveness of the process:** Process / Audit Area is satisfactory

| Process/audit area:  | Leadership      |
|--|-----------------|
| <b>Auditees:</b>   | AT, CS, DM (MD) |
| <b>Auditor (if applicable):</b>  |                 |
| <b>Evidence to support audit conclusion:</b>   |                 |
| <p>Leadership and Commitment &amp; Customer Focus</p> <p>Leadership interview with DM (MD): Product quality is the heart of the business from early stage BS5750, bought in, right first time approach, systems developed from early days, management team set quality objectives, continuous improvement, staff buy in, growth in turnover, implemented programme, new board of directors in 2016, workshops, employee participation, monitoring and measurement, returned 2019, consolidation, transitional year, Brexit issues, pandemic issues, recruited new Compliance Manager and Compliance Project Facilitator, local economic benefit, management meeting, matters arriving, CRM system, management review, departmental manage meeting, supplier management meeting, supplier management process improvement, proper supplier management, suppliers risk rated, reviewed at board, category buyers, repeat issues with suppliers, supplier review agenda subject to risk rating, and issues, mostly big capital machinery suppliers, processor machinery, chain mail gloves, impact on end-user, for example, continuous improvement, metrics, board level review, management meetings, dashboards, work in progress, MI processes, safety protection improvements, band saw, for example supplier of skinning &amp; de-rinding machinery, operator safety, non-uniform process, removal of risk, manufacturer safety system, opportunity to improve safety, commissioned tech team to develop improvements in safety of machinery, improve injury response time, customer focus, challenging times, maintained customer focus, no access to customer factories, limited admission to maintain machinery on site, full engaged with customer on service aspect of business, sales drive quality and return of investment, development of products and services, with customer engagement, including labour saving devices.</p> <p>QMS Processes supporting Leadership and Commitment and Customer Focus, including:</p> <p>Accountability for the effectiveness of the management system, for example by ultimately the Board for example participation in Management Review, Strategic Direction, Business Planning and Strategic Objectives.</p> <p>The Quality Policy and system objectives, for example established reviewed and authorised and reviewed at Management Review.</p> <p>The integration of the management system requirements into the core business processes, for example via QMS Procedures, SCM Procedures.</p> <p>The use of the process approach and risk-based thinking, for example System Mapping, QMS Procedures, SCM Procedures, COVID-19 Planning, Brexit Contingency Planning, Supplier Risk, Continuity Planning.</p> <p>The resources provided and availability, for example Business Planning including Resources Required, reviewed at Management Review.</p> <p>The means of communicating the importance of the management system and of conforming to the management system requirements, for example Board Members review at Management Review meeting, Training for Workers Management System requirements, contractual requirements to comply with Policy, performance reviews continuing.</p> <p>The means of ensuring that the management system achieves its intended results, for example Strategic Direction, Business Planning and Strategic Objectives, KPI monitoring, reviewed by SMT and authorised by Board.</p> <p>The means of engaging, directing and supporting people to contribute to the overall effectiveness of the management system, for example Senior Management engagement with workers, Performance Review.</p> <p>The promotion of improvement, for example via continuous improvement programme, complaint management,</p> |                 |

nonconformity management;

The support provided to other relevant management roles to demonstrate leadership as it applies to their areas of responsibility, for example Senior Management engagement with workers, Performance Review, COVID Review Meetings;

customer and applicable statutory and regulatory requirements are determined, understood and consistently met via focus on compliance requirements;

the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed via operational processes including knife service process measurement, monitoring feedback on performance;

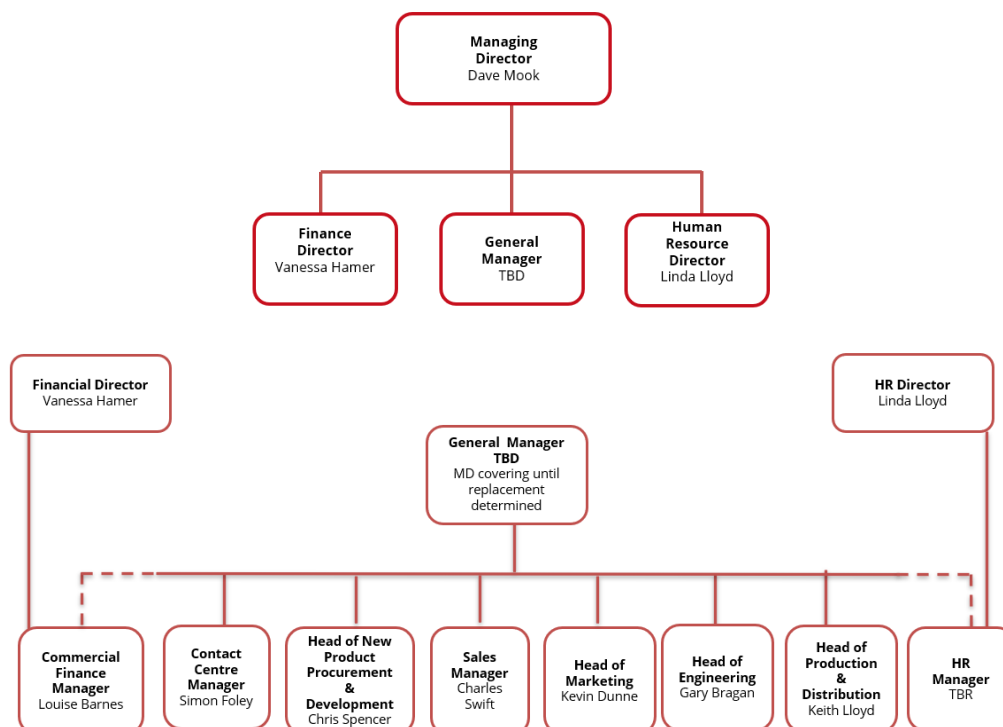
the focus on enhancing customer satisfaction is maintained via customer surveys, customer feedback, communication with customers, excellent customer feedback.

## Quality Policy

IMS-POL-001 Quality Policy Revision 1.0 Revision Date 12/03/2021 record signed by DM (MD) appropriate to purpose and context, includes objectives framework and required commitments, documented, available and communicated. Refer to Competence and Awareness.

## Organizational roles, responsibilities and authorities

### Organisational Structure 2021



Senior management assigns responsibility and authority for:

- ensuring that the QMS conforms to the requirements of ISO 9001:2015 : Overall responsibility is with Managing Director and ensuring of its conformity lies with Compliance Manager and CES Management Team;
- ensuring that the processes are delivering their intended outputs: higher management team has responsibility to monitor the processes and deliver intended outputs;
- reporting on the performance of the QMS and on opportunities for improvement, in particular to top management: Compliance manager has responsibility of reporting to Head of Procurement & development and to Managing Director;
- ensuring the promotion of customer focus throughout the organisation: Contact Centre Manager and Marketing Manager, with support of Compliance Manager;
- ensuring that the integrity of the QMS is maintained when changes to it are planned and implemented – Compliance Manager is reporting required changes with overall responsibility for QMS with Managing Director;

Job Specification records sampled including:

Warehouse Operative 01/2017.

Production Quality Controller 03/2021.

Compliance Projects Facilitator 02/2021.

Compliance Manager 03/2021.

**Conclusion of the overall effectiveness of the process:** Process / Audit Area is satisfactory

| Process/audit area:  |                       | Planning                 |                       |                                 |  |  |
|--|-----------------------|--------------------------|-----------------------|---------------------------------|--|--|
| Auditees:  |                       | AT, CS                   |                       |                                 |  |  |
| Auditor (if applicable):   |                       |                          |                       |                                 |  |  |
| Evidence to support audit conclusion:  |                       |                          |                       |                                 |  |  |
| Actions to address risks and opportunities, Quality Objectives and plans to achieve them, Planning of Changes, Continual improvement |                       |                          |                       |                                 |  |  |
| Actions to address risks and opportunities   |                       |                          |                       |                                 |  |  |
| IMS_P 012 Planning to Address Risks and Opportunities Rev 1.1 15/07/2021.  |                       |                          |                       |                                 |  |  |
| IMS_P 015 Hazard and Risk Analysis Management Rev 1.1 15/07/2021.  |                       |                          |                       |                                 |  |  |
| Risks and Opportunities Matrix record 07/09/2021 including:  |                       |                          |                       |                                 |  |  |
| ISSUE  | CATEGORY              | PROB<br>ABILITY<br>(1-4) | SEVE<br>RITY<br>(1-4) | OUT<br>COME<br>(P X S =<br>LMH) | Compliance<br>obligation /<br>applicable<br>requirement                                | Control Measures In Place  |
| Media Campaigns<br>Eg."Frankenchickens"  | S,F                   | 2                        | 4                     | 8                               | NO   | CES Ltd Management Team will discuss any matters arising during the monthly management meeting; compliance monitoring of the current situation on 2-weekly basis and via newsletters and subscription  |
| ISO 14001  | Q, S -<br>environment | 2                        | 3                     | 6                               | YES - ISO 14001<br>accreditation   | 1.GAP analysis for the requirements - to be able to comply with ISO 14001 requirements; 2. team effort in supply of environmental aspects and impacts  |
| Sustainability   | S- Ethics             | 3                        | 3                     | 9                               | YES  | Member of SEDEX , continously reviewed and membership renew with all relevant requirements fulfilled   |
| Environments   | S- Environment        | 4                        | 4                     | 16                              | YES  | Site is supported by Comply Direct with regards to Plastic Tax (levy) and WEEE   |
| Clarity on Business<br>Strategy and Objectives   | E - Engagement        | 2                        | 3                     | 6                               | NO   | Business plans in place that include business stratgey   |
| Employee Engagement  | E - Engagement        | 2                        | 2                     | 4                               | NO   | Develop an action plan to engage empolyees.  |
| SKILLS & TALENT  | SQDCCE                | 3                        | 4                     | 12                              | YES  | Review Competency & Training assessments of personnel<br>Who is responsible for delivery of training ?<br>Who is responsible for competency / assessment of training ?<br>Who is responsible for updating training matrices / records/<br>saving certificates ?  |
| Inhouse knife<br>sharpening  | F - finance           | 2                        | 2                     | 4                               | NO   | Internall quality standards and competetive price, high levels on customers visits increasing customer satisfaction ;  |
| Supplier & Service<br>Provider Assessment &<br>Monitoring  |                       | 4                        | 4                     | 16                              | YES  | Supplier Approval process which is robust and allows to work with suppliers without risk to business and customers. Supplier performance is monitored via a number of metrics and any concerns are raised via supplier cases and discussed at review meetings which take place at least annually (pandemics not with standing) |
| HARM Assessments   | S,Q,D                 | 2                        | 3                     | 6                               | BRC Requirement,<br>IMS_P 015 Hazard<br>and Risk<br>Site HARM Teams<br>and Assessments | BRC Requirement, IMS_P 015 Hazard and Risk Assessment<br>Site<br>HARM Teams and Assessments  |
| Legal Requirements   | Q                     | 4                        | 4                     | 16                              | YES  | UKCA certification - working advanced to dead line of 1st Jan 2023<br>Food Safety<br>Legislations<br>ISO standards<br>requirements relevant to specific products   |
| Competition  | F                     | 4                        | 4                     | 16                              | Certification ISO<br>9001, BRCGS S&D,<br>SafeContractors,<br>SEDEX,                    | Fullfilment of certification requirements  |
| Customer Satisfaction  | F - finance           | 4                        | 4                     | 16                              | Certification ISO<br>9001, BRCGS S&D,<br>SafeContractors,<br>SEDEX,                    | Processes and procedures in place, and continual improvement   |
| Incident Management  | S,Q,D,                | 3                        | 3                     | 9                               | YES  | IMS_P 018 Incident Management - rev 1.1 - 20210715   |
| Crisis Business/ Disaster<br>Recovery Plan   | S,Q,D,                | 4                        | 4                     | 16                              | YES  | Is a requirement under BRC, ISO 9001 and ISO 14001. Clarify who owns this process - for BUSINESS CONTINUITY .<br>Implement annual simulation / test of Process to ensure effective and learn how to plug the gaps..  |
| Product Recall ,<br>Withdrawal   | S,Q,D,                | 3                        | 3                     | 9                               | YES under BRC,<br>ISO 9001 and ISO   | Annual mock recall<br>Product Withdrawal or Recall - rev 1.1 - 20210715<br>IMS_P 016   |

|                                  |                    |   |   |    |  |    |   |
|----------------------------------|--------------------|---|---|----|--|----|---|
| Asset Loss                       | F                  | 4 | 4 | 16 | 14001.   | No | Monthly management reviews , counts, stock taking , real time intelligence , access controls , Site Security RA , Liability Insurance   |
| Social Media                     |                    | 2 | 3 | 6  | NO   |    | Code of Conduct, Consent for picture publication , account access per platform  |
| NPD                              | S,Q,F,E            | 4 | 4 | 16 | Accreditations and certification relevant to products/services |    | Supplier Approval process which is robust and allows to work with new supplier without risk to business and customers. Department staffed by personnel with appropriate skills & experience to ensure new products are suitable for our target markets. |
| Privacy and Information Security | S- SAFETY & C-COST | 3 | 4 | 12 | YES  |    | CES-HRDOC-014 - Data Protection Policy - rev 1.0 - 20210820<br>CES-HRDOC-015 - Privacy Notice for Employees - rev 1.0 - 20210820<br>Servers backed up through out day, and data held in THE CLOUD.  |

| Opportunity  | Activity / Concerns  | PROB ABILITY (1-4) | SEVERITY (1-4) | OUT COME (P X S = LMH) |
|--|--|--------------------|----------------|------------------------|
| 1. Widen product portfolio to non protein market if the sales of current product will be ; 2.; get involved available webinars to decrease the risk  | 1. exploit existing machinery for purposes other than meat , like Glass, Siebeck , SterilAir , etc . ; 2. Consider expanding knife service towards non meat markets (fish/vegetable)   | 2                  | 3              | 6                      |
| 1.IMS implementation including environmental ; 2. roll out environmental training/awareness - 30/10/21 ; Opportunity to move toward "greener approach"   | 1. JS - gap analysis to be finished , internal ISO 140001 preaudi; 2. What Groups are we signed up (WRAP   | 2                  | 3              | 6                      |
| Link ethical standard with the IMS and include Corporate Social Responsibility Policy  | N/A  | 2                  | 3              | 6                      |
| Review the government proposals regarding plastic packaging tax and look into products out of scope  | Meeting with exomply direct representative to understand the impact of the plastic packaging tax on the business , include Finance in the future requirements for the payments , include information on the invoices that plastic packaging tax has been paid to acknowledge customers | 3                  | 4              | 12                     |
| IMS for Quality , Product Safety & future environment Environmental Communicate Business Strategy Last QMS review meeting included R&O matrix and will be reviewed and monitored on monthly basis to concentrate on the highest risk           | Communication regarding R&O progress to be agreed ? Agree how to communicate the strategy and progress to all employees - meetings/briefings ?   | 1                  | 3              | 3                      |
| Listen to employees. Identify what CES can do to , motivate employees, and engage in "our vision", improve morale and reduce staff turnover.   | Establish / review engagement (Quality culture plan 2022) . Site Briefings regarding above planned for Q1 2022. HR and Operations review & risk assess skills loss and retention of staff. Eg How many employed for 5 / 10 / 15+ years   | 1                  | 1              | 1                      |
| Training isn't always top of mind when thinking about how to improve Safety , performance and profitability. Opportunity to standardise training & competency assessments & the documentation for this across all the departments              | It's easy to see training as a cost rather than an investment, can we reflect on the value it brings – and also reducing the cost of recruiting new people if disgruntled employees leave . Review Training across all departments   | 2                  | 3              | 6                      |
| New technologies development to increase scale and performance - expansion of current market   | Development process and quality consistency  | 2                  | 1              | 2                      |
| Improving supplier performance and/or product quality will improve our service to our customers, reduce input costs and facilitate strategic decision making on margin protection and growth of market share.                                  | Failure of business intelligence programs causes gaps in data making meaningful performance monitoring extremely difficult and reduces supplier confidence in the integrity of our data.   | 1                  | 3              | 3                      |
| Site Senior management to ensure that all hazards to product safety, quality and legality are identified and appropriate controls established  | Summary of HARM assessments to be reviewed by Top management - this is a BRC requirement and will be included at IMS Management Review.  |                    |                |                        |
| Compliance to Product Safety and Industry Standard requirements ; and Compliance Obligations as required ISO 14001 - IMS Legal Register to be created Leader on the market regarding UKCA Certification  | *AT-CS working towards certification ASAP *Legal register to be set up and become part of compliance requirement   | 1                  | 4              | 4                      |
| Identify specific threats and develop strategies to combat them  | specify department specific threats and assign actions   | 2                  | 4              | 8                      |
| Increasing customer satisfaction , which may result in increase in renewed business - determination of their needs and expectations Work towards measuring of the customer satisfaction via different portals/surveys to increase expectations | * KD -improvement data capture regarding customer satisfaction   | 2                  | 3              | 6                      |
| Take opportunity to improve, make this a robust process by linking it in with the IMS. RISK = ISO 1400   | At IMS Review (07/09/21) agree Plan for Test Simulation & Training / awareness of Emergency Preparedness   | 2                  | 3              | 6                      |

| NCR   |   |   |   |   |
|---|---|---|---|---|
| Take opportunity to improve make this a robust process by linking it in with the IMS.   | Review IMS_P 020 BCP - rev 1.0 - 20210517   | 2 | 4 | 8 |
| Opportunity to improve. Poorly handled recalls can have a significant impact on brand reputation, consumer loyalty & future business success. A well planned & executed product recall can improve brand perception for over 85% of customers.  | Review current control measures in place and assess if product recall should be a separate process due to its nature  | 3 | 2 | 6 |
| Improvement of financial management , quality control, efficiencies   | Continuous improvement and monitoring   | 2 | 2 | 4 |
| Develop a formal mechanism with Marketing to actively promote the good things that CES do.  | Continue to publish achievements and news on regular basis  | 2 | 2 | 4 |
| Opportunity is two fold; development/introduction of new products can grow our offer to existing customers, open up new markets and drive business growth. At the same time it gives us a level of protection losing market share because the existing portfolio has been made less attractive to customers due to process change, technological advances or new competitors entering the market. | The clearly defined NPD Process ensures that we focus investment in ideas that have the greatest potential for success  | 2 | 2 | 4 |
| Introducing further Security measures - eg. FortiClient app log ons for working remotely<br>Greater awareness for employees of their responsibilities with regards to Data Protection .   | The 'Data Protection Policy - Employee Responsibilities' outlines individual responsibilities for data protection, however again we do not ask for employees to sign this document.<br>The Privacy Notice is a document issued by the company to employees informing them of the categories of employee data we hold, where it comes from and what we do with it. | 2 | 4 | 8 |

## Quality objectives and plans including:

| Quality Objectives - Edge Centre  |  |            |  |
|---|--|------------|--|
| Objective   | Action   | Timescale  | Measured by                              |
| Increase customer satisfaction by delivering a more consistently sharp edge | Increased frequency of random KST inspections of operators work standard. Rework will be mandated for knives below standard. All knives must score at least 8 and the operator must average 8.36. Additional training will be given where results are repeatedly below standard. | Whole year | Edge Centre production records on server |
| Grow capacity by maximising line efficiency at acceptable quality levels    | Constantly monitor line efficiency and operator processing speed at QC pass levels. Operators who repeatedly fail to achieve process targets at QC pass levels will be given additional training   | Whole year | Edge Centre production records on server |

| Quality Objectives - Engineering Workshop/Field Service   |   |            |  |
|---|---|------------|--|
| Objective   | Action  | Timescale  | Measured by  |
| Deliver future improved Customer Satisfaction by benchmarking breakdown response times to set targets for next year             | Date & time of breakdown being notified to us is now recorded. Resolution date is populated when complete to create SLA record for each breakdown.  | Whole year | Collating sufficient data to set a % improvement figure for 2021   |
| Increase customer satisfaction by completing planned service work in line with their production requirements                    | Monthly planning meeting to review confirmed work compared to available man hours, with customer specific requests factored in. Customers are then notified of the plan so they can request revisions before the plan is confirmed. Changes to the plan are then recorded so engineers and customers affected can be notified | Whole year | Collating sufficient data to set a % improvement figure for 2021   |
| Deliver future improved Customer Satisfaction by analysing complaint numbers and response times to set targets for next year    | Engineering Coordinator will process all cases/complaints, sharing outcomes and resolution times to identify areas for improvement. These will then be assessed to agree targets for better future performance  | Whole year | Collating sufficient data to set a % improvement figure for 2021   |
| Ensure we minimise risk to customers and our own team by working at all times within constantly changing Covid control measures | New RAMS have been created incorporate customer requirements and government guidelines relating to Covid control measures. Additional PPE has been issued to all staff. Engineering coordinator is responsible for ensuring control measures are updated as guidance changes  | Ongoing    | No customer complaints for failure to comply with requirements. Assessment of any positive tests for team members to ensure we have taken all reasonable precautions |

Quality objectives are communicated via Quality via Team briefings, informal and formal. Progress on plans to achieve quality objectives reviewed at Management Review. Refer to Management Review.

Strategic Objectives. Refer to Strategic Planning.

Departmental Objectives. Refer to Departmental Business Plan.

**Conclusion of the overall effectiveness of the process:** Process / Audit Area is satisfactory

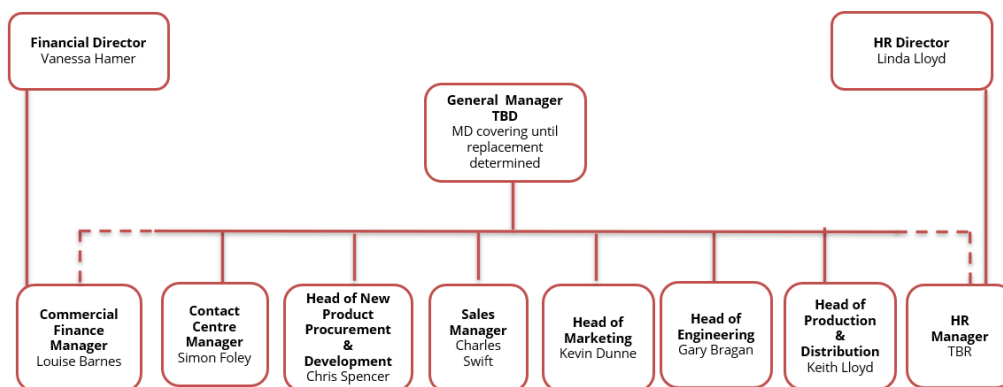


|  |                               |
|--|-------------------------------|
| <b>Process/audit area:</b>                   | <b>Performance Evaluation</b> |
| <b>Auditees:</b>                             | AT, CS                        |
| <b>Auditor (if applicable):</b>              |                               |
| <b>Evidence to support audit conclusion:</b> |                               |

Performance Evaluation, Management review; Monitoring, measurement, analysis, evaluation; Customer satisfaction; Internal audit

## Management review

IMS Form 019 IMS Management Review Checklist Form Rev 1 09/04/2021 record 07/09/2021 period 2021/22, attendees include DM (MD), KD (Head of Marketing), GB (Head of Engineering), KL (Head of Production and Distribution), CS (Sales Manager), CS (Head of Procurement and Development), LL, SF (Contact Centre Manager), LB (Commercial Finance Manager),



| Top-Level Review                                   | Commentary  | Any Actions Required? (Y/N) | If Yes brief overview of Actions  | Review Date of Actions | Goal Met? (Y/N) or N/A IF not applicable |
|--|---|-----------------------------|---|------------------------|--|
| Item 1. Follow up from Previous IMS Review         | No open actions from previous meeting , al have been closed out in timely manner  | N                           |   |                        | Yes                                      |
| Item 2. Q & F.S , Site Security , Policies & Scope | Q&F.S audits has been conducted within the requirement of internal audit schedule, all the NCRs/OFI has been closed out within 28 days as per CAPA log, all available to view ; Site Security has been reviewed in April 2021 after NCR raised during the audit , no further changes required as all elements have been agreed during todays meeting .<br>All current policies read / reviewed with an emphasis on Quality Policy , agreed by the management and BoD , current version of policies with new visual standard will be signed by DM in due course - to be displayed in reception<br>Scope with regards to ISO 9001- is this still relevant( BRC Scopes will be annually assessed by Sites with BRC auditors) - can be found in CES-HARM-007 - Scope - rev. 1.0 - 20210311 - no chnages required unless stated during the ISO audit | Y                           | DM- to sign all current policies due to visual format beeing changed                                    | 20/09/2021             | Yes                                      |
| Item 3. Review of Interested Parties               | Interested parties have been reviewed during the time of meeting , with relevant changes applied - new version of interested parties document can be found in X:\1. DOCUMENT CONTROL -LOG AND DATABASE\2. IMS High Level Procedure under IMS_P 022 Interested Parties - rev 1.1 - 20210907 with new revision number and date of the review  | N                           |   |                        |  |
| Item 4. Risks & Opportunities                      | Risk and opportunities matrix has been reiew taking under consideration current requirements of ISO , businnes strategy and quality objectives , the reviewed document is located X:\10. MANAGEMENT REVIEW\QUALITY MANAGEMENT SYSTEM REVIEW 2021  | Y                           | please refer to document itself - actions monitoring will be held during the monthly management meeting | 2021/2022              |  |
| Item 5. HARM - Hazard & Risk                       | Hazard and risk management review has been held 11/03/2021 with the multi-disciplinary team. The format of the HARM has been changed to be  | N                           |   |                        |  |

|  |  |   |  |   |     |
|--|--|---|--|---|-----|
| Management   | more thorough and align with Codex Alimentarius rules ; no issues identified between last review and QMS review meeting  |   |  |   |     |
| Item 6. Legal  | Internal and external audit have not highlighted any issue with compliance towards requirement of current legislation . Discussion regarding UKCA certification and future steps towards compliance with requirements. Investigation regarding requirements of PRN and Plastic Packaging tax (scope of products) | Y | AT - to investigate possibility of self certification for UKCA ; investigation with Comply Direct if products like „ poultry band , polycotton twine and spiraltwist twine will fall into scope of PRN and Packaging Tax | UKCA - Jan 2023<br>PRN - Dec 2021<br>Packaging Tax - Mar 2022 |     |
| Item 7. Internal and external audit results                            | Internal audits have not highlighted any major issue with current processes and procedures , pre-iso audit has resulted in internal NCR and some OFI which can be viewed in internal CAPA log with assigned personel to close out actions with timely manner   | Y | All - CAPA Log   | 20/09/2021  | YES |
| Item 9. Status of corrective and preventive actions (CAPA)             | Status of CAPA discussed with use of Internal CAPA Log and CL200 cases analysis  | Y | training of all employees in RCA and correct use of CA/PA  | Q2 2022   |     |
| Item 10. Equipment resources requirements                              | Equipment resources sufficient , no changes required   | N |  |   |     |
| Item 11. Work environment & Infrastructure requirements                | No changes in work environment and infrastructure has been highlighted during the time of the meeting  | N |  |   |     |
| Item 12. IMS System & Other resource requirements                      | Current equipment and resources are sufficient for the correct performance of Management Systems in place , although this may be a subject to change due to new business plan submission due Oct/Nov 2021  | Y | New business plans to be submitted to BoD which will include any requirement for resources and/or equipment. This will feed into business strategy outcome   | Q4 2021   |     |
| Item 13. Training Programs   | Training programmes in place with time of training added to each element , all available in Cascade  | N |  |   |     |
| Item 14. Suppliers & Service Providers                                 | Product and services Supplier approved with use of Approved Suppliers procedure IMS_P 003 Supplier Approval - rev 1.0 - 20210312 & IMS-FORM-001 Supplier Approval Log - rev 1.0 - 20210312   | Y | review of all suppliers which documentation is nearly out of date or out of date , uniform format of supplier review to be approved and implemented - CS   | Q2 2022   |     |
| Item 15. Quality KPI s   | Quality Key performance indicators discussed based on 2020 internal document , no changes to be included in current year KPI   | N |  |   |     |
| Item 16. Customer feedback   | Customer feedback assessed with use of email communication and phone calls made to and from customers  | Y | DATA CAPTURE system to be developed for customer feedback which will increase customer satisfaction levels - KD/SF   | Q3 2022   |     |
| Item 17. Strategic Direction of the company                            | Re-read document submitted by DM - April 2021  | N |  |   |     |
| Item 18. Performance of the QMS  | Current QMS system is robust and no further actions are required , also ISO 9001:2015 audit will highlight any potential gaps if any   | N |  |   |     |
| Item 19. Recommendations for improvement to products, services, or QMS | Customer feedback and satisfaction data capture recommended ; uniformity of supplier review process  | N | all actions as mentioned above   |   |     |

Internal audit

IMS\_P 019 Internal Audit Procedure Rev 1 08/04/2021.

Checklist approach.



# AUDIT REPORT PART B – AUDIT REPORT

## IMS Form 20 Internal Audit Schedule Rev 1.0 Audit Cycle 2021

|                |  | JANUARY           | FEBRUARY | MARCH | APRIL | MAY | JUNE | JULY | AUGUST       | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER |
|----------------|--|-------------------|----------|-------|-------|-----|------|------|--------------|-----------|---------|----------|----------|
| AUDIT CRITERIA |  |                   |          |       |       |     |      |      |              |           |         |          |          |
| IMS_P_001      | Admission to Site                        | 1                 |          |       |       |     |      |      |              |           |         |          |          |
| IMS_P_002      | Training                                 |                   | 1        |       |       |     |      |      |              |           |         |          |          |
| IMS_P_003      | Supplier Approval                        |                   |          | 1     |       |     |      |      |              |           |         |          |          |
| IMS_P_004      | Management Review                        |                   |          |       | 1     |     |      |      |              |           |         |          |          |
| IMS_P_005      | Document & Record Control                |                   |          |       |       | 1   |      |      |              |           |         |          |          |
| IMS_P_006      | Product Safety                           |                   |          |       |       |     | 1    |      |              |           |         |          |          |
| IMS_P_007      | Complaint Management                     |                   |          |       |       |     |      | 1    |              |           |         |          |          |
| IMS_P_008      | Cleaning                                 |                   |          |       |       |     |      |      | 1            |           |         |          |          |
| IMS_P_009      | Distribution Controls                    |                   |          |       |       |     |      |      |              | 1         |         |          |          |
| IMS_P_010      | Waste Management                         |                   |          |       |       |     |      |      |              |           | 1       |          |          |
| IMS_P_011      | Premises and Infrastructure              |                   |          |       |       |     |      |      |              |           |         | 1        |          |
| IMS_P_012      | Planning to address Risk & Opportunities |                   |          |       |       |     |      |      |              |           |         |          | 1        |
| IMS_P_013      | Emergency Preparedness                   | TO BE IMPLEMENTED |          |       |       |     |      |      |              |           |         |          |          |
| IMS_P_014      | Control of Non-Conforming Items          |                   | 1        |       |       |     |      |      |              |           |         |          |          |
| IMS_P_015      | Hazard and Risk Analysis                 |                   |          | 1     |       |     |      |      |              |           |         |          |          |
| IMS_P_016      | Product Recall and Withdrawal            |                   |          |       | 1     |     |      |      |              |           |         |          |          |
| IMS_P_017      | Purchasing                               |                   |          |       |       | 1   |      |      |              |           |         |          |          |
| IMS_P_018      | Incident Management                      |                   |          |       |       |     | 1    |      |              |           |         |          |          |
| IMS_P_019      | Internal Audit Procedure                 |                   |          |       |       |     |      | 1    |              |           |         |          |          |
| IMS_P_020      | Business Continuity Plan                 |                   |          |       |       |     |      |      | under review |           |         |          |          |
| IMS_P_021      | Equipment, Maintenance & Calibration     |                   |          |       |       |     |      |      |              | 1         |         |          |          |
| IMS_P_022      | Interested Parties                       |                   |          |       |       |     |      |      |              |           | 1       |          |          |
| IMS_P_023      | Customer Satisfaction                    |                   |          |       |       |     |      |      |              |           |         | 1        |          |
| IMS_P_024      | Change Control                           |                   |          |       |       |     |      |      |              |           |         |          | 1        |

|                               |   |   |   |    |   |   |   |   |   |   |   |   |    |
|-------------------------------|---|---|---|----|---|---|---|---|---|---|---|---|----|
| IMS-FORM-007                  | Food Safety Internal Audit - Section 1 Senior Management Commitment |   |   | 1  |   |   |   |   |   |   |   |   |    |
| IMS-FORM-008                  | Food Safety Internal Audit - Section 2 Hazard and Risk Analysis     |   |   | 1  |   |   |   |   |   |   |   |   |    |
| IMS-FORM-009                  | Food Safety Internal Audit - Section 3 Quality Management System    |   |   | 1  |   |   |   |   |   |   |   |   |    |
| IMS-FORM-010                  | Food Safety Internal Audit - Section 4 Site and Building Standards  |   |   | 1  |   |   |   |   |   |   |   |   |    |
| IMS-FORM-011                  | Food Safety Internal Audit - Section 5 Vehicle Operating Standards  |   |   | 1  |   |   |   |   |   |   |   |   |    |
| IMS-FORM-012                  | Food Safety Internal Audit - Section 6 Facility Management          |   |   | 1  |   |   |   |   |   |   |   |   |    |
| IMS-FORM-013                  | Food Safety Internal Audit - Section 7 Good Operating Practices     |   |   | 1  |   |   |   |   |   |   |   |   |    |
| IMS-FORM-014                  | Food Safety Internal Audit - Section 8 Personnel                    |   |   | 1  |   |   |   |   |   |   |   |   |    |
| IMS-FORM-015                  | Food Safety Internal Audit - Section 9 & 10 Wholesale module        |   |   | 1  |   |   |   |   |   |   |   |   |    |
| IMS-FORM-023                  | ISO 9001 - Context of organisation - Section 4                      |   |   |    |   | 1 |   |   |   |   |   |   |    |
| IMS-FORM-024                  | ISO 9001 - Leadership - Section 5                                   |   |   |    |   | 1 |   |   |   |   |   |   |    |
| IMS-FORM-025                  | ISO 9001 - Planning - Section 6                                     |   |   |    |   | 1 |   |   |   |   |   |   |    |
| IMS-FORM-026                  | ISO 9001 - Support - Section 7                                      |   |   |    |   |   | 1 |   |   |   |   |   |    |
| IMS-FORM-027                  | ISO 9001 - Operation - Section 8                                    |   |   |    |   |   |   | 1 |   |   |   |   |    |
| IMS-FORM-028                  | ISO 9001 - Performance Evaluation - Section 9                       |   |   |    |   |   |   |   | 1 |   |   |   |    |
| IMS-FORM-029                  | ISO 9001 - Improvement - Section 10                                 |   |   |    |   |   |   |   |   | 1 |   |   |    |
| SEDEX                         |   |   |   | 1  |   |   |   |   |   |   |   |   |    |
| SITE BRC AUDITS (3rd Party)   |   |   |   | 1  |   |   |   |   |   |   |   |   |    |
| ISO Audits (3rd Party)        |   |   |   |    |   |   |   |   | 1 |   |   |   |    |
| Safe Contractor (3rd Party)   |   |   |   | 1  |   |   |   |   |   |   |   |   |    |
| REGULATORY VISITS (3rd Party) |   |   |   |    |   |   |   |   |   |   |   |   |    |
| Number Scheduled              |   | 1 | 2 | 11 | 5 | 2 | 5 | 4 | 3 | 3 | 2 | 2 | 42 |

## QMS Form 023 Internal Audit Rev 1.0 30/06/2021 records

| Audit      | Scope                               | Criteria           | Date       | Auditor(s) | Auditee(s)                                 | NCR / CAPA | OFI |
|------------|-------------------------------------|--------------------|------------|------------|--|------------|-----|
| Pre-ISO/4  | Context                             | ISO 9001:2015 / 4  | 17/08/2021 | JS         | CES Management team + Compliance Manager   | 0          | 2   |
| Pre-ISO/5  | Leadership                          | ISO 9001:2015 / 5  | 17/08/2021 | JS         | Management Team                            | 0          | 1   |
| Pre-ISO/6  | Planning                            | ISO 9001:2015 / 6  | 18/08/2021 | JS         | Management Team                            | 2          | 1   |
| Pre-ISO/7  | Support                             | ISO 9001:2015 / 7  | 18/08/2021 | JA         | Management Team                            | 0          | 0   |
| Pre-ISO/8  | Operation                           | ISO 9001:2015 / 8  | 19/08/2021 | JA         | Management                                 | 0          | 1   |
| Pre-ISO/9  | Performance evaluation              | ISO 9001:2015 / 9  | 19/08/2021 | JA         | Management - Compliance Manager            | 0          | 0   |
| Pre-ISO/10 | Improvement                         | ISO 9001:2015 / 10 | 19/08/2021 | JS         | Management Team                            | 0          | 0   |
| IMS-P-001  | Admission to Site                   | IMS Procedure(s)   | 09/08/2021 | JA         | Customer Service / KL                      | 0          | 1   |
| IMS-P-002  | Training                            | IMS Procedure(s)   | 09/08/2021 | JA         | Dept Managers                              | 0          | 0   |
| IMS-P-003  | Supplier Approval                   | IMS Procedure(s)   | 17/08/2021 | JA         | Supply Chain                               | 0          | 0   |
| IMS-P-004  | Management Review                   | IMS Procedure(s)   | 10/08/2021 | JA         | All Managers                               | 0          | 0   |
| IMS-P-005  | Doc Control                         | IMS Procedure(s)   | 10/08/2021 | JA         | Compliance Manager, Warehouse Manager      | 0          | 0   |
| IMS-P-006  | Product Safety                      | IMS Procedure(s)   | 10/08/2021 | JA         | Employees & Compliance Manager             | 0          | 0   |
| IMS-P-008  | Complaint Management                | IMS Procedure(s)   | 10/08/2021 | JA         | Compliance Manager and Customer Service    | 0          | 0   |
| IMS-P-009  | Cleaning                            | IMS Procedure(s)   | 11/08/2021 | JA         | Compliance Manager and Department Managers | 0          | 0   |
| IMS-P-0010 | Distribution Control                | IMS Procedure(s)   | 11/08/2021 | JA         | Compliance Manager and Department Managers | 0          | 0   |
| IMS-P-0014 | Control of NC Items                 | IMS Procedure(s)   | 11/08/2021 | JA         | Compliance Manager and Department Managers | 0          | 0   |
| IMS-P-0015 | HARM                                | IMS Procedure(s)   | 12/08/2021 | JA         | Compliance Manager and Department Managers | 0          | 0   |
| IMS-P-0016 | Product Withdrawal or Recall        | IMS Procedure(s)   | 12/08/2021 | JA         | Compliance Manager, Customer Service       | 0          | 0   |
| IMS-P-0017 | Purchasing                          | IMS Procedure(s)   | 12/08/2021 | JA         | Supply Chain                               | 0          | 0   |
| IMS-P-0018 | Incident Management                 | IMS Procedure(s)   | 12/08/2021 | JA         | Head of Procurement / Managing Director    | 0          | 0   |
| IMS-P-0019 | Internal Audit                      | IMS Procedure(s)   | 02/09/2021 | JA         | Compliance Manager                         | 0          | 0   |
| IMS-P-0021 | Equipment Maintenance & Calibration | IMS Procedure(s)   | 02/09/2021 | JA         | PW   | 0          | 0   |
| TOTAL:     |                                     |                    |            |            |  | 2          | 6   |

Review of internal audit process underway to improve effectiveness, including identification of nonconformity and opportunity for improvement.

Monitoring, measurement, analysis, evaluation

Monitoring, measurement, analysis, evaluation results reviewed at management review.

Refer to Management Review.

Monitoring and measuring data including:

Knife Issue Log record:

Knife Issue Log Record:

|    | Operators<br>Number | Knife<br>Number | Knife<br>Replacement | Time in use<br>Hrs | Edge Maintenance tool                        |      |       |               | Application |       |           |        | Reason for Change |              |                    |                      |              |
|----|---------------------|-----------------|----------------------|--------------------|--|------|-------|---------------|-------------|-------|-----------|--------|-------------------|--------------|--------------------|----------------------|--------------|
|    |                     |                 |                      |                    | Please put an X in the appropriate box below |      |       |               |             |       |           |        |                   |              |                    |                      |              |
|    |                     |                 |                      |                    | X1   | Ergo | Bobet | Pole<br>Steel | LoIn        | Belly | Sh/B<br>n | Lg/Bin | Trim              | Dragg<br>ing | Not<br>Lastin<br>g | Edge<br>not<br>sharp | Too<br>Small |
| 1  | 89                  | 324             | E3                   | 10 MIN             |  | X    |       | X             |             |       | X         |        |                   |              | X                  | X                    |              |
| 2  | 23                  | E4              | E18                  | 10 MIN             |  | X    |       | X             |             |       | X         |        |                   |              | X                  |                      |              |
| 3  | 20                  | 291             | E5                   | 10 MIN             |  | X    |       | X             |             |       | X         |        |                   |              | X                  |                      |              |
| 4  | 62                  | 546             | E2                   | 10 MIN             |  | X    |       |               |             |       | X         |        |                   |              | X                  |                      |              |
| 5  | 17                  | 365             | 369                  | 6.5                |  | X    |       | X             |             |       |           | X      |                   | X            | X                  |                      |              |
| 6  | 38                  | 214             | E1                   | 2.5                |  | X    |       | X             |             |       |           | X      |                   |              | X                  |                      |              |
| 7  | 17                  | 205             | E30                  | 4                  |  | X    |       | X             |             |       |           | X      |                   |              | X                  |                      |              |
| 8  | 12                  | 222             | E6                   | 4                  |  | X    |       | X             |             |       |           | X      |                   |              | X                  |                      |              |
| 9  | 85                  | 200             | E7                   | 4                  |  | X    |       | X             |             |       |           | X      |                   |              | X                  |                      |              |
| 10 | 59                  | 203             | E8                   | 4                  |  | X    |       |               |             |       | X         |        |                   |              | X                  |                      |              |
| 11 | 18                  | 107             | E9                   | 6                  |  | X    |       | X             |             |       |           | X      |                   |              | X                  |                      |              |
| 12 | 62                  | 94              | E48                  | 6                  |  | X    |       | X             |             |       | X         |        |                   |              | X                  |                      |              |

Risks and Opportunities Monitoring. Refer to Risks and Opportunities.

Customer satisfaction monitoring, feedback

IMS\_P 023 Customer Satisfaction - Rev 1.0 -08/04/2021.

Customer feedback assessed with use of email communication and phone calls made to and from customers, including

Customer MW Job 345841 09/2021.

Customer TH Job 346159 09/2021.

Customer H&C 09/2021.

Data Capture system to be developed for customer feedback which will increase customer satisfaction levels for Q3 2022.

Complaints monitoring

IMS\_P 007 Complaint Management - Rev 1.0 –16/03/2021.

Refer to Complaints.

Incidents monitoring

IMS\_P 018 Incident Management - Rev 1.1 – 15/07/2021.

Refer to Management Review.

**Conclusion of the overall effectiveness of the process:** Process / Audit Area is satisfactory



## AUDIT REPORT PART B – AUDIT REPORT

| Process/audit area:  |                |          |                | Improvement    |                    |   |             |               |                     |         |                      |                           |
|--|----------------|----------|----------------|----------------|--------------------|---|-------------|---------------|---------------------|---------|----------------------|---------------------------|
| Auditees:  |                |          |                | AT, CS         |                    |   |             |               |                     |         |                      |                           |
| Auditor (if applicable):                                       |                |          |                |                |                    |   |             |               |                     |         |                      |                           |
| Evidence to support audit conclusion:                          |                |          |                |                |                    |   |             |               |                     |         |                      |                           |
| Complaints, Nonconformity and corrective action                |                |          |                |                |                    |   |             |               |                     |         |                      |                           |
| Nonconformity and corrective action                            |                |          |                |                |                    |   |             |               |                     |         |                      |                           |
| IMS_P 014 Control of Non-Conforming Items - rev 1.1 – 20210715 |                |          |                |                |                    |   |             |               |                     |         |                      |                           |
| IMS Form 003 CAPA Log Rev 1 2021 record                        |                |          |                |                |                    |   |             |               |                     |         |                      |                           |
| CAPA Log record  |                |          |                |                |                    |   |             |               |                     |         |                      |                           |
| CAPA Number  | Date Submitted | Findings | Scope          | Type           | Audit or/ Customer | Brief Description   | Assigned to | Date Assigned | Req Action Due Date | Overdue | Action Complete Date | Effectiveness Review Date |
| 01   | 08/03/2021     | NCR      | Clause 1.1.2   | Internal Audit | AT                 | Missing written agenda  | JS          | 09/03/2021    | 15/04/2021          | NO      | 25/03/2021           | 10/04/2021                |
| 02   | 08/03/2021     | OFI      | Clause 1.1.2   | Internal Audit | AT                 | Document Not controlled   | JS          | 09/03/2021    | 15/04/2021          | NO      | 25/03/2021           | 24/03/2021                |
| 03   | 08/03/2021     | NCR      | Clause 1.1.3   | Internal Audit | AT                 | Not all required objectives mentioned in document                 | JS/AT       | 09/03/2021    | 15/04/2021          | NO      | 12/03/2021           | 12/09/2021                |
| 04   | 08/03/2021     | NCR      | Clause 1.1.4   | Internal Audit | AT                 | No date of next review, no previous minutes and actions discussed | JS          | 09/03/2021    | 15/04/2021          | NO      | 25/03/2021           | 16/09/2021                |
| 05   | 08/03/2021     | OFI      | Clause 1.1.5   | Internal Audit | AT                 | No action dates set, no records for actions completed             | JS/AT       | 09/03/2021    | 15/04/2021          | NO      | 25/03/2021           | 16/09/2021                |
| 06   | 08/03/2021     | NCR      | Clause 1.1.11  | Internal Audit | AT                 | CL200 no actions or CAPA's  | ALL         | 09/03/2021    | 15/04/2021          | NO      | 17/03/2021           | implementation of new CRM |
| 07   | 08/03/2021     | OFI      | Clause 1.2.1   | Internal Audit | AT                 | Organisational chart – doc control missing, revision date         | SH          | 09/03/2021    | 15/04/2021          | NO      | 23/03/2021           | 22/03/2022                |
| 08   | 08/03/2021     | NCR      | Clause 2.1     | Internal Audit | AT                 | Prerequisite programmes not available                             | AT          | 09/03/2021    | 15/04/2021          | NO      | 25/03/2021           | N/A                       |
| 09   | 08/03/2021     | NCR      | Clause 2.2     | Internal Audit | AT                 | no multi-disciplinary team set                                    | AT          | 09/03/2021    | 15/04/2021          | NO      | 15/03/2021           | 15/03/2022                |
| 10   | 08/03/2021     | NCR      | Clause 2.3     | Internal Audit | AT                 | No HARA team leader   | AT          | 09/03/2021    | 15/04/2021          | NO      | 15/03/2021           | 15/03/2022                |
| 11   | 08/03/2021     | NCR      | Clause 2.5     | Internal Audit | AT                 | No implementation of HARA   | AT          | 09/03/2021    | 15/04/2021          | NO      | 15/03/2021           | 15/03/2022                |
| 12   | 08/03/2021     | NCR      | Clause 2.6     | Internal Audit | AT                 | No Scope for HARA and No HARA process flow                        | AT          | 09/03/2021    | 15/04/2021          | NO      | 15/03/2021           | 15/03/2022                |
| 13   | 08/03/2021     | NCR      | Clause 2.7     | Internal Audit | AT                 | No hazards specified  | AT          | 09/03/2021    | 15/04/2021          | NO      | 15/03/2021           | 15/03/2022                |
| 14   | 08/03/2021     | NCR      | Clause 2.8     | Internal Audit | AT                 | HARA analysis incomplete  | AT          | 09/03/2021    | 15/04/2021          | NO      | 15/03/2021           | 15/03/2022                |
| 15   | 08/03/2021     | NCR      | Clause 2.9     | Internal Audit | AT                 | Hazard control – not available                                    | AT          | 09/03/2021    | 15/04/2021          | NO      | 15/03/2021           | 15/03/2022                |
| 16   | 08/03/2021     | NCR      | Clause 2.10    | Internal Audit | AT                 | No control by prerequisites                                       | AT          | 09/03/2021    | 15/04/2021          | NO      | 15/03/2021           | 15/03/2022                |
| 17   | 08/03/2021     | NCR      | Clause 2.12    | Internal Audit | AT                 | No hazard and risk analysis performed                             | AT          | 09/03/2021    | 15/04/2021          | NO      | 15/03/2021           | 15/03/2022                |
| 18   | 08/03/2021     | NCR      | Clause 2.13    | Internal Audit | AT                 | No review as no system in place                                   | AT          | 09/03/2021    | 15/04/2021          | NO      | 15/03/2021           | 15/03/2022                |
| 19   | 08/03/2021     | OFI      | Clause 3.1.2.1 | Internal Audit | AT                 | HR documents to be changed and updated                            | AT          | 09/03/2021    | 15/04/2021          | NO      | 15/03/2021           | 15/03/2022                |
| 20   | 08/03/2021     | OFI      | Clause 3.1.2.3 | Internal Audit | AT                 | Improvement of visual for doc control                             | AT          | 09/03/2021    | 15/04/2021          | NO      | 15/03/2021           | 15/03/2022                |
| 21   | 08/03/2021     | OFI      | Clause 3.2.1   | Internal Audit | AT                 | Vague scope of internal audit audits                              | AT          | 09/03/2021    | 15/04/2021          | NO      | 25/03/2021           | 24/03/2021                |
| 22   | 08/03/2021     | OFI      | Clause 3.2.4   | Internal Audit | AT                 | NCR & CR not clear  | AT          | 09/03/2021    | 15/04/2021          | NO      | 15/03/2021           | 15/03/2022                |
| 23   | 08/03/2021     | NCR      | Clause         | Internal Audit | AT                 | No clear responsibility   | JS/AT       | 09/03/2021    | 15/04/2021          | NO      | 17/03/2021           | impele                    |

|    |            |     |                      |                |              |   |               |            |            |     |            |                           |
|----|------------|-----|----------------------|----------------|--------------|---|---------------|------------|------------|-----|------------|---------------------------|
|    | 2021       |     | 3-3-1                |                |              | for CAPA  |               | 2021       | 2021       |     | 2021       | mentation of new CRM      |
| 24 | 08/03/2021 | NCR | Clause 3-3-2         | Internal Audit | AT           | NCR not closed within given time frame  | ALL           | 09/03/2021 | 15/04/2021 | NO  | 25/03/2021 | 20/04/2021                |
| 25 | 08/03/2021 | NCR | Clause 3-3-3         | Internal Audit | AT           | No internal investigation or RCA in place   | ALL           | 09/03/2021 | 15/04/2021 | NO  | 25/03/2021 | 20/04/2021                |
| 26 | 08/03/2021 | OFI | Clause 3-4-1         | Internal Audit | AT           | Review of contractual agreements  | CHARLES       | 09/03/2021 | 15/04/2021 | NO  | 15/03/2021 | 15/03/2022                |
| 27 | 08/03/2021 | OFI | Clause 3.5.1.3       | Internal Audit | AT           | Supplier reviews not unified  | BUYERS        | 09/03/2021 | 15/04/2021 | NO  | 17/03/2021 | implementation of new CRM |
| 28 | 08/03/2021 | NCR | Clause 3-10-2        | Internal Audit | AT           | Data not analysed and investigated  | AT            | 09/03/2021 | 15/04/2021 | YES | 16/04/2021 | 20/04/2021                |
| 29 | 08/03/2021 | NCR | Clause 3-10-3        | Internal Audit | AT           | Supplier complaint procedure  | BUYERS        | 09/03/2021 | 15/04/2021 | NO  | 16/03/2021 | implementation of new CRM |
| 30 | 08/03/2021 | OFI | Clause 4-2-1         | Internal Audit | AT           | Site risk assessment to be updated with prerequisites minimising risk   | JS/AT         | 09/03/2021 | 15/04/2021 | NO  | 25/03/2021 | 24/03/2021                |
| 31 | 08/03/2021 | NCR | Clause 4-2-2         | Internal Audit | AT           | Site access not monitored, gate broken  | SHO           | 09/03/2021 | 15/04/2021 | NO  |            | 20/06/2021                |
| 32 | 08/03/2021 | NCR | Clause 4-3-5         | Internal Audit | AT           | Not enough coshh cabinets for sprays and not enough chem bungs  | KL            | 09/03/2021 | 15/04/2021 | NO  |            | 25/04/2021                |
| 33 | 08/03/2021 | OFI | Clause 4-4-10        | Internal Audit | AT           | Building fabric monitored although not in internal audit form   | CRAIG         | 09/03/2021 | 15/04/2021 | NO  | 25/03/2021 | NEXT AUDIT                |
| 34 | 08/03/2021 | NCR | Clause 6-4-2         | Internal Audit | AT           | Insufficient cleaning practices   | KEITH / CRAIG | 09/03/2021 | 15/04/2021 | NO  | 15/04/2021 | 2-weekly walks            |
| 35 | 08/03/2021 | NCR | Clause 6-4-7         | Internal Audit | AT           | No verification of cleaning   | KEITH / CRAIG | 09/03/2021 | 15/04/2021 | NO  | 15/04/2021 | 2-weekly walks            |
| 36 | 08/03/2021 | OFI | Clause 7-2-4         | Internal Audit | AT           | Storage off the floor although on insufficient height   | KEITH / CRAIG | 09/03/2021 | 15/04/2021 | NO  | 15/04/2021 | 2-weekly walks            |
| 37 | 08/03/2021 | OFI | Clause 7-4-1         | Internal Audit | AT           | No mentioning of brittle material breakage  | JS            | 09/03/2021 | 15/04/2021 | NO  | 07/04/2021 | 07/03/2022                |
| 38 | 08/03/2021 | NCR | Clause 7-4-2         | Internal Audit | AT           | No spillage procedure   | JS            | 09/03/2021 | 15/04/2021 | NO  | 12/03/2021 | 12/03/2021                |
| 39 | 08/03/2021 | OFI | Clause 8-2-1         | Internal Audit | AT           | No mentioning of work wear requirement  | JS            | 09/03/2021 | 15/04/2021 | NO  | 25/03/2021 | N/A                       |
| 40 | 08/03/2021 | OFI | 9. PURCHASING        | Internal Audit | AT           | SAQ improvements  | AT            | 09/03/2021 | 15/04/2021 | NO  | 24/03/2021 | 25-Mar                    |
| 41 | 20/04/2021 | NCR | Clause 4-1-2         | BRC Audit      | UK Food Cert | There was excessive vegetation growth in contact with the outside of the building   | AT            | 20/04/2021 | 13/05/2021 | NO  | 10/05/2021 | 20/04/2022                |
| 42 | 20/04/2021 | NCR | Clause 4-2-1         | BRC Audit      | UK Food Cert | The Site Security Risk Assessment has not been reviewed in the last 12 months.  | AT            | 20/04/2021 | 13/05/2021 | NO  | 10/05/2021 | 21/04/2022                |
| 43 | 20/04/2021 | NCR | Clause 6-1-4         | BRC Audit      | UK Food Cert | There were a number of unwrapped Butchers Aprons on a wooden shelf and rolls of wrapped Meat Stockinette stored on a damaged wooden pallet.   | AT            | 20/04/2021 | 13/05/2021 | NO  | 10/05/2021 | 22/04/2022                |
| 44 | 23/08/2021 | OFI | IMS_P 001            | Internal Audit | JA           | Training records not updated with current IMS_P procedures  | SH            | 23/08/2021 | 22/09/2021 | YES | 23/09/2021 | N/A                       |
| 45 | 23/08/2021 | OFI | ISO 9001 Section 4.1 | Internal Audit | JS           | development of online based CRM system is required and correct data input for monthly reporting on quality issues   | AT            | 23/08/2021 | 23/09/2021 | NO  |            |                           |
| 46 | 23/08/2021 | OFI | ISO 9001 Section 4.4 | Internal Audit | JS           | new management meeting will be held 16/09/2021 and all inputs and output will be documented in new format which will allow compliance with clause 4.4 where all information necessary | AT            | 23/08/2021 | 18/09/2021 | NO  | 07/09/2021 | 07/09/2022                |

|    |            |     |                      |                |    |  |          |            |            |    |            |  |
|----|------------|-----|----------------------|----------------|----|--|----------|------------|------------|----|------------|--|
|    |            |     |                      |                |    | for maintenance of QMS will be available and documented  |          |            |            |    |            |  |
| 47 | 23/08/2021 | OFI | ISO 9001 Section 5.3 | Internal Audit | JS | There are no Quality Objectives for Warehouse Operations as they are under review and implementation of newly appointed Head of Production & Distribution                | KL       | 23/08/2021 | 18/09/2021 | NO |            |  |
| 48 | 23/08/2021 | OFI | ISO 9001 Section 6.1 | Internal Audit | JS | Risk and opportunities not formalised  | Managers | 23/08/2021 | 18/09/2021 | NO | 07/09/2021 |  |
| 49 | 23/08/2021 | NCR | ISO 9001 Section 6.2 | Internal Audit | JS | Quality objectives set for production and engineering department only  | Managers | 23/08/2021 | 18/09/2021 | NO |            |  |
| 50 | 23/08/2021 | NCR | ISO 9001 Section 6.2 | Internal Audit | JS | Resource review has not taken place in 2020  | Managers | 23/08/2021 | 18/09/2021 | NO | 07/09/2021 |  |
| 51 | 23/08/2021 | OFI | ISO 9001 Section 8.7 | Internal Audit | JA | CA/PA is not well known in the CES and the internal training regarding root cause analysis and application of corrective and preventative actions is due to be scheduled | AT       | 23/08/2021 | 31/12/2021 | NO |            |  |

| CAPA Number | Closed? | Days Late | Investigation Finding  | PA   | CA  |
|-------------|---------|-----------|--|--|---|
| 01          | YES     | -21       | Agenda agreed on the day of audit although not documented  | Documented controlled version to be created              | Creation of Documented Agenda QMS-FORM-019 rev 1.0 20210409                   |
| 02          | YES     | -21       |  |  |   |
| 03          | YES     | -34       | Objectives set although not all as per BRCGS v3>v4 requirement   | Objectives reviewed                                      | Management review procedure written and added to QMS files under QMS-P-004    |
| 04          | YES     | -21       | meeting has been scheduled verbally although not date has been confirmed, new compliance manager has confirm date and announced to the board | agenda to be send prior to meeting                       | with potential date of next meeting QMS-FORM-019 review checklist and actions |
| 05          | YES     | -21       | all parties involved in the meeting hgas been asked about timescale for action to be closed  | action dates updated                                     | new form for minutes will be created with QMS update                          |
| 06          | ONGOING | -29       | new CRM project  | N/A  | N/A   |
| 07          | YES     | -23       |  |  |   |
| 08          | YES     | -21       | internal audit procedure in place although no higher level procedures have been created or audited   | QMS procedures to be written                             | regular internal audit of higher level procedures to follow                   |
| 09          | YES     | -31       | No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard                             | Rewrite the plan including codex alimentarius principles | Communicate plan and train all relevant staff                                 |
| 10          | YES     | -31       | No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard                             | Rewrite the plan including codex alimentarius principles | Communicate plan and train all relevant staff                                 |
| 11          | YES     | -31       | No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard                             | Rewrite the plan including codex alimentarius principles | Communicate plan and train all relevant staff                                 |
| 12          | YES     | -31       | No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard                             | Rewrite the plan including codex alimentarius principles | Communicate plan and train all relevant staff                                 |
| 13          | YES     | -31       | No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard                             | Rewrite the plan including codex alimentarius principles | Communicate plan and train all relevant staff                                 |
| 14          | YES     | -31       | No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard                             | Rewrite the plan including codex alimentarius principles | Communicate plan and train all relevant staff                                 |
| 15          | YES     | -31       | No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard                             | Rewrite the plan including codex alimentarius principles | Communicate plan and train all relevant staff                                 |
| 16          | YES     | -31       | No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard                             | Rewrite the plan including codex alimentarius principles | Communicate plan and train all relevant staff                                 |
| 17          | YES     | -31       | No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard                             | Rewrite the plan including codex alimentarius principles | Communicate plan and train all relevant staff                                 |
| 18          | YES     | -31       | No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard                             | Rewrite the plan including codex alimentarius principles | Communicate plan and train all relevant staff                                 |
| 19          | YES     | -31       | No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard                             | Rewrite the plan including codex alimentarius principles | Communicate plan and train all relevant staff                                 |
| 20          | YES     | -31       | No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard                             | Rewrite the plan including codex alimentarius principles | Communicate plan and train all relevant staff                                 |

|    |         |        | BRCGS S&D Standard   |   |   |
|----|---------|--------|--|---|---|
| 21 | YES     | -21    | Scope to be updated and procedures rewritten toward standard requirement   | new procedures of higher level to be written  | QMS new procedures to be circulated by the end of 2021  |
| 22 | YES     | -31    | No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard   | Rewrite the plan including codex alimentarius principles  | Communicate plan and train all relevant staff   |
| 23 | YES     | -29    |  |   |   |
| 24 | YES     | -21    | no clear responsibility for close out of the requirement of the audits NCRs  | NCR managements given to new Compliance Manager   | new non-conforming products procedure   |
| 25 | YES     | -21    | no clear responsibility for close out of the requirement of the audits NCRs  | NCR managements given to new Compliance Manager   | new non-conforming products procedure   |
| 26 | YES     | -31    |  | N/A   | PROJECT – UPDATE SERVICE AGREEMENTS   |
| 27 | ONGOING | -29    | system in place, although not all measures are used for the review   | New CRM system implementation   | all buyers to follow new CRM supplier review scope  |
| 28 | YES     | 1      |  |   |   |
| 29 | YES     | -30    | procedure covers handling and management of all different complaint  | set of categorisation of complaint  | update of the process flow for buyers   |
| 30 | YES     | -21    | QMS high level procedure to become new PRP for HARA/M assessment   | new QMS P to be written   | apply to HARA/M RA chart and PRPs   |
| 31 | YES     | -44301 |  |   |   |
| 32 | YES     | -44301 |  |   |   |
| 33 | YES     | -21    | No interior building fabric audited  | New audit procedure to take place and highlight any issues internally   | audit to take place at least once a year  |
| 34 | YES     | 0      |  |   |   |
| 35 | YES     | 0      |  |   |   |
| 36 | YES     | 0      |  |   |   |
| 37 | YES     | -8     |  |   |   |
| 38 | YES     | -34    | Procedure in place although mixed with glass breakage, will be split to two  | Split the procedure   | add correct doc control numbers   |
| 39 | YES     | -21    | new policy to be written including all requirements from BRCGS   | policy written and executed   | QMS-POL-005   |
| 40 | YES     | -22    |  |   |   |
| 41 | YES     | -3     | Appropriate maintenance standard of all grounds surrounding site was not included in any of internal audit and/or monthly check  | Internal audit QMS-FORM010 – F.5 Section 4 Site and Building Standards rev 1.0 – 20210409 includes audit of clause 4.1.2  | Schedule for Industrial Park management company to cut the excessive growth   |
| 42 | YES     | -3     | Site security has been discussed during annual management review, although no formal documentation was available during the time of audit.   | Site security to be revised and revision to be documented in the format of management meeting minutes document.   | Immediate review of site security risk  |
| 43 | YES     | -3     | All single items stored on wooden pallets shelves are inspected prior to despatch, although no extra measures where put in place and removal of wooden elements was not considered for sensitive items   | As a part of preventative measures for food contact items, no food contact item will be stored directly on wooden pallets and/or wooden shelves as per Wood Policy QMS-POL-010. | Removal of food contact items from wooden shelves and pallets, storage of aprons in plastic boxes   |
| 44 | YES     | 1      | With every change to current systems and their requirement the online portal should be updated to highlight need for refresher training towards current requirements, this has not been always the case  | Currently awaiting for 2 new employees into HR department to fill this gap and to stop this situation reoccurring   | ongoing update in Cascade made by LL  |
| 45 | ONGOING | -44462 | the CRM requires extended development of its software and clear communication path with Sage, as development take place we are assessing gaps in current system and try to implement changes ASAP – although not all changes can be made atm thus still existing gap awaiting change by external IT provider | to adjust currently known gap to fulfill requirements of current CRM  | development of CRM to fulfill all necessary requirements.   |
| 46 | YES     | -11    | QMS management review meeting 2021 has been held in different format than the one implemented by new Compliance Manager, not covering all required elements of the QMS Review meeting as per ISO 9001 requirements   | IMS-P-004 Management Review – rev. 1.1 – 20210715 now available and trained against   | use of new document for agenda, minutes and actions which will allow to follow without fail requirements of ISO 9001:2015 for management review – IMS-FORM-019 – Management Review Checklist rev 1.0 – 20210409 |
| 47 | ONGOING | -44457 | The process of setting warehouse KPIs is under development by newly appointed Head of Department, the process will be similar to KPIs set for production department by same Department Head  | collection of data for the development of the KPI system for warehouse  |   |
| 48 | YES     | -11    | This part of QMS has been discussed during the management review meeting but not documented  | IMS-FORM-016 – Risks Opportunities Matrix rev 1.1 – 20210908  | Monthly review during management meetings, annual review during QMS review  |
| 49 | ONGOING | -44457 | development of KPIs for all department will start at the beginning of 2022 as year 2021 has been announced transition year by Strategic Vision of Managing Director  | submission of business plans by end of 2021   | set KPIs for each department, monitoring and reporting on monthly basis during management monthly meetings  |
| 50 | YES     | -11    | QMS review 2020 has not discussed resources required   | Resources review discussed during review meeting 07/09/2021 – no resources required, although it's a subject to change when new business plans will be submitted                | resources as part of agenda in currently standing document IMS-FORM-019 – Management Review Checklist rev 1.0 – 20210409  |
| 51 | ONGOING | -44561 |  |   |   |

592652OFI01Closed

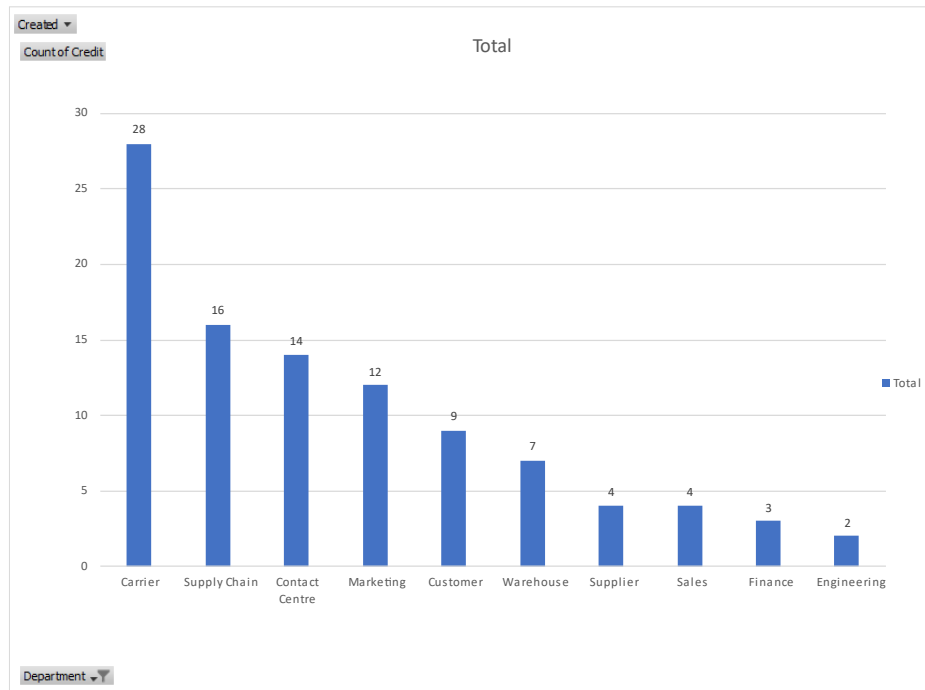


## Complaints

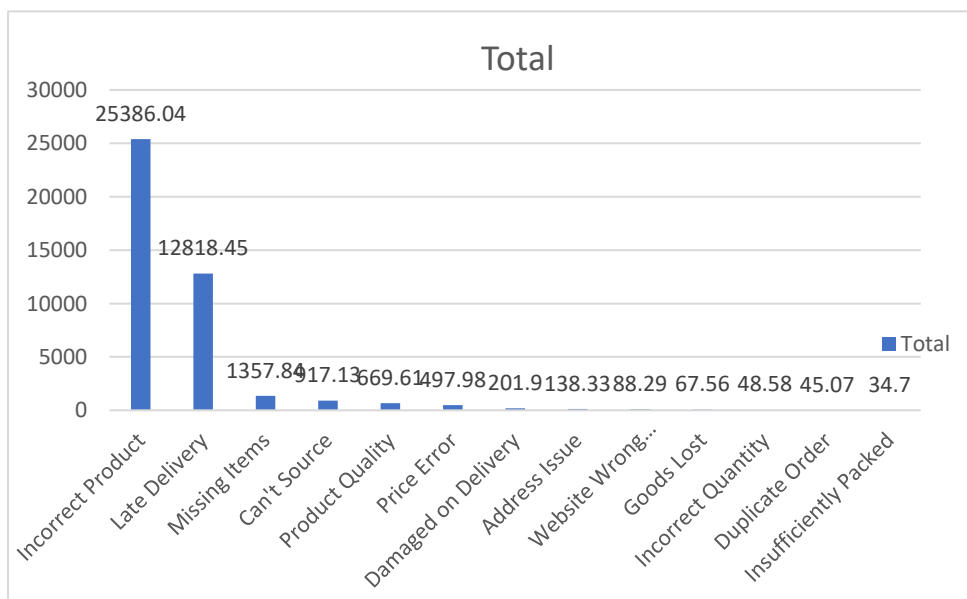
IMS\_P 007 Complaint Management Rev 1.0 16/03/2021.

Complaints Analysis Log records 2021

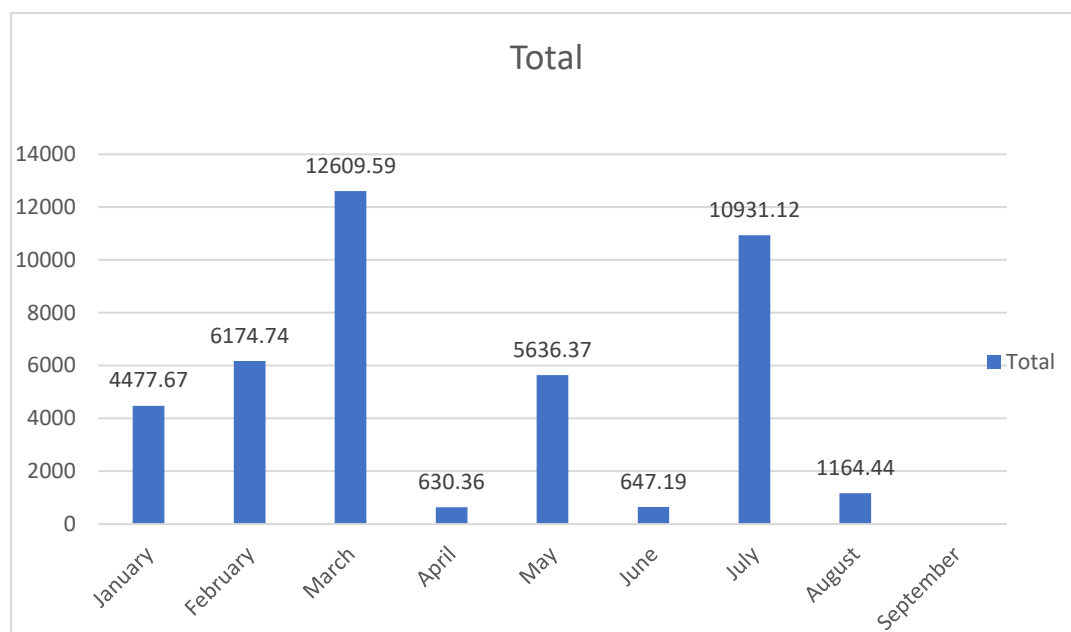
### Complaints by Dept.



### Complaints by Reason



## Cost PCM



## Complaints Log records

| Case ID | Issue   | Type                                      | Requ<br>red<br>by | Comple<br>ted On | Department     | Reason                          |
|---------|---|---|-------------------|------------------|----------------|---------------------------------|
| 815     | Courier kept on failing delivery multiple times. This is probably down to the fact the customer was situated at the end of a private lane?? | Delivery complaint – missing / lost order | 27/09 /2021       |                  | Carrier        | Late Delivery                   |
| 816     | EW did not FOC carriage on order over £200  | Customer complaint – pricing error        | 22/09 /2021       |                  | Contact Centre | Price Error                     |
| 817     | to be determined  | Customer complaint – missing items        | 22/09 /2021       |                  | Warehouse      | Missing Items                   |
| 818     | tbc   | Delivery complaint – missing / lost order | 22/09 /2021       | 27/09/2021       | Carrier        | Late Delivery                   |
| 819     | tbc   | Delivery complaint – missing / lost order | 22/09 /2021       | 23/09/2021       | Carrier        | Late Delivery                   |
| 820     | tbc   | Customer complaint – missing items        | 24/09 /2021       |                  | Warehouse      | Missing Items                   |
| 821     | sold on the web - unable to source  | Case - Internal issue                     | 22/09 /2021       |                  | Supply Chain   | Can't Source                    |
| 822     | cant supply item listed on the web  | Web order – can't fulfil order            | 22/09 /2021       |                  | Sales          | Can't Source                    |
| 823     | Customer provided wrong code  | Customer complaint - sales error          | 28/09 /2021       |                  | Customer       | Incorrect Product               |
| 824     | goods not received  | Customer complaint – missing items        | 22/09 /2021       |                  | Warehouse      | Missing Items                   |
| 825     |   | Web order – can't fulfil order            | 22/09 /2021       |                  | Contact Centre | Website Wrong Image/Information |
| 826     | ordered 45sh-9447-9 on the web - not in stock and cannot get until the end of october - customer has requested a refund                     | Case - Internal issue                     | 22/09 /2021       |                  | Supply Chain   | Can't Source                    |
| 827     |   | Supplier Complaint – Faulty Item          | 22/09 /2021       |                  | Supplier       |                                 |
| 828     |   | Case - other                              | 23/09 /2021       |                  | Edge Centre    |                                 |
| 829     | wrong price charged   | Case - Internal issue                     | 24/09 /2021       |                  | Contact Centre | Price Error                     |
| 830     | all sops invoiced in full in error  | Case - Internal issue                     | 27/09 /2021       |                  | Finance        | Incorrect Quantity              |



## AUDIT REPORT PART B – AUDIT REPORT

|     |                                      |                       |            |         |                    |
|-----|--------------------------------------|-----------------------|------------|---------|--------------------|
| 831 | all sops got invoiced at invoice run | Case - Internal issue | 27/09/2021 | Finance | Incorrect Quantity |
|-----|--------------------------------------|-----------------------|------------|---------|--------------------|

| Case ID | Created    | Restocking Fee | Root Cause  | PA   | Sales Order  | Sales Return Number | Credit |
|---------|------------|----------------|---|--|--|---------------------|--------|
| 815     | 27/09/2021 |                | Courier kept on failing delivery multiple times. This is probably down to the fact the customer was situated at the end of a private lane?? | Order Recalled and refunded                                |  |                     |        |
| 816     | 22/09/2021 | No             | EW did not FOC carriage on order over £200  | credit 9.95  | check CRM notes when processing                        |                     |        |
| 817     | 22/09/2021 |                | to be determined  | replacement SOP 345883 sent as customer needs stock        |  |                     |        |
| 818     | 22/09/2021 |                | tbc   |  |  |                     |        |
| 819     | 22/09/2021 |                | tbc   |  |  |                     |        |
| 820     | 24/09/2021 |                | tbc   |  |  |                     |        |
| 821     | 22/09/2021 | No             | sold on the web - unable to source  | credit customer  | remove items from the web once stock is gone           |                     |        |
| 822     | 22/09/2021 |                | cant supply item listed on the web  | refund £12.00 plus vat                                     | take item off the website                              |                     |        |
| 823     | 28/09/2021 | No             | Customer provided wrong code  | Arranged collection and raised order for correct item      | Sent customer correct codes for product going forwards |                     |        |
| 824     | 22/09/2021 |                | goods not received  | refund for 5 blades  |  |                     |        |
| 825     | 22/09/2021 | No             |   |  |  |                     |        |
| 826     | 22/09/2021 |                | ordered 45sh-9447-9 on the web - not in stock and cannot get until the end of october - customer has requested a refund                     | cancel the order and credit the customer                   |  |                     |        |
| 827     | 22/09/2021 |                |   |  |  |                     |        |
| 828     | 23/09/2021 |                |   |  |  |                     |        |
| 829     | 24/09/2021 |                | wrong price charged   | refund £25.00 plus vat                                     | ensure sop is amended                                  |                     |        |
| 830     | 27/09/2021 |                | all sops invoiced in full in error  | refund 4 x 10blr-0034 ( 25.40 & vat in total)              | not all priority codes to be invoiced on invoice run   |                     |        |
| 831     | 27/09/2021 |                | all sops got invoiced at invoice run  | refund for the rejected blades ( £54.83 plus vat in total) | only invoice certain priority codes on invoice run     |                     |        |

**Conclusion of the overall effectiveness of the process:** Findings have been identified - Process / Audit Area is unsatisfactory



## AUDIT REPORT PART B – AUDIT REPORT

|  |   |       |         |                  |          |
|--|---|-------|---------|------------------|----------|
| Process/audit area:  | Operational Planning & Control: Virtual Site Tour, Environment for Operation of Processes & Infrastructure Resources, Equipment Maintenance, Internal & External Communications, Documented Information |       |         |                  |          |
| Auditees:  | AT, CS  |       |         |                  |          |
| Auditor (if applicable):   |   |       |         |                  |          |
| Evidence to support audit conclusion:  |   |       |         |                  |          |
| Operational Planning & Control, Virtual Site Tour, Environment for Operation of Processes & Infrastructure Resources, Equipment Maintenance, Monitoring & Measuring resources, Measurement traceability; Equipment Calibration   |   |       |         |                  |          |
| Virtual Site Tour  |   |       |         |                  |          |
| Full external and internal virtual site tour undertaken at Head Office location Matrix Park, Western Avenue, Buckshaw Village, Chorley, PR7 7NB including well-managed modern leased self-contained unit small industrial park, not shared, car park, exterior lighting, emergency exits, automated gate, access control, delivery controls, container delivery goods in, delivery used knives for sharpening, barriers, goods out for trays of bagged washed and sharpened knives, production area knife sharpening service, Omnisharp robotic sharpening process, new machine on trial, machine learning, quality check area, manual sharpening process, polishing process optional, knife washing process, grinding machine, self-calibrating, scissor sharpening process, blade sharpening process, quality check area, checking intervals, Jason M (Quality Checker), anago self-calibrated, Warehouse area, goods out, segregated Quarantine Area for customer returns and supplier returns, bays for machinery parts, FLT and REACH Truck, Picking Area, Chemical storage including Deptal for cleaning circulating machines, Quarantine (Materials) Area, Stores for small sales items including Machine Parts, Knives, Blades, Chain Mail, Custom Shelving, Storage of Bulk Items, Racking loads and inspections, Access Equipment, Bulk Locations on Top and Picking Locations below, Twine for Tying Meat, Engineering Parts, Offices including Supply Chain, Production & Distribution, Engineering, Engineering Workshop, Preparing Machinery for Sale, Customer Service, Internal Sales, Marketing, Reception, Certification, Fist Floor HR, Finance, Compliance, External Sales, Field Engineering, Welfare Facilities, Toilets, Canteen, NPD, Project Manager, Mezz Floor, Locker Room, Pool Table, Toilets, Meeting Room, Training Room, IT support contracted out to external providers GB3 (IT) and PDS (SG), internal first line support, employee support via line managers and HR dept, no external employee Welfare support, no shift working, remote working, employee support NHS & 111 Guidelines. |   |       |         |                  |          |
| FM Processes, Environment for Operation of Processes & Infrastructure Resources, Equipment Maintenance, Monitoring & Measuring resources, Measurement traceability; Equipment Calibration  |   |       |         |                  |          |
| Annual Racking Inspection Report 2020 by external provider BSS.  |   |       |         |                  |          |
| Invoice# INV-000022 Supply, Delivery & installation of Used PSS Beams For Pallet Racking by external provider RE 04/2021.  |   |       |         |                  |          |
| Thorough examination report 130721-001-0028EMO FLT, RT, Bin Tip, SN 8A203219, SN :G1X115L00048, SN 154542 by external provider HSB 07/2021   |   |       |         |                  |          |
| TR500 S/S Service record by external provider TRN 22/06/2021.  |   |       |         |                  |          |
| Pressure Washer HDS 745 Full Service Report by external provider HCE Ltd. 28/09/2020.  |   |       |         |                  |          |
| Meggers  |   |       |         |                  |          |
| Name:  | S/N   | Draw# | Cert#   | Calibration Ends | Send     |
| CMA  | 817000369   | 3     | U322045 | 17.01.22         | 07.01.22 |
| MI   | 817000363   | 5     | U322046 | 17.02.22         | 07.01.22 |

|                            |             |    |         |          |          |
|----------------------------|-------------|----|---------|----------|----------|
| MR                         | 1110596446  | 6  | U322051 | 17.01.22 | 07.01.22 |
| FE                         | 1100278146  | 7  | U322049 | 17.01.22 | 07.01.22 |
| NR                         | 1121258590  | 8  | U322047 | 17.01.22 | 07.01.22 |
| RO                         | 1100278149  | 9  | U322050 | 17.01.22 | 07.01.22 |
| WS                         | N33-0016    | 10 | U322044 | 14.01.22 | 07.01.22 |
| DG                         | 817000373   | 11 | U322054 | 17.01.22 | 07.01.22 |
| LT                         | 1120434173  | 12 | U332558 | 24.01.22 | 07.01.22 |
| IC                         | 0202025192  | 20 | U322055 | 17.01.22 | 07.01.22 |
| LW                         | 1140045190  | 21 | U322048 | 17.01.22 | 07.01.22 |
| Spare 1                    | 98740972    | 22 | U322559 | 24.01.22 | 07.01.22 |
| Spare 2                    | 981298/4622 | 22 | U322053 | 17.01.22 | 07.01.22 |
| Certificate of Calibration | 204026710   | 22 | U322052 | 17.01.22 | 07.01.22 |

## Tiny Tag Logs

| Name       | SN#    | Draw# | Certificate # | Calibration Ends | Re - Order Date | Previous Logger Destroy Date |
|------------|--------|-------|---------------|------------------|-----------------|------------------------------|
| MRI        | 919582 | A     | UK20621       | 26/10/2021       | 13/10/2021      | Awaiting Return              |
| MLE        | 920973 | B     | UK20536       | 04/11/2021       | 21/10/2021      | Awaiting Return              |
| FEV        | 942000 | D     | UK42017       | 07/07/2022       | 22/06/2022      | 06/07/2021                   |
| LTU        | 942003 | E     | UK42017       | 07/07/2022       | 22/06/2022      | 06/07/2021                   |
| PROD(1)    | 937432 | F     | UK41199       | 20/05/2022       | 06/05/2022      | 11/07/2020                   |
| PROD(2)    | 920968 | G     | UK20536       | 04/11/2021       | 21/10/2021      | 11/07/2020                   |
| PROD(3)    | 937427 | H     | UK41199       | 20/05/2022       | 06/05/2022      | 11/07/2020                   |
| DGR        | 930868 | I     | UK20730       | 17/03/2022       | 03/03/2022      | 16/03/2021                   |
| ROS        | 941993 | J     | UK42017       | 07/07/2022       | 22/06/2022      | 06/07/2021                   |
| CMA        | 930866 | K     | UK20730       | 17/03/2022       | 03/03/2022      | 16/03/2021                   |
| NBR        | 937433 | L     | UK41199       | 21/05/2022       | 05/05/2022      | /                            |
| PROD Spare | 937434 |       | UK41199       | 20/05/2022       | 06/05/2022      | /                            |

## Calibration Certificate records including:

TG-4105 Splash 2 temperature data logger, TCAL-937427-101, by EP GDL (UK) Ltd., SN 937427, 12M, 21/05/2021.  
 TG-4105 Splash 2 temperature data logger, TCAL-942000-101, by EP GDL (UK) Ltd., SN 942000 12M, 08/07/2021.  
 UT531 Insulation Multimeter, U322049, by EP SC Ltd., SN 1100278146 12M, 18/01/2021.  
 AMETEK DTI1000 Temp. indicator, Pt100 probe(s), 114709, by EP GDL (UK) Ltd., SN 016516-01387, 12M, 06/10/2020.  
 AMETEK DTI1000 Temp. indicator, Pt100 probe(s), 115569, by EP GDL (UK) Ltd., SN 013078-01279, 12M, 14/12/2020.

## Internal and external communications

Internal and external communication requirements per operating procedures responsibilities including:

IMS\_P 004 Management Review - Rev. 1.1 – 15/07/2021

IMS\_P 005 Document and Records Control - Rev 1.0 – 21/03/2021

IMS\_P 007 Complaint Management - Rev 1.0 - 20210316

IMS\_P 012 Planning to Address Risks and Opportunities - Rev 1.1 – 15/07/2021

IMS\_P 015 Hazard and Risk Analysis Management - Rev 1.1 – 15/07/2021

IMS\_P 016 Product Withdrawal or Recall - Rev 1.1 - 15/07/2021

IMS\_P 018 Incident Management - Rev 1.1 – 15/07/2021

IMS\_P 023 Customer Satisfaction - Rev 1.0 – 04/08/2021

IMS\_P 024 Change Control - Rev 1.0 - 04/08/2021

Internal and external communications set out in job specifications including:

Warehouse Operative 01/2017.

Production Quality Controller 03/2021.

Compliance Projects Facilitator 02/2021.

Compliance Manager 03/2021.

## Documented Information

IMS\_P 005 Document and Records Control - Rev 1.0 – 21/03/2021

IMS\_P 024 Change Control - Rev 1.0 08/04/2021.

Documented information sample throughout included control requirements.

Backup and recovery processes include cloud back for all documented information and financial system records, IT support outsourced to external provider GB3.

## Organisational knowledge resources

## Knife Meeting Investigation records

| Comments   | Review Date | Who is going to do it? | Agreed Action   | Closed Out date |
|--|-------------|------------------------|---|-----------------|
| Changing knives outside of expected parameter.   | Nov 2020    | PW/PS/GJ/CES           | Site visit to investigate and gather data via production area engagement with colleagues. | Review Nov 20   |
| Lots of knives only used for one day only. Some knives handed back on day 2 before they have been used (1138). Sharp test scores were within SHARP results (278-373) & (358-261). UPDATE: 28/29-10-2020. Still happening, line leaders not challenging due to not having time in a morning particularly on day 2 where multiple knives being changed and because it is felt that there is no point as the operators would 'down tools'/complain to HR of stress related injuries if refused fresh knives.  |             |                        |   |                 |
| Short Knives – Not fit for application.  | Nov 2020    | PW/PS/GJ/CES           | Site visit to investigate and gather data via production area engagement with colleagues. | Review Nov 20   |
| Some comments that knives were too small for application and we will therefore discuss and agree samples of alternative knives for each job in both Pork and Beef departments. Agreed with Seb to look into this further on next site visit. UPDATE: 28/29-10-2020. Audit of beef positions conducted and report attached. Samples of Victorinox 7" trimming knives and Caribou 7" Cavity to be organised.   |             |                        |   |                 |
| Out of spec knives.  | Nov 2020    | PW/PS/GJ/CES           | CES provide template of existing spec in new 3D format.                                   | Review Nov 20   |
| No 'out of spec' knives were witnessed or presented to us. However further discussions required to agree 'finish' spec with possible 'two tier' spec.  |             |                        |   |                 |
| Knife sharpness site validation on delivery.   | Nov 2020    | PW/PS/GJ/CES           | PS & CB to inspect knives on delivery.  | Review Nov 20   |
| CES to possibly provide Knife Sharp Tester to assist PS & CB with pre-issue inspection of knife deliveries. Blind trial of number 220B conducted and results to be discussed.  |             |                        |   |                 |
| Steeling knives before use.  | Nov 2020    | PW/PS/GJ/CES           | Site visit to investigate and gather data via production area engagement with colleagues. | Review Nov 20   |
| No visual evidence gathered but site representatives suggesting that this happens.   |             |                        |   |                 |
| Why don't knives last longer?  | Nov 2020    | PW/PS/GJ/CES           | Site visit to investigate and gather data via production area engagement with colleagues. | Review Nov 20   |
| Lots of operator comments of knives only sharp for ½ hour to 1 hour however, no mass changes of knives on day 1 of use. Lots of changes very early on day 2 with some knives changed before even being used. UPDATE: 28/29-10-2020. We witnessed lots of poor edge maintenance particularly in the PORK department with incorrect use of 'clicker' steels and also pole steels. Time pressures on pace line may also make any EDGE RECOVERY difficult however we witnessed a short period of downtime on the shoulder line but instead of using their time to work on their edges the operatives either stood chatting or in one case used the 'clicker' repeatedly rattling their knife through the bars approximately 20 times. As discussed with PW, CB & PS we believe that Edge Maintenance Training should be delivered to ALL operatives including the BEEF department who refused training previously. |             |                        |   |                 |
| Purposeful damage to gain extra knives.  | Nov 2020    | PW/PS/GJ/CES           | Site visit to investigate and gather data via production area engagement with colleagues. | Review Nov 20   |
| This is information that has been mentioned to us but one operator was seen dragging his edge through the side of the nylon work block very heavily and cutting deep into the this. His explanation was that he was removing 'burr' but his knife had already been used for over an hour and it is extremely unlikely that any burr would have still been on his edge and particularly   |             |                        |   |                 |

because the edges are polished to remove burr. UPDATE: 28/29-10-2020 Atilla asked for us to take a look at one of his knives (28A) which he said that he had only used for a short period of time. We tested the knife on our Sharp Tester and the scores were terrible, the worst we've seen at 844. We can't say with certainty that this was wilful damage and he later said that he had used the knife to remove tail bones so the condition of the edge could be process related. Images clearly show chipping and folding of the edge.

|               |          |              |                               |               |
|---------------|----------|--------------|-------------------------------|---------------|
| Knife Per Day | Nov 2020 | PW/PS/GJ/CES | PW to discuss with technical. | Review Nov 20 |
|---------------|----------|--------------|-------------------------------|---------------|

Suggestion for issuing knives on a daily basis but this is not an option at the moment.

|  |          |              |   |               |
|--|----------|--------------|---|---------------|
| Knife operators helping themselves to additional or sharper knives by taking from spare baskets. | Nov 2020 | PW/PS/GJ/CES | Site visit to investigate and gather data via production area engagement with colleagues. | Review Nov 20 |
|--|----------|--------------|---|---------------|

There is a suggestion that the Pork 'belly & loin' lines are taking knives out of unattended baskets which are stored at the side of these lines and are not recording these changes. The official knife change documents are showing much fewer changes on these lines. UPDATE: 28/29-10-2020 Most operatives in the BEEF room had 4 knives in their baskets and apparently the boners are issued 4 knives to 'keep them quiet'. The PORK department operators had mostly 3 knives per basket apart from the BELLY line who each had 4 knives per basket.

|  |          |              |   |               |
|--|----------|--------------|---|---------------|
| Knife edges damaged when placing into stainless baskets because of missing nylon protector strips. | Nov 2020 | PW/PS/GJ/CES | Site visit to investigate and gather data via production area engagement with colleagues. | Review Nov 20 |
|--|----------|--------------|---|---------------|

Quite a few comments with concerns of not enough care being taken when knives are put into metal baskets particularly when the baskets have missing nylon protective inserts. There is also potential for edge damage when washing the knives whilst still in the baskets by use of the power hose.

|   |          |           |   |               |
|---|----------|-----------|---|---------------|
| Hollow Ground knives feel better than non-HG. | Nov 2020 | PS/GJ/CES | Quite a few comments suggesting operators prefer HG knives. | Review Nov 20 |
|---|----------|-----------|---|---------------|

Set up trial of HG v Non-HG. UPDATE: 28/29-10-2020. Agreed to conduct a trial of HG knives on one line, initially for two days (two knives, 1 x yellow – 1 x black). Date to be agreed.

**Conclusion of the overall effectiveness of the process: Process / Audit Area is satisfactory**



## AUDIT REPORT PART B – AUDIT REPORT

| <b>Process/audit area:</b>   | <b>Operational Planning &amp; Control: Sales, Picking, Packing &amp; Despatch; Stock Management</b> |           |             |          |           |              |               |              |               |          |                               |      |    |        |    |       |          |          |  |        |    |      |    |        |          |          |   |      |    |       |    |        |          |          |  |      |    |      |    |      |          |
|--|---|-----------|-------------|----------|-----------|--------------|---------------|--------------|---------------|----------|-------------------------------|------|----|--------|----|-------|----------|----------|--|--------|----|------|----|--------|----------|----------|---|------|----|-------|----|--------|----------|----------|--|------|----|------|----|------|----------|
| <b>Auditees:</b>   | AT, CS  |           |             |          |           |              |               |              |               |          |                               |      |    |        |    |       |          |          |  |        |    |      |    |        |          |          |   |      |    |       |    |        |          |          |  |      |    |      |    |      |          |
| <b>Auditor (if applicable):</b>  |   |           |             |          |           |              |               |              |               |          |                               |      |    |        |    |       |          |          |  |        |    |      |    |        |          |          |   |      |    |       |    |        |          |          |  |      |    |      |    |      |          |
| <b>Evidence to support audit conclusion:</b>   |   |           |             |          |           |              |               |              |               |          |                               |      |    |        |    |       |          |          |  |        |    |      |    |        |          |          |   |      |    |       |    |        |          |          |  |      |    |      |    |      |          |
| <p>Operational Planning &amp; Control: Sales, Picking, Packing &amp; Despatch; Stock Management</p> <p>Sales</p> <p>345722</p> <p>PO</p> <div><div><div><b>PURCHASE ORDER</b></div><div><b>B15/N497628</b></div></div><div>Page: 1(1)</div><div><div><div>Supply To:</div><div></div></div><div><div>Supplier:</div><div>CUTTING EDGE SERVICES LTD (GBP) UK<br/>UNIT 8 MATRIX PARK<br/>WESTERN AVENUE<br/>BUCKSHAW VILLAGE<br/>CHORLEY PR7 7NB</div></div><div><div>Ordered by</div><div></div></div><div><div>Telephone</div><div></div></div><div><div>VAT Number</div><div>GB694458778</div></div></div><div><div><div>Invoice To:</div><div></div></div><div><div>***NOT FAXED***</div><div>email:</div></div></div><div><div><div>PO Date</div><div>17/09/21</div></div><div><div>Payment Terms</div><div>35 from DOI</div></div><div><div>Freight Terms</div><div>N/A</div></div><div><div>Supplier ID</div><div>CUT001</div></div><div><div>Deal No</div><div></div></div><div><div>Print date/time</div><div>17/09/21 / 13:33</div></div></div></div> <table border="1"><thead><tr><th>Item Code</th><th>Description</th><th>Quantity</th><th>Qty UOM</th><th>Price</th><th>Price UOM</th><th>Net Line Amt</th><th>Delivery Date</th></tr></thead><tbody><tr><td>ZZ901719</td><td>409760-Locking Joint 55TS-923</td><td>5.00</td><td>EA</td><td>4.4500</td><td>EA</td><td>22.25</td><td>22/09/21</td></tr><tr><td>ZZ900028</td><td>402201-Pad Blades 499X20X1mm 35PA-4992-5</td><td>100.00</td><td>EA</td><td>1.93</td><td>EA</td><td>193.00</td><td>22/09/21</td></tr><tr><td>ZZ900027</td><td>710145-Black Cartridge Super Securit CAL 25 55TS-1001</td><td>4.00</td><td>EA</td><td>47.88</td><td>EA</td><td>191.52</td><td>22/09/21</td></tr><tr><td>ZZ900050</td><td>No carriage on any orders with PAD Blades-agreed with Cheryl</td><td>1.00</td><td>EA</td><td>0.10</td><td>EA</td><td>0.10</td><td>22/09/21</td></tr></tbody></table> <p>Order</p> |   | Item Code | Description | Quantity | Qty UOM   | Price        | Price UOM     | Net Line Amt | Delivery Date | ZZ901719 | 409760-Locking Joint 55TS-923 | 5.00 | EA | 4.4500 | EA | 22.25 | 22/09/21 | ZZ900028 | 402201-Pad Blades 499X20X1mm 35PA-4992-5 | 100.00 | EA | 1.93 | EA | 193.00 | 22/09/21 | ZZ900027 | 710145-Black Cartridge Super Securit CAL 25 55TS-1001 | 4.00 | EA | 47.88 | EA | 191.52 | 22/09/21 | ZZ900050 | No carriage on any orders with PAD Blades-agreed with Cheryl | 1.00 | EA | 0.10 | EA | 0.10 | 22/09/21 |
| Item Code  | Description   | Quantity  | Qty UOM     | Price    | Price UOM | Net Line Amt | Delivery Date |              |               |          |                               |      |    |        |    |       |          |          |  |        |    |      |    |        |          |          |   |      |    |       |    |        |          |          |  |      |    |      |    |      |          |
| ZZ901719   | 409760-Locking Joint 55TS-923   | 5.00      | EA          | 4.4500   | EA        | 22.25        | 22/09/21      |              |               |          |                               |      |    |        |    |       |          |          |  |        |    |      |    |        |          |          |   |      |    |       |    |        |          |          |  |      |    |      |    |      |          |
| ZZ900028   | 402201-Pad Blades 499X20X1mm 35PA-4992-5  | 100.00    | EA          | 1.93     | EA        | 193.00       | 22/09/21      |              |               |          |                               |      |    |        |    |       |          |          |  |        |    |      |    |        |          |          |   |      |    |       |    |        |          |          |  |      |    |      |    |      |          |
| ZZ900027   | 710145-Black Cartridge Super Securit CAL 25 55TS-1001   | 4.00      | EA          | 47.88    | EA        | 191.52       | 22/09/21      |              |               |          |                               |      |    |        |    |       |          |          |  |        |    |      |    |        |          |          |   |      |    |       |    |        |          |          |  |      |    |      |    |      |          |
| ZZ900050   | No carriage on any orders with PAD Blades-agreed with Cheryl  | 1.00      | EA          | 0.10     | EA        | 0.10         | 22/09/21      |              |               |          |                               |      |    |        |    |       |          |          |  |        |    |      |    |        |          |          |   |      |    |       |    |        |          |          |  |      |    |      |    |      |          |



View Order

Order Details | Delivery & Invoicing | Payment with Order

Account Selection

Code: DUN0003

Short name:

Postcode:

Name:

By default supply from: 1-Matrix

Order Detail

Order no: 0000345722

Order status: Completed

Document date: 17/09/2021

Date requested: 17/09/2021

Date promised: 20/09/2021

Customer order no: 015N497620

Show values Show quantities

| Item            | Description                               | Quantity | Unit Price | Disc. % | VAT Rate           | Net    |
|-----------------|---|----------|------------|---------|--------------------|--------|
| 55TS-923        | Locking Joint                             | 5.00000  | 4.45000    | 0.00    | Standard Rate t... | 22.25  |
| 35PA-4992-5     | C 499 x 20 x 1.0mm Skinner Blade Rig...   | 20.00000 | 9.66000    | 0.00    | Standard Rate t... | 193.00 |
| 55TS-1001       | Black Cartridge Super Securit CAL25 (...) | 4.00000  | 47.88000   | 0.00    | Standard Rate t... | 191.52 |
| 92-DEL-NIREL... | Northern Ireland Delivery 2/3 Day (UPS... | 1.00000  | 0.00000    | 0.00    | Standard Rate t... | 0.00   |

View Item...

Exchange Rate

Rate: 1.000000 Currency: Pound Sterling

Subtotals

Goods: € 406.77

Charges: € 0.00

Order disc: € 0.00

Totals

Net: € 406.77

VAT: € 81.35

Gross: € 488.12

Invoices... Credit notes... Despatches... View in Document Storage... Cancelled Order Lines... Back to Back POs... Back to Back PO...

## Picking List

### Picking List

Warehouse : 1-Matrix

Customer : DUN0003

Order Number : 0000345722

Deliver To :

Priority : A

Requested date 17/09/2021  
Promised date 20/09/2021

Date 17/09/2021  
Time 15:38:07


| Bin    | Item Code   | Item Description  | Quantity Required | Number Picked | To Follow Units |
|--------|-------------|---|-------------------|---------------|-----------------|
|        |             | Northern Ireland Delivery 2/3 Day (UPS Standard)              | 1                 |               | Each            |
| M0615D | 35PA-4992-5 | C 499 x 20 x 1.0mm Skinner Blade Right Corner Cut (pack of 5) | 20                | 20            | 0 Each          |
| M1404D | 55TS-923    | Locking Joint   | 5                 | 5             | 0 Each          |
| M1411D | 55TS-1001   | Black Cartridge Super Securit CAL25 (1 Box of 500)            | 4                 | 4             | 0 Each          |



## AUDIT REPORT PART B – AUDIT REPORT

|                        |                         |        |  |          |  |
|------------------------|-------------------------|--------|--|----------|--|
| Carrier: DPD           | PALLET                  | BOWKER |  |          |  |
| Picked By: [Signature] | Checked by: [Signature] |        |  | Sage 200 |  |
|                        |                         |        |  | Page 2   |  |

### Despatch Note

|   |   |  |             |                          |               |
|---|---|--|-------------|--------------------------|---------------|
|  | <b>Despatch Note</b>  | <b>Sales Order No:</b><br>0000345722   |             |                          |               |
|   |   | Delivery Note: 0000088577<br>Despatch Date: 17/09/2021<br>Cust. Order No: B15/N497628<br>Account No: DUN0003 |             |                          |               |
| <b>Item Code</b>  | <b>Description</b>  | <b>Quantity this despatch</b>  | <b>Unit</b> | <b>Balance To Follow</b> | <b>Weight</b> |
| 55TS-923  | Locking Joint   | 5.00000  | Each        | 0.00000                  | 0.00          |
| 35PA-4992-5   | C 499 x 20 x 1.0mm Skinner Blade Right Corner Cut (pack of 5) | 20.00000   | Each        | 0.00000                  | 1.50          |
| 55TS-1001   | Black Cartridge Super Securit CAL25 (1 Box of 500)            | 4.00000  | Each        | 0.00000                  | 2.00          |
| 92-DEL-NIRELAND   | Northern Ireland Delivery 2/3 Day (UPS Standard)              | 1.00000  | Each        | 0.00000                  | 0.00          |

### Proof of Delivery



## AUDIT REPORT PART B – AUDIT REPORT

### POD 3145722

Parcel Number: 1550 2909 449 718 T

Collection Date: 17/09/2021

Customer Ref: 345722

Service: parcel - dpd next day

Consignment: 2909449717 (2)

Address:

Email Address:

Parcel Number: 15502909449718  
Name:  
Date: 20/09/2021  
Time: 10:07

  
Name: S/B  
Signed: S/B  
Date: 20/09/2021 10:08

346005

Order

| Order Details   | Delivery & Invoicing  | Payment with Order |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
|---|---|--------------------|------|-------------|----------|------------|---|--|------------|--|---------|------------|---|---------|------------|--|---------|-------------|----------|---------|
| <b>Account Selection</b>  |   |                    |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| <input checked="" type="radio"/> Customer account <input type="radio"/> Cash account  |   |                    |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| Code:   | WEB0002   |                    |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| Short name:   | Web Cust  |                    |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| Postcode:   |   |                    |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| Name:   | Web Customer Sales Account                                      |                    |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| By default supply from:   |   |                    |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| <b>Order Detail</b>   |   |                    |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| Order no:   | 0000346075  |                    |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| Order status:   | Live  |                    |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| Document date:  | 27/09/2021  |                    |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| Date requested:   | 27/09/2021  |                    |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| Date promised:  | 28/09/2021  |                    |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| Customer order no:  | 100012653   |                    |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| <table><thead><tr><th>Item</th><th>Description</th><th>Quantity</th></tr></thead><tbody><tr><td>45SO-2003G</td><td>Sioen Flexothane Classic Trousers 'Rotterdam' Medium Dark Green</td><td></td></tr><tr><td>45SO-2004G</td><td>Flexothane Classic Trousers 'Rotterdam' Large Dark Green</td><td>2.00000</td></tr><tr><td>45SO-1003G</td><td>Flexothane Essential Jacket - 'Jakarta' Medium Dark Green</td><td>1.00000</td></tr><tr><td>45SO-1004G</td><td>Flexothane Essential Jacket - 'Jakarta' Large Dark Green</td><td>2.00000</td></tr><tr><td>92-DEL-POST</td><td>Delivery</td><td>1.00000</td></tr></tbody></table> |   |                    | Item | Description | Quantity | 45SO-2003G | Sioen Flexothane Classic Trousers 'Rotterdam' Medium Dark Green |  | 45SO-2004G | Flexothane Classic Trousers 'Rotterdam' Large Dark Green | 2.00000 | 45SO-1003G | Flexothane Essential Jacket - 'Jakarta' Medium Dark Green | 1.00000 | 45SO-1004G | Flexothane Essential Jacket - 'Jakarta' Large Dark Green | 2.00000 | 92-DEL-POST | Delivery | 1.00000 |
| Item  | Description   | Quantity           |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| 45SO-2003G  | Sioen Flexothane Classic Trousers 'Rotterdam' Medium Dark Green |                    |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| 45SO-2004G  | Flexothane Classic Trousers 'Rotterdam' Large Dark Green        | 2.00000            |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| 45SO-1003G  | Flexothane Essential Jacket - 'Jakarta' Medium Dark Green       | 1.00000            |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| 45SO-1004G  | Flexothane Essential Jacket - 'Jakarta' Large Dark Green        | 2.00000            |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |
| 92-DEL-POST   | Delivery  | 1.00000            |      |             |          |            |   |  |            |  |         |            |   |         |            |  |         |             |          |         |

Picking List



## AUDIT REPORT PART B – AUDIT REPORT

### Picking List

Date 24/09/2021

Time 14:08:03

Warehouse : 1-Matrix

Customer : WOO3001

Order Number : 0000346005

Priority : A

Requested date 24/09/2021

Promised date 27/09/2021


Deliver To :

| Bin    | Item Code                   | Item Description  | Quantity Required | Number Picked                   | To Follow | Units  |
|--------|-----------------------------|---|-------------------|---------------------------------|-----------|--------|
|        |                             | 2/3 Day Delivery  | 1                 | <input type="text" value="6"/>  |           | Each   |
| M0510D | 45CE-19000                  | Cap Safety Centurion Bump Orange                            | 6                 | <input type="text" value="6"/>  |           | 0 Each |
| M0601D | 42CV-0235B-0                | EN812 Bung Caps A (255 x 425 x 25 35 micron Case 1000) Blue |                   |                                 |           |        |
|        | Batch/Serial number : 76993 |   | 20                | <input type="text" value="30"/> |           | 0 Each |
|        | Batch/Serial number : 79442 | 830 0601C   | 10                | <input type="text" value="30"/> |           | Each   |
| M1118H | 42LP-0008                   | Exhaust Tubing 4in dia 10kg Roll                            | 2                 | <input type="text" value="2"/>  |           | 0 Each |

Despatch Note



## AUDIT REPORT PART B – AUDIT REPORT

|   |   |  |             |                          |               |
|---|---|--|-------------|--------------------------|---------------|
|  | <b>Despatch Note</b>                                  | <b>Sales Order No:</b><br>0000346005   |             |                          |               |
|   |   | Delivery Note: 0000088994<br>Despatch Date: 27/09/2021<br>Cust. Order No:<br>Account No: W003001 |             |                          |               |
| <b>Item Code</b>  | <b>Description</b>                                    | <b>Quantity this despatch</b>  | <b>Unit</b> | <b>Balance To Follow</b> | <b>Weight</b> |
| 42LP-0008   | Exhaust Tubing 4 in dia 10kg Roll                     | 2.00000  | Each        | 0.00000                  | 20.00         |
| 45CE-19000  | Cap Safety Centurion Bump Orange EN812                | 6.00000  | Each        | 0.00000                  | 1.20          |
| 91-DEL-2/3DAY   | 2/3 Day Delivery                                      | 1.00000  | Each        | 0.00000                  | 0.00          |
| 42CV-0235B-0  | Bung Caps A (255 x 425 x 25 35 micron Case 1000) Blue | 30.00000   | Each        | 0.00000                  | 285.00        |
| Batch/Serial Number : 78993   |   |  |             |                          |               |
| Batch/Serial Number : 79442   |   |  |             |                          |               |

### Proof of Delivery

🔍 Legs for JobItemId:3937912 - Google Chrome

🔒 Not secure | .com/eS /Dialogs/LegsDlg.aspx?JobItemId=3937912

| Leg | Status              | Leg Date   | From Address              | To Address | Vehicle    | Driver               | Trailers |
|-----|---------------------|------------|---------------------------|------------|------------|----------------------|----------|
| 1   | Collection Complete | 27/09/2021 | CUTTING EDGE SERVICES LTD | ~Preston   | [PO18 OLB] | [GOSIK]              | [LOAD 1] |
| 2   | Internal Trunk      | 27/09/2021 | ~Preston                  | ~Leeds     |            | (LEEDS) (EX PRESTON) |          |
| 3   | Delivery Complete   | 28/09/2021 | ~Leeds                    |            |            |                      |          |

346075

Order

| Order Details  |   | Delivery & Invoicing |                     | Payment with Order |                    |         |
|--|---|----------------------|---------------------|--------------------|--------------------|---------|
| <b>Account Selection</b>   |   |                      | <b>Order Detail</b> |                    |                    |         |
| Code:  | W003001                                 |                      | Order no:           | 0000346005         |                    |         |
| Short name:  |   |                      | Order status:       | Completed          |                    |         |
| Postcode:  |   |                      | Document date:      | 24/09/2021         |                    |         |
| Name:  |   |                      | Date requested:     | 24/09/2021         |                    |         |
| By default supply from:  | 1-Matrix                                |                      | Date promised:      | 26/09/2021         |                    |         |
|  |   |                      | Customer order no:  | Gary               |                    |         |
| <input checked="" type="radio"/> Show values <input type="radio"/> Show quantities |   |                      |                     |                    |                    |         |
| Item   | Description                             | Quantity             | Unit Price          | Disc. %            | VAT Rate           | Net     |
| 42LP-0008  | Exhaust Tsbng 4in dia 10kg Roll         | 2.00000              | 37.27000            | 0.00               | Standard Rate t... | 74.54   |
| 46CE-19000   | Cap Safety Centurion Bump Orange E...   | 6.00000              | 4.25000             | 0.00               | Standard Rate t... | 25.50   |
| 91-DEL-2/3DAY  | 2/3 Day Delivery                        | 1.00000              | 0.00000             | 0.00               | Standard Rate t... | 0.00    |
| 42CV-02358-0   | Bung Caps A (255 x 425 x 25 35 micro... | 30.00000             | 54.88000            | 0.00               | Standard Rate t... | 1646.40 |

## Proof of Delivery

### Delivery Information:

|                   |   |                    |                         |
|-------------------|---|--------------------|-------------------------|
| Status:           | Delivered                                       | Delivered To:      | Receptionist/Front Desk |
| Signed for by:    | C.C   | Delivery Location: |                         |
| Service type:     | FedEx Next Day                                  |                    |                         |
| Special Handling: | Deliver Weekday;<br>Indirect Signature Required |                    |                         |
|                   |   | Delivery date:     | Sep 28, 2021 09:44      |

### Shipping Information:

|                  |              |            |   |
|------------------|--------------|------------|---|
| Tracking number: | 529900132028 | Ship date: | Sep 27, 2021  |
|                  |              | Weight:    | 7.0 LB/3.18 KG  |
| Recipient:       |              | Shipper:   | CUTTING EDGE SERVICES   |
|                  |              |            | Unit 8 Western Avenue<br>Buckshaw Village<br>Chorley, GB, PR7 7NB |

Reference 346075

**Conclusion of the overall effectiveness of the process:** Process / Audit Area is satisfactory

|  |  |
|--|--|
| <b>Process/audit area:</b>                   | <b>Operational Planning &amp; Control: Control of externally provided processes, products and services</b> |
| <b>Auditees:</b>                             | AT, CS   |
| <b>Auditor (if applicable):</b>              |  |
| <b>Evidence to support audit conclusion:</b> |  |

Operational Planning & Control, Control of externally provided processes, products and services

Supplier Management Process Improvement underway

### Supplier Approval Log record

[illegible]

| Code   | Date Added | Supplier Type<br>i/e agent or<br>manufacturer/<br>service<br>provider/<br>Freight | Site           | Product                          | Subcategory                 | Risk<br>Assessmen<br>t H/M/L | Approval Status        |
|--------|------------|---|----------------|----------------------------------|-----------------------------|------------------------------|------------------------|
| ACT001 | 15/03/2021 | Supplier  | Braintree      | Hand Tools                       | Lubricants                  | L                            | Approved               |
| ADC001 | 15/03/2021 | Supplier  | Chentenham     | Butchery & Abattoir Consumables  | Paper                       | L                            | Approved               |
| ADE001 | 15/03/2021 | Supplier  | New Zeland     | Butchery & Abattoir Consumables  | Clips                       | L                            | Approved               |
| ADV002 | 15/03/2021 | Supplier  | Chentenham     | Butchery & Abattoir Consumables  | Paper                       | L                            | Approved               |
| AGR002 | 15/03/2021 | Supplier  | Lugan          | Butchery & Abattoir Consumables  | Meat Marking                | L                            | Approved based on risk |
| RT001  | 15/03/2021 | Supplier  | Chorley        | Butchery & Abattoir Consumables  | Coaxing                     |                              | Approved based on risk |
| ALP003 | 15/03/2021 | Supplier  | Basildon       | Knives,Sharpening& Cutting       | Sharpening                  |                              | Approved based on risk |
| AME001 | 15/03/2021 | Supplier  | USA            | Blades                           | Slicers                     | L                            | Approved based on risk |
| LAN005 | 15/03/2021 | Supplier  | Oldham         | Butchery & Abattoir Consumables  | Twine, Netting & Meat Ties  | L                            | Approved               |
| FIO001 | 15/03/2021 | Supplier  | Italy          | Butchery & Abattoir Consumables  | Meat Marking                | L                            | Approved               |
| ATL002 | 15/03/2021 | Distirbutor   | Newport        | Knives,Sharpening& Cutting       | Cutting                     | M                            | Approved               |
| AUE001 | 15/03/2021 | Distributor   | Birmingham     | Butchery & Abattoir Consumables  | Internal Use                |                              | Approved based on risk |
| BAC003 | 15/03/2021 | Manufacturer  | Switzerland    | Butchery & Abattoir Consumables  | Twine, Netting & Meat Ties  | H                            | Approved               |
| BEE001 | 15/03/2021 | Wholesaler  | West Bromwich  | PPE                              | Gloves                      | L                            | Approved               |
| BIR001 | 15/03/2021 | Manufacturer  | Birmingham     | PPE                              | Clothing                    | L                            | Approved based on risk |
| BP1001 | 15/03/2021 | Manufacturer  | Heanor         | PPE                              | Cleaning & Hygiene          | L                            | Approved               |
| BOB001 | 15/03/2021 | Supplier  | France         | Knives,Sharpening& Cutting       | Sharpening                  | L                            | Approved based on risk |
| PAC002 | 15/03/2021 | Distributor   | USA            | PPE                              | Gloves                      |                              | Conditionally approved |
| BUR001 | 15/03/2021 | Distributor   | Leicester      | Knives,Sharpening& Cutting       | Knives                      |                              | Approved based on risk |
| CAS002 | 15/03/2021 | Supplier  | Billinmgham    | PPE                              | Cleaning & Hygiene          |                              | Approved based on risk |
| CEN002 | 15/03/2021 | Supplier  | Thetford       | PPE                              | Health & Safety Equipmnt    | L                            | Approved based on risk |
| CPA001 |            | Supplier  | USA            | PPE                              | Health & Safety Equipmnt    |                              | Approved based on risk |
| CJK001 |            | Supplier  | Chinley        | Butchery & Abattoir Consumables  | Meat Marking                |                              | Approved based on risk |
| COV002 | 15/03/2021 | Supplier  | China          | Butchery & Abattoir Consumables  | Clips, Plugs, Rings & Bands | M                            | Approved               |
| CPD001 |            | Supplier  | Hull           | PPE                              | Cleaning & Hygiene          |                              | Approved based on risk |
| CRA001 | 15/03/2021 | Supplier  | Telford        | PPE                              | Workplace Safety            | L                            | Approved based on risk |
| DAS001 |            | Supplier  | France         | Knives,Sharpening& Cutting       | Knives                      |                              | Approved based on risk |
| DAT003 | 15/03/2021 | Manufacturer  | York           | Butchery & Abattoir Consumables  | Meat Marking                | L                            | Approved               |
| DET001 |            | Supplier  | York           | Butchery & Abattoir Consumables  | Maintenance Supplies        |                              | Approved based on risk |
| BAR003 | 15/03/2021 | Manufacturer  | USA            | Butchery & Abattoir Consumables  | Hooks                       | L                            | Approved based on risk |
| CCL001 | 15/03/2021 | Manufacturer  | Alfreton       | PPE                              | Cleaning & Hygiene          | M                            | Approved               |
| DUND01 | 15/03/2021 | Manufacturer  | Netherlands    | Wellington Boots                 | -                           | L                            | Approved               |
| DUR001 | 15/03/2021 | Manufacturer  | USA            | Blades                           | Hand Tools                  | L                            | Approved               |
| ECO002 | 15/03/2021 | Manufacturer  | Roterham       | Butchery & Abattoir Consumables  | Internal Use                | L                            | APPROVED BASED ON RISK |
| EUR001 | 15/03/2021 | Manufacturer  | Birmingham     | Aluminium and Plastic Containers | -                           | L                            | DELISTED               |
| EDG002 |            | Manufaturer   | Germany        | Spares                           | Sharpenig                   |                              | Approved based on risk |
| EGG001 |            | Maufacturer   | Sheffield      | Spares                           | Sharpenig                   |                              | Approved based on risk |
| ENG001 |            | Manufacturer  | Petersfield    | Knives,Sharpening& Cutting       | Knife Accessories           |                              | Approved based on risk |
| SCA002 |            | Supplier  | Dunstable      | PPE                              | Cleaning & Hygiene          |                              | Approved based on risk |
| EXC002 | 15/03/2021 | Agent   | Witney         | Butchery & Abattoir Consumables  | Internal Use                | L                            | Approved               |
| EXC001 |            | Supplier  | Bury           | PPE                              | Workplace Safety            |                              | Approved based on risk |
| FIN002 |            | Supplier  | Bury           | Knives,Sharpening& Cutting       | Sharpening                  |                              | Approved based on risk |
| FIS004 |            | Supplier  | France         | Knives,Sharpening& Cutting       | Sharpening                  |                              | Approved based on risk |
| FIS003 |            | Wholesaler  | Stoke on Trent | Knives,Sharpening& Cutting       | Sharpening                  |                              | Approved based on risk |
| FLE002 |            | Supplier  | Wellingborough | Butchery & Abattoir Consumables  | Internal Use                |                              | Approved based on risk |
| GRA003 |            | Supplier  | Sheffield      | Knives,Sharpening& Cutting       | Knives                      |                              | Approved based on risk |
| GOC001 |            | Wholesaler  | Chesterfield   | PPE                              | Gloves                      |                              | Approved based on risk |
| HEV001 |            | Supplier  | Netherlands    | PPE                              | Footwear                    |                              | Approved based on risk |
| HON001 | 15/03/2021 | Manufacturer  | France         | PPE                              | Chainmail                   | L                            | Approved               |
| ICO001 | 15/03/2021 | Manufacturer  | Burnley        | Butchery & Abattoir Consumables  | Clips, Plugs, Rings & Bands | M                            | OUT OF DATE            |
| IND004 |            | Manufacturer  | Wrexham        | Butchery & Abattoir Consumables  | Twine, Netting & Meat Ties  |                              | Approved based on risk |
| JAS001 |            | Supplier  | India          | Spares                           | Skinner/Dendrers & Slicers  |                              | Approved based on risk |

|         |            |              |                 |                                 |                             |   |                        |
|---------|------------|--------------|-----------------|---------------------------------|-----------------------------|---|------------------------|
| JEW0001 |            | Supplier     | Sheffield       | Blades                          | Slicers                     |   | Approved based on risk |
| JOL001  | 15/03/2021 | -            | -               | Gloves                          | -                           | L | DELISTED               |
| LEM001  | 15/03/2021 | Manufacturer | France          | PPE                             | Footwear                    | L | Approved               |
| ATL003  |            | Supplier     | USA             | Blades                          | Hand Tools                  |   | Approved based on risk |
| KAI001  |            | Supplier     | Japan           | Knives,Sharpening& Cutting      | Cutting                     |   | Approved based on risk |
| ADV002  |            | Supplier     | Cheltenham      | Butchery & Abattoir Consumables | Paper                       |   | Approved based on risk |
| EMP001  |            | Supplier     | Lockerbie       | Butchery & Abattoir Consumables | Internal Use                |   | Approved based on risk |
| APP002  |            | Supplier     | Halesowen       | Butchery & Abattoir Consumables | Meat Marking                |   | Approved based on risk |
| LEH001  | 15/03/2021 | Supplier     | Germany         | Knives,Sharpening& Cutting      | Cutting                     | L | Approved based on risk |
| LEV004  | 15/03/2021 | Supplier     | Leyland         | Butchery & Abattoir Consumables | Internal Use                | L | Approved based on risk |
| LI0001  | 15/03/2021 | Supplier     | Nottingham      | PPE                             | Gloves                      | L | Approved based on risk |
| LUT002  | 15/03/2021 | Supplier     | Germany         | Blades                          | Hand Tools                  | L | Approved based on risk |
| MAC001  | 15/03/2021 | Supplier     | Wigan           | Butchery & Abattoir Consumables | Internal Use                | L | Approved based on risk |
| MAN005  | 15/03/2021 | Supplier     | Italy           | PPE                             | Clothing                    | L | Approved based on risk |
| MAT005  | 15/03/2021 | Manufacturer | Oldham          | PPE                             | Cleaning & Hygiene          | L | Approved               |
| NEW002  |            | Manufacturer | Shrewsbury      | Butchery & Abattoir Consumables | Internal Use                |   | Approved based on risk |
| NEW001  |            | Wholesaler   | Birkenhead      | Knives,Sharpening& Cutting      | Sharpening                  |   | Approved based on risk |
| NOR011  |            | Supplier     | Telford         | PPE                             | Cleaning & Hygiene          |   | Approved based on risk |
| PPU001  |            | Supplier     | Poland          | Knives,Sharpening& Cutting      | Knife Accessories           |   | Approved based on risk |
| PAL003  | 15/03/2021 | Manufacturer | Lutterworth     | PPE                             | Cleaning & Hygiene          | L | Approved               |
| PAR003  | 15/03/2021 | Supplier     | Blackburn       | Knives,Sharpening& Cutting      | Knife Accessories           | L | Approved based on risk |
| HAN001  |            | Supplier     | Bourne          | PPE                             | Workplace Safety            |   | Approved based on risk |
| POR001  | 15/03/2021 | Manufacturer | Rotherham       | PPE                             | Health & Safety Equipmnt    | L | Approved               |
| PRO003  | 15/03/2021 | Manufacturer | France          | PPE                             | Gloves                      | L | Approved               |
| REG001  | 15/03/2021 | Supplier     | Wides           | PPE                             | Gloves                      | L | Approved based on risk |
| HMH001  |            | Supplier     | Germany         | PPE                             | Clothing                    |   | Approved based on risk |
| RIT001  |            | Supplier     | Rippon          | Butchery & Abattoir Consumables | Coaxing                     |   | Approved based on risk |
| RIC002  |            | Supplier     | Portlinton      | PPE                             | Clothing                    |   | Approved based on risk |
| RQC001  | 15/03/2021 | Manufacturer | Leeds           | Butchery & Abattoir Consumables | Internal Use                | L | DELISTED               |
| SGB001  |            | Supplier     | Stafford        | Knives,Sharpening& Cutting      | Sharpening                  |   | Approved based on risk |
| SAM001  |            | Supplier     | Sheffield       | Knives,Sharpening& Cutting      | Knives                      |   | Approved based on risk |
| OTZ001  | 15/03/2021 | Supplier     | Denmark         | Blades                          | Hand Tools                  | L | Approved               |
| SIO002  | 15/03/2021 | Manufacturer | Belgium         | PPE                             | Clothing                    | L | Approved               |
| NEI001  | 15/03/2021 | Supplier     | Sheffield       | Knives,Sharpening& Cutting      | Cutting                     | L | Approved               |
| STA005  | 15/03/2021 | Manufacturer | Roxburghshire   | Blades                          | Hand Tools                  | L | Approved               |
| SUP002  | 15/03/2021 | Supplier     | Smethwick       | PPE                             | Workplace Safety            | L | Approved               |
| TAY001  | 15/03/2021 | Manufacturer | Sheffield       | Knives,Sharpening& Cutting      | Knives                      | L | Approved based on risk |
| TER001  | 15/03/2021 | Supplier     | France          | Butchery & Abattoir Consumables | Maintenance Supplies        | M | Conditionally approved |
| SAF001  |            | Supplier     | Quedgeley       | Knives,Sharpening& Cutting      | Knives                      |   | Approved based on risk |
| TGW001  | 15/03/2021 | Manufacturer | Sheffield       | Knives/Blades                   | -                           | L | DELISTED               |
| UBP001  |            | Supplier     | Burton-on-Trent | Butchery & Abattoir Consumables | Clips, Plugs, Rings & Bands |   | Approved based on risk |
| ULT001  |            | Supplier     | Wolverhampton   | PPE                             | Gloves                      |   | Approved based on risk |
| UNI002  | 15/03/2021 | Supplier     | Kent            | PPE                             | Gloves                      | L | Approved               |
| UNI006  |            | Wholesaler   | London          | PPE                             | Gloves                      |   | Approved based on risk |
| VEL001  |            | Wholesaler   | Italy           | Butchery & Abattoir Consumables | Clips, Plugs, Rings & Bands |   | Approved based on risk |
| VIK002  | 15/03/2021 | Supplier     | Denmark         | PPE                             | Cleaning & Hygiene          | L | Approved               |
| AGR001  | 15/03/2021 | Agent        | Italy           | Butchery & Abattoir Consumables | Clips, Plugs, Rings & Bands | L | Approved               |
| WRI002  |            | Wholesaler   | Liverpool       | Knives,Sharpening& Cutting      | Knife Accessories           |   | Approved based on risk |
| WEI001  |            | Supplier     | Poland          | Butchery & Abattoir Consumables | Coaxing                     |   | Approved based on risk |
| WOL001  |            | Supplier     | Sheffield       | Blades                          | Hand Tools                  |   | Approved based on risk |

| Code   | Re Approval Date | SAQ - Expiry Date (only applicable cert. non available) | BRC (GFSI) - Expiry Date | BR C Grade   | ISO 9001 - Expiry Date | ISO 14001 - Expiry Date | ISO 18001 - Expiry Date | Industry Relevant ISO - Expiry Date | Product Liability Insurance Expiry Date | Comments | Agreed approval standard (BRC/GFSI +ISO 9001 or ISO9001 or industry relevant ISO or SAQ or RA) |
|--------|------------------|---|--------------------------|--------------|------------------------|-------------------------|-------------------------|-------------------------------------|---|----------|--|
| ACT001 | Mar-24           |   |                          |              | 18/05/2022             |                         |                         |                                     | 22/11/2021                              |          | ISO 9001   |
| ADC001 | Mar-24           |   | 12/11/2021               | A            | 23/04/2023             |                         |                         |                                     | 13/03/2022                              |          | BRC+ISO  |
| ADE001 | Mar-24           |   |                          |              | 24/01/2022             |                         |                         |                                     | 31/05/2022                              |          | ISO 9001   |
| ADV002 | Mar-24           |   | 12/11/2021               | A            | 23/04/2023             |                         |                         |                                     |   |          | BRC+ISO  |
| AGR002 | Mar-22           |   |                          |              |                        |                         |                         |                                     |   |          |  |
| RIT001 | Mar-22           |   |                          |              |                        |                         |                         |                                     |   |          |  |
| ALP003 | Mar-22           |   |                          |              |                        |                         |                         |                                     |   |          |  |
| AME001 | Mar-22           |   |                          |              |                        |                         |                         |                                     |   |          |  |
| LAN005 | Mar-24           |   | 09/12/2021               | AA           | 21/11/2021             |                         |                         |                                     | REQ UEST ED - April 20                  |          | BRC+ISO  |
| FIO001 | Mar-24           |   | 29/07/2022               | FSS C 220 00 | 26/11/2022             |                         |                         |                                     | REQ UEST ED - April 20                  |          | FSSC+ISO 9001  |
| ATL002 | Mar-24           |   |                          |              | 03/03/                 |                         |                         |                                     | REQ                                     |          | ISO 9001   |





## AUDIT REPORT PART B – AUDIT REPORT

|         |        |                |            |                       |  |            |            |            |                |  |              |  |
|---------|--------|----------------|------------|-----------------------|--|------------|------------|------------|----------------|--|--------------|--|
|         |        |                |            |                       | 2024                                   |            |            |            |                | UEST<br>ED -<br>April<br>20                                      |              |  |
| AUE001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| BAC003  | Mar-24 |                | 29/06/2022 | FSS<br>C<br>220<br>00 |  |            |            |            | 31/12<br>/2021 | IFS<br>approve<br>d haulier<br>- Rhenus<br>Logistics<br>13/08/21 | FSSC 22000   |  |
| BEE001  | Mar-24 |                |            |                       | 27/02/<br>2024                         |            |            |            | 30/03<br>/2022 |  | ISO 9001     |  |
| BIR001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| BPI001  | Mar-24 |                |            |                       | 29/07/<br>2022                         | 29/07/2022 | 29/07/2022 |            |                |  | ISO 9001     |  |
| BOB001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| PAC002  | Jan-22 | 22/01/<br>2022 |            |                       |  |            |            |            |                |  |              |  |
| BUR001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| CAS002  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| CEN002  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| CPA001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| CJK001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| COV002  | Mar-24 | 25/06/<br>2022 |            |                       | awaiti<br>ng<br>new<br>certific<br>ate |            |            |            |                |  | ISO 9001     |  |
| CPD001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| CRA001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| DAS001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| DAT003  | Mar-24 |                |            |                       | 22/11/<br>2021                         |            |            |            |                |  | ISO 9001     |  |
| DET001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| BAR003  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| CCL001  | Mar-24 |                |            |                       | 05/02/<br>2024                         | 05/02/2024 |            |            |                |  | ISO 9001     |  |
| DUN01   | Mar-24 |                |            |                       | 15/06/<br>2022                         |            |            |            |                |  | ISO 9001     |  |
| DUR001  | Mar-24 |                |            |                       | 13/04/<br>2022                         |            |            | 13/04/2022 |                | ISO<br>13485 -<br>INDUST<br>RY<br>RELEVA<br>NT                   | ISO 9001     |  |
| ECO002  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| EUR001  | Mar-24 |                |            | A                     |  |            |            |            |                |  | NOT APPROVED |  |
| EDG002  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| EGG001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| ENG001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| SCA002  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| EXC002  | Apr-24 |                | 19/01/2022 | AA                    | 13/07/<br>2022                         |            |            |            |                | ISO<br>REQUE<br>STED   | BRC + ISO    |  |
| EXC001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| FIN002  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| FIS004  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| FIS003  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| FLE002  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| GRA003  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| GOC001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| HEV001  | Mar-22 |                |            |                       | 15/06/<br>2022                         |            |            |            |                |  | ISO 9001     |  |
| HON001  | Mar-24 |                |            |                       | 19/04/<br>2022                         |            |            |            |                |  | ISO 9001     |  |
| ICO001  | Mar-24 | 16/10/<br>2020 |            |                       |  |            |            |            |                | certificati<br>on<br>requeste<br>d                               |              |  |
| IND004  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| JAS001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| JEW0001 | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| JOL001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| LEM001  | Mar-24 |                |            |                       | 06/11/<br>2021                         | 06/11/2021 |            |            |                |  | ISO 9001     |  |
| ATL003  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| KAI001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| ADV002  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| EMP001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| APP002  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| LEH001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| LEY004  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| LIO001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| LUT002  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| MAC001  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| MAN005  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |
| MAT005  | Mar-24 |                | 10/04/2022 | A                     | 09/06/<br>2023                         |            |            |            |                |  | BRC+ISO      |  |
| NEW002  | Mar-22 |                |            |                       |  |            |            |            |                |  |              |  |

|        |        |                 |            |             |            |            |  |            |  |                            |                       |
|--------|--------|-----------------|------------|-------------|------------|------------|--|------------|--|----------------------------|-----------------------|
| NEW001 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| NOR011 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| PPU001 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| PAL003 | Mar-24 |                 |            |             | 27/01/2024 | 20/03/2024 |  |            |  |                            | ISO 9001              |
| PAR003 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| HAN001 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| POR001 | Mar-24 |                 |            |             | 03/05/2022 | 08/05/2022 |  | 03/04/2022 |  | ISO 45001                  | ISO 9001              |
| PRO003 | Mar-24 |                 |            |             | 18/09/2024 | 05/09/2022 |  |            |  |                            | ISO 9001              |
| REG001 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| HMH001 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| RIT001 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| RIC002 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| ROC001 | Mar-24 |                 |            |             | 15/07/2022 | 15/07/2022 |  | 15/07/2022 |  | ISO 45001 & NSF Approval   | ISO 9001              |
| SGB001 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| SAM001 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| OTZ001 | Mar-24 |                 | awaiting   |             | awaiting   | awaiting   |  |            |  |                            |                       |
| SIO002 | Mar-24 |                 | 29/06/2022 | FSS C 22000 | 07/05/2023 | 05/11/2023 |  |            |  | OEKO-TEX STANDARD APPROVED | ISO 9001 + FSSC 22000 |
| NEI001 | Mar-24 |                 |            |             | 24/09/2022 |            |  |            |  | FSC Approval               | ISO 9001              |
| STA005 | Mar-24 |                 |            |             | 06/01/2024 |            |  |            |  | USDA Certification         | ISO 9001              |
| SUP002 | Mar-24 |                 |            |             | 28/11/2021 |            |  |            |  |                            | ISO 9001              |
| TAY001 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| TER001 | Jun-22 | awaiting to SAQ |            |             |            |            |  |            |  | SAQ REQUESTED              | SAQ + RA              |
| SAF001 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| TGW001 | Mar-24 | 08/03/2021      |            |             |            |            |  |            |  | SAQ REQUESTED              | SAQ + RA              |
| UBP001 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| ULT001 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| UNI002 | Mar-24 |                 |            |             | 06/12/2023 | 06/12/2023 |  | 06/12/2023 |  | ISO 45001                  | ISO 9001              |
| UNI006 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| VEL001 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| VIK002 | Mar-24 |                 |            |             | 22/09/2023 | 22/09/2023 |  |            |  |                            | ISO 9001              |
| AGR001 | Mar-24 |                 | 31/07/2022 | AA          | 16/11/2021 |            |  |            |  |                            | BRC+ISO               |
| WRI002 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| WEI001 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |
| WOL001 | Mar-22 |                 |            |             |            |            |  |            |  |                            |                       |

## FM Processes Supplier Management record

| Area                                    | Supplier | Telephone No    | Contract?          | Type of Service                | Notes  |
|---|----------|-----------------|--------------------|--------------------------------|--|
| Intruder alarm System                   | MF&      | 0844 4130181    | yes                | support & maintenance          | was Swift - change in name   |
| Key holding                             | A        | 0844 5532181    | yes                | service                        |  |
| Fire Alarm System - call out            | MF&      | 0844 4130181    | yes                | support & maintenance          |  |
| Fire Alarm System - system/EL/SM checks | P        | 1282717171      | yes                | support, service & maintenance |  |
| Rear Yard Elec Gates                    | HF       | 01772 822507    | no                 | Annual service & maintenance   |  |
| Front access Door                       | BG       | 0870 6075050    | no                 | maintenance                    |  |
| Roller Shutters W/H                     | BG       | 0870 6075050    | no                 | Annual service & maintenance   |  |
| Fire Extinguishers                      | WF       | 01772 693777    | no                 | Annual service & maintenance   |  |
| Boilers                                 | H        | 01704 88029     | no                 | Annual service & maintenance   |  |
| HVAC System                             | T        |                 |                    |                                |  |
| Office Cleaning & windows               | LNC      | 7803427612      | no formal contract | 5 days a week clean (4 hours)  | Would recc supplier review - 2 quotes passed to C  |
| Pest Control                            | R        | 0808 271 9310   | Yes                | 10 visits - to schedule        | close monitoring required due to risk. Managed on portal. Annual review essential due to BRC req |
| General /Recycling Waste                | BMW      | 0330 1234 100   | Yes                | Weekly collection              | Would recc supplier review as now over weight charges being applied                              |
| PAT Testing                             | PC       | 01978 799389    | No                 | Annual service                 |  |
| Shredding                               | BMW      | 0330 1234 100   | Yes                | 4 consoles collected monthly   |  |
| Sanitary Bins                           | ST       | (0)1942 872 136 | Yes                | monthly                        | contract changed 2019 from Initial   |
| Compressor Service                      | see Eng  |                 |                    |                                |  |
| Racking                                 | LINK 51? | 01952 682251    | No                 | T Exam - annual                | Has not been done - refer to KL  |
| FLT & pallet truck                      | HSB      | 0845 3455510    | ?                  | T Exam                         | Exam certs stored on HSB portal  |

**Conclusion of the overall effectiveness of the process: Process / Audit Area is satisfactory**

| <b>Process/audit area:</b>  | <b>People Resources, Competence &amp; Awareness</b> |                 |                           |                 |                             |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
|---|---|-----------------|---------------------------|-----------------|-----------------------------|-------------|---------------------|-----------------|----------|--|--|--|--|----------------------|----------|--|------------|--|---------------------------|----------------------|----------|--|------------|--|---------------------------|----------------------|----------|------------|--|--|---------------------------|-----------------|----------|------------|--|--------|---------------------------|------------------------------|----------|------------|--|---------|---------------------------|-------------------------------|----------|------------|--|---------|---------------------------|---|----------|------------|--|---------|---------------------------|--|----------|------------|--|---------|---------------------------|---|----------|------------|--|---------|---------------------------|------------------------------------|----------|------------|--|---------|---------------------------|-------------------------|----------|------------|--|--------|-------------------|-------------------|----------|------------|--|--------|---------------------------|-----------------------|----------|------------|--|--|-------------------|----------------------------|----------|--|--|---------|-----------------------------|---|----------|--|--|---------|-----------------------------|-----------------------------------|----------|--|--|--------|-----------------------------|------------------------------|----------|--|--|---------|-----------------------------|-----------------------------------|----------|--|--|---------|-----------------------------|-----------------------|----------|------------|--|--|------------------|--|----------|------------|--|--|---------------------------|------------------------|----------|------------|--|--|---------------------------|-----------------------|----------|------------|------------|--|---------------------------|--------------------------|----------|------------|------------|--|---------------------------|-------------------------|----------|------------|--|--------|---------------------------|--------------------------------|----------|------------|--|--|---------------------------|---------------------------|----------|------------|--|---------|---------------------------|----------------------------|----------|------------|--|---------|---------------------------|-----------------|----------|------------|--|--|-------------------|----------------------------|----------|------------|--|---------|---------------------------|-----------------------------|----------|------------|--|---------|---------------------------|--------------------------|----------|------------|--|---------|---------------------------|---|----------|------------|--|---------|---------------------------|-------------------------|----------|------------|------------|--|---------------------------|------------------------------|----------|------------|------------|--|---------------------------|---------------------------|----------|------------|------------|--|---------------------------|-----------------------------|----------|------------|--|--|---------------------------|----------------|----------|--|--|-------------|-------------------|
| <b>Auditees:</b>  | AT, CS  |                 |                           |                 |                             |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| <b>Auditor (if applicable):</b>   |   |                 |                           |                 |                             |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| <b>Evidence to support audit conclusion:</b>  |   |                 |                           |                 |                             |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| <p>People Resources, Competence &amp; Awareness</p> <p>Warehouse Operative</p> <p>Job Specification record Warehouse Operative 01/2017.</p> <p>Performance Review Appraisal Form Record 08/2021.</p> <p>Training Record Ee187 2021.</p> <table border="1"> <thead> <tr> <th>Training Desc</th> <th>Training Method</th> <th>Completion Date</th> <th>Expiry Date if Applicable</th> <th>ISO Doc Ref</th> <th>Level of Competency</th> </tr> </thead> <tbody> <tr> <td>TRAINING RECORD</td> <td>Internal</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>FLT - Counterbalance</td> <td>External</td> <td></td> <td>05/01/2018</td> <td></td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>FLT - Counterbalance</td> <td>External</td> <td></td> <td>05/01/2018</td> <td></td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Training Record 2016</td> <td>Internal</td> <td>11/01/2016</td> <td></td> <td></td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Manual Handling</td> <td>Internal</td> <td>31/08/2016</td> <td></td> <td>HR011R</td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Goods in - Work instructions</td> <td>Internal</td> <td>06/01/2017</td> <td></td> <td>WARE001</td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Goods out - Work instructions</td> <td>Internal</td> <td>06/01/2017</td> <td></td> <td>WARE002</td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Receiving Returned Goods - Work Instruction</td> <td>Internal</td> <td>06/01/2017</td> <td></td> <td>WARE004</td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Perpetual Inventory Count - Work Instruction</td> <td>Internal</td> <td>06/01/2017</td> <td></td> <td>WARE010</td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Demo Returns to Goods In - Work Instruction</td> <td>Internal</td> <td>06/01/2017</td> <td></td> <td>WARE017</td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Glass and Chemical Spill Procedure</td> <td>Internal</td> <td>12/01/2017</td> <td></td> <td>WARE014</td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Personal Hygiene Policy</td> <td>Internal</td> <td>30/01/2017</td> <td></td> <td>QMS022</td> <td>Read &amp; Understood</td> </tr> <tr> <td>Dress Code Policy</td> <td>Internal</td> <td>23/02/2017</td> <td></td> <td>HR037P</td> <td>Fully Trained &amp; competent</td> </tr> <tr> <td>Employee Handbook V10</td> <td>Internal</td> <td>06/04/2017</td> <td></td> <td></td> <td>Read &amp; understood</td> </tr> <tr> <td>Goods In Work Instructions</td> <td>Internal</td> <td></td> <td></td> <td>WARE001</td> <td>Fully Trained and Competent</td> </tr> <tr> <td>Blade Regrind Order Processing Process Flow</td> <td>Internal</td> <td></td> <td></td> <td>PROD032</td> <td>Fully Trained and Competent</td> </tr> <tr> <td>Engineering Customr Quote Request</td> <td>Internal</td> <td></td> <td></td> <td>ENG016</td> <td>Fully Trained and Competent</td> </tr> <tr> <td>Direct Delivery Process Flow</td> <td>Internal</td> <td></td> <td></td> <td>CUST045</td> <td>Fully Trained and Competent</td> </tr> <tr> <td>Blade Regrind Order Processing WI</td> <td>Internal</td> <td></td> <td></td> <td>CUST037</td> <td>Fully Trained and Competent</td> </tr> <tr> <td>Employee Handbook V12</td> <td>Internal</td> <td>14/07/2017</td> <td></td> <td></td> <td>Read&amp; understood</td> </tr> <tr> <td>Basics of HACCP and Prerequisite Awareness</td> <td>Internal</td> <td>13/10/2017</td> <td></td> <td></td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Tone of Voice Workshop</td> <td>External</td> <td>10/01/2018</td> <td></td> <td></td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Reach Truck Refresher</td> <td>External</td> <td>30/05/2018</td> <td>29/05/2021</td> <td></td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Counterbalance Refresher</td> <td>External</td> <td>23/05/2018</td> <td>22/05/2021</td> <td></td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Site Security Procedure</td> <td>Internal</td> <td>12/11/2019</td> <td></td> <td>SCM009</td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Working Safely during COVID-19</td> <td>Internal</td> <td>09/06/2020</td> <td></td> <td></td> <td>Fully Trained &amp; competent</td> </tr> <tr> <td>Goods-In work instruction</td> <td>Internal</td> <td>14/07/2020</td> <td></td> <td>WARE001</td> <td>Fully Trained &amp; 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Competent</td> </tr> <tr> <td>D1 Fork Lift Truck Refresher</td> <td>External</td> <td>13/05/2021</td> <td>13/05/2024</td> <td></td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Fork Lift Counter Balance</td> <td>External</td> <td>20/05/2021</td> <td>20/05/2024</td> <td></td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Working at height awareness</td> <td>External</td> <td>27/07/2021</td> <td></td> <td></td> <td>Fully Trained &amp; Competent</td> </tr> <tr> <td>Quality Policy</td> <td>Internal</td> <td></td> <td></td> <td>IMS-POL-001</td> <td>Read &amp; Understood</td> </tr> </tbody> </table> <p>Production Quality Controller.</p> <p>Job Specification record Production Quality Controller 03/2021.</p> <p>Appraisal Form Record 08/2021.</p> <p>Training Record EeID 238 2021.</p> |   | Training Desc   | Training Method           | Completion Date | Expiry Date if Applicable   | ISO Doc Ref | Level of Competency | TRAINING RECORD | Internal |  |  |  |  | FLT - Counterbalance | External |  | 05/01/2018 |  | Fully Trained & Competent | FLT - Counterbalance | External |  | 05/01/2018 |  | Fully Trained & Competent | Training Record 2016 | Internal | 11/01/2016 |  |  | Fully Trained & Competent | Manual Handling | Internal | 31/08/2016 |  | HR011R | Fully Trained & Competent | Goods in - Work instructions | Internal | 06/01/2017 |  | WARE001 | Fully Trained & Competent | Goods out - Work instructions | Internal | 06/01/2017 |  | WARE002 | Fully Trained & Competent | Receiving Returned Goods - Work Instruction | Internal | 06/01/2017 |  | WARE004 | Fully Trained & Competent | Perpetual Inventory Count - Work Instruction | Internal | 06/01/2017 |  | WARE010 | Fully Trained & Competent | Demo Returns to Goods In - Work Instruction | Internal | 06/01/2017 |  | WARE017 | Fully Trained & Competent | Glass and Chemical Spill Procedure | Internal | 12/01/2017 |  | WARE014 | Fully Trained & Competent | Personal Hygiene Policy | Internal | 30/01/2017 |  | QMS022 | Read & Understood | Dress Code Policy | Internal | 23/02/2017 |  | HR037P | Fully Trained & competent | Employee Handbook V10 | Internal | 06/04/2017 |  |  | Read & understood | Goods In Work Instructions | Internal |  |  | WARE001 | Fully Trained and Competent | Blade Regrind Order Processing Process Flow | Internal |  |  | PROD032 | Fully Trained and Competent | Engineering Customr Quote Request | Internal |  |  | ENG016 | Fully Trained and Competent | Direct Delivery Process Flow | Internal |  |  | CUST045 | Fully Trained and Competent | Blade Regrind Order Processing WI | Internal |  |  | CUST037 | Fully Trained and Competent | Employee Handbook V12 | Internal | 14/07/2017 |  |  | Read& understood | Basics of HACCP and Prerequisite Awareness | Internal | 13/10/2017 |  |  | Fully Trained & Competent | Tone of Voice Workshop | External | 10/01/2018 |  |  | Fully Trained & Competent | Reach Truck Refresher | External | 30/05/2018 | 29/05/2021 |  | Fully Trained & Competent | Counterbalance Refresher | External | 23/05/2018 | 22/05/2021 |  | Fully Trained & Competent | Site Security Procedure | Internal | 12/11/2019 |  | SCM009 | Fully Trained & Competent | Working Safely during COVID-19 | Internal | 09/06/2020 |  |  | Fully Trained & competent | Goods-In work instruction | Internal | 14/07/2020 |  | WARE001 | Fully Trained & competent | Goods-out work instruction | Internal | 14/07/2020 |  | WARE002 | Fully Trained & competent | COVID-19 Policy | Internal | 06/11/2020 |  |  | Read & Understood | Goods In -Work Instruction | Internal | 15/01/2021 |  | WARE001 | Fully Trained & Competent | Goods out -Work Instruction | Internal | 11/02/2021 |  | WARE002 | Fully Trained & Competent | Chemical Spill Procedure | Internal | 07/04/2021 |  | WARE015 | Fully Trained & Competent | Glass & brittle material breakage procedure | Internal | 08/04/2021 |  | WARE014 | Fully Trained & Competent | Fork Lift Truck - Reach | External | 13/05/2021 | 13/05/2024 |  | Fully Trained & Competent | D1 Fork Lift Truck Refresher | External | 13/05/2021 | 13/05/2024 |  | Fully Trained & Competent | Fork Lift Counter Balance | External | 20/05/2021 | 20/05/2024 |  | Fully Trained & Competent | Working at height awareness | External | 27/07/2021 |  |  | Fully Trained & Competent | Quality Policy | Internal |  |  | IMS-POL-001 | Read & Understood |
| Training Desc   | Training Method                                     | Completion Date | Expiry Date if Applicable | ISO Doc Ref     | Level of Competency         |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| TRAINING RECORD   | Internal  |                 |                           |                 |                             |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| FLT - Counterbalance  | External  |                 | 05/01/2018                |                 | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| FLT - Counterbalance  | External  |                 | 05/01/2018                |                 | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Training Record 2016  | Internal  | 11/01/2016      |                           |                 | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Manual Handling   | Internal  | 31/08/2016      |                           | HR011R          | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Goods in - Work instructions  | Internal  | 06/01/2017      |                           | WARE001         | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Goods out - Work instructions   | Internal  | 06/01/2017      |                           | WARE002         | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Receiving Returned Goods - Work Instruction   | Internal  | 06/01/2017      |                           | WARE004         | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Perpetual Inventory Count - Work Instruction  | Internal  | 06/01/2017      |                           | WARE010         | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Demo Returns to Goods In - Work Instruction   | Internal  | 06/01/2017      |                           | WARE017         | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Glass and Chemical Spill Procedure  | Internal  | 12/01/2017      |                           | WARE014         | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Personal Hygiene Policy   | Internal  | 30/01/2017      |                           | QMS022          | Read & Understood           |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Dress Code Policy   | Internal  | 23/02/2017      |                           | HR037P          | Fully Trained & competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Employee Handbook V10   | Internal  | 06/04/2017      |                           |                 | Read & understood           |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Goods In Work Instructions  | Internal  |                 |                           | WARE001         | Fully Trained and Competent |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Blade Regrind Order Processing Process Flow   | Internal  |                 |                           | PROD032         | Fully Trained and Competent |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Engineering Customr Quote Request   | Internal  |                 |                           | ENG016          | Fully Trained and Competent |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Direct Delivery Process Flow  | Internal  |                 |                           | CUST045         | Fully Trained and Competent |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Blade Regrind Order Processing WI   | Internal  |                 |                           | CUST037         | Fully Trained and Competent |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Employee Handbook V12   | Internal  | 14/07/2017      |                           |                 | Read& understood            |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Basics of HACCP and Prerequisite Awareness  | Internal  | 13/10/2017      |                           |                 | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Tone of Voice Workshop  | External  | 10/01/2018      |                           |                 | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Reach Truck Refresher   | External  | 30/05/2018      | 29/05/2021                |                 | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Counterbalance Refresher  | External  | 23/05/2018      | 22/05/2021                |                 | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Site Security Procedure   | Internal  | 12/11/2019      |                           | SCM009          | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Working Safely during COVID-19  | Internal  | 09/06/2020      |                           |                 | Fully Trained & competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Goods-In work instruction   | Internal  | 14/07/2020      |                           | WARE001         | Fully Trained & competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Goods-out work instruction  | Internal  | 14/07/2020      |                           | WARE002         | Fully Trained & competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| COVID-19 Policy   | Internal  | 06/11/2020      |                           |                 | Read & Understood           |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Goods In -Work Instruction  | Internal  | 15/01/2021      |                           | WARE001         | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Goods out -Work Instruction   | Internal  | 11/02/2021      |                           | WARE002         | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Chemical Spill Procedure  | Internal  | 07/04/2021      |                           | WARE015         | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Glass & brittle material breakage procedure   | Internal  | 08/04/2021      |                           | WARE014         | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Fork Lift Truck - Reach   | External  | 13/05/2021      | 13/05/2024                |                 | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| D1 Fork Lift Truck Refresher  | External  | 13/05/2021      | 13/05/2024                |                 | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Fork Lift Counter Balance   | External  | 20/05/2021      | 20/05/2024                |                 | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Working at height awareness   | External  | 27/07/2021      |                           |                 | Fully Trained & Competent   |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |
| Quality Policy  | Internal  |                 |                           | IMS-POL-001     | Read & Understood           |             |                     |                 |          |  |  |  |  |                      |          |  |            |  |                           |                      |          |  |            |  |                           |                      |          |            |  |  |                           |                 |          |            |  |        |                           |                              |          |            |  |         |                           |                               |          |            |  |         |                           |   |          |            |  |         |                           |  |          |            |  |         |                           |   |          |            |  |         |                           |                                    |          |            |  |         |                           |                         |          |            |  |        |                   |                   |          |            |  |        |                           |                       |          |            |  |  |                   |                            |          |  |  |         |                             |   |          |  |  |         |                             |                                   |          |  |  |        |                             |                              |          |  |  |         |                             |                                   |          |  |  |         |                             |                       |          |            |  |  |                  |  |          |            |  |  |                           |                        |          |            |  |  |                           |                       |          |            |            |  |                           |                          |          |            |            |  |                           |                         |          |            |  |        |                           |                                |          |            |  |  |                           |                           |          |            |  |         |                           |                            |          |            |  |         |                           |                 |          |            |  |  |                   |                            |          |            |  |         |                           |                             |          |            |  |         |                           |                          |          |            |  |         |                           |   |          |            |  |         |                           |                         |          |            |            |  |                           |                              |          |            |            |  |                           |                           |          |            |            |  |                           |                             |          |            |  |  |                           |                |          |  |  |             |                   |

| Training Desc                               | Training Method | Completion Date | Expiry Date if Applicable | ISO Doc Ref | Level of Competency         |
|---|-----------------|-----------------|---------------------------|-------------|-----------------------------|
| Hollow Grind Procedure                      | Internal        | 08/09/2016      |                           | PROD010     | Fully Trained & Competent   |
| HG QC Guide                                 | Internal        | 06/09/2016      |                           | PROD017a    | Fully Trained & Competent   |
| Tipping Procedure                           | Internal        | 06/09/2016      |                           | PROD022     | Fully Trained & Competent   |
| Tipping QC check guide                      | Internal        | 06/09/2016      |                           | PROD022a    | Fully Trained & Competent   |
| Polishing - single                          | Internal        | 06/09/2016      |                           | PROD012     | Fully Trained & Competent   |
| Polisher - twins                            | Internal        | 06/09/2016      |                           | PROD011     | Fully Trained & Competent   |
| Quality Policy                              | Internal        | 06/09/2016      | 06/09/2016                |             | Fully Trained & Competent   |
| Health & Safety Policy                      | Internal        | 06/09/2016      | 06/09/2016                |             | Fully Trained & Competent   |
| Environment Policy                          | Internal        | 06/09/2016      | 06/09/2016                |             | Fully Trained & Competent   |
| Ethical Policy                              | Internal        | 06/09/2016      | 06/09/2016                |             | Fully Trained & Competent   |
| Mission Statement                           | Internal        | 06/09/2016      | 06/09/2016                |             | Fully Trained & Competent   |
| Hygiene Policy                              | Internal        | 06/09/2016      | 06/09/2016                |             | Fully Trained & Competent   |
| QMS Structure                               | Internal        | 06/09/2016      | 06/09/2016                |             | Fully Trained & Competent   |
| Manual Handling                             | Internal        | 06/09/2016      | 06/09/2016                |             | Fully Trained & Competent   |
| Whizard Blade Sharpening Procedure          | Internal        | 28/10/2016      |                           | PROD018     | Fully Trained & Competent   |
| Knife Preparation Procedure                 | Internal        | 18/01/2017      |                           | PROD017     | Fully Trained & Competent   |
| Slicer Blade Sharpening Procedure           | Internal        | 18/01/2017      |                           | PROD016     | Fully Trained & Competent   |
| Scissor Sharpening QC Guide                 | Internal        | 18/01/2017      |                           | PROD015a    | Fully Trained & Competent   |
| Personal Hygiene Policy                     | Internal        | 30/01/2017      |                           | QMS022      | Read & Understood           |
| Hollow Grind Procedure                      | Internal        | 14/03/2017      |                           | PROD010     | Fully Trained & Competent   |
| Polishing (Twins) Procedure                 | Internal        | 14/03/2017      |                           | PROD010     | Fully Trained & Competent   |
| Honing Procedure                            | Internal        | 14/03/2017      |                           | PROD013     | Fully Trained & Competent   |
| Edge Centre - Clean Down Procedure          | Internal        | 14/03/2017      |                           | PROD024     | Fully Trained & Competent   |
| Employee Handbook V10                       | Internal        | 06/04/2017      |                           |             | Read & understood           |
| Blade Regrind Order Processing Process Flow | Internal        |                 |                           | PROD032     | Fully Trained and Competent |
| Blade Regrind Order Processing WI           | Internal        |                 |                           | CUST037     | Fully Trained and Competent |
| Safe Driving at Work Policy                 | Internal        |                 |                           | HR0055      | Read & Understood           |
| Employee Handbook V12                       | Internal        | 14/07/2017      |                           |             | Read & understood           |
| Fire Marshal Training                       | External        | 06/02/2018      |                           |             | Fully Trained & Competent   |
| Tone of Voice Workshop                      | External        | 10/01/2018      |                           |             | Fully Trained & Competent   |
| Counterbalance Refresher                    | External        | 18/05/2018      | 17/05/2021                |             | Fully Trained & Competent   |
| Site Security Procedure                     | Internal        | 12/11/2019      |                           | SCM009      | Fully Trained & Competent   |
| Working Safely during COVID-19              | Internal        | 19/06/2020      |                           |             | Fully Trained & competent   |
| COVID-19 Policy                             | Internal        | 06/11/2020      |                           |             | Read & Understood           |
| Washing & Bagging Procedure PROD014         | Internal        | 06/11/2020      |                           | PROD014     | Read & Understood           |
| Knife Preparation Procedure PROD017         | Internal        | 06/11/2020      |                           | PROD017     | Read & Understood           |
| Chemical Spill Procedure                    | Internal        | 07/04/2021      |                           | WARE015     | Fully Trained & Competent   |
| Glass & brittle material breakage procedure | Internal        | 08/04/2021      |                           | WARE014     | Fully Trained & Competent   |
| Fork Lift Truck - Counter Balance           | External        | 20/05/2021      | 20/05/2024                |             | Fully Trained & Competent   |
| Fire Marshal Training                       | External        | 09/06/2021      | 09/06/2024                |             | Fully Trained & Competent   |
| Quality Policy                              | Internal        |                 |                           | IMS-POL-001 | Read & Understood           |

Maintenance / Caretaker, Internal Auditor

Job Specification record Maintenance / Caretaker 02/2017.

Performance Review Appraisal Form Record 07/2021.

Training Record Ee203 2021.

| Training Desc                            | Training Method | Completion Date | Expiry Date if Applicable | ISO Doc Ref | Level of Competency               |
|--|-----------------|-----------------|---------------------------|-------------|-----------------------------------|
| ISO Training Certificates                | External        | 02/10/2001      |                           |             | Fully Trained & Competent Trainer |
| Safety Rack Certificates                 | External        | 30/03/2015      |                           |             | Fully Trained & Competent Trainer |
| Manual Handling                          | Internal        | 01/09/2016      |                           | HR011R      | Fully Trained & Competent         |
| Personal Hygiene Policy                  | Internal        | 30/01/2017      |                           | QMS022      | Read & Understood                 |
| Dress Code Policy                        | Internal        | 23/02/2017      |                           | HR037P      | Fully Trained & competent         |
| Employee Handbook V10                    | Internal        | 06/04/2017      |                           |             | Read & understood                 |
| Safe Driving at Work Policy              | Internal        |                 |                           | HR0055      | Read & Understood                 |
| Employee Handbook V12                    | Internal        | 14/07/2017      |                           |             | Read & understood                 |
| Basics of HACCP & Prerequisite Awareness | Internal        | 23/01/2019      |                           |             | Fully Trained & Competent         |
| Site Security Procedure                  | Internal        | 12/11/2019      |                           | SCM009      | Fully Trained & Competent         |
| COVID-19 Policy                          | Internal        | 06/11/2020      |                           |             | Read & Understood                 |
| Working at height awareness              | External        | 23/07/2021      |                           |             |                                   |
| Working at Heights V3                    | Webinar         | 23/07/2021      |                           |             | Fully Trained & Competent         |
| Quality Policy                           | Internal        | 22/09/2021      |                           | IMS-POL-001 | Read & Understood                 |

Compliance Projects Facilitator, Internal Auditor

Job Specification record Compliance Projects Facilitator 02/2021.

Internal Auditor 01/2014.

Training Record Ee342 2021.

| Training Desc                        | Training Method | Completion Date | ISO Doc Ref | Level of Competency       |
|--------------------------------------|-----------------|-----------------|-------------|---------------------------|
| Manual Handling                      | Induction       | 10/02/2021      |             | Fully Trained & Competent |
| Company Handbook v12                 | Induction       | 10/02/2021      |             | Read & Understood         |
| Employee Safety Handbook             | Induction       | 10/02/2021      |             | Read & Understood         |
| Employee Code of Conduct             | Induction       | 10/02/2021      | HR003R      | Read & Understood         |
| Health & Safety Policy               | Induction       | 10/02/2021      | QMS002      | Read & Understood         |
| Quality Policy                       | Induction       | 10/02/2021      | QMS001      | Read & Understood         |
| Personal Hygiene Policy              | Induction       | 10/02/2021      | QMS022      | Read & Understood         |
| ICT Acceptable Use Policy            | Induction       | 10/02/2021      | HR013R      | Read & Understood         |
| Training Policy                      | Induction       | 10/02/2021      | HR046R      | Read & Understood         |
| Bradford Factor Memo                 | Induction       | 10/02/2021      |             | Read & Understood         |
| Deductions from Pay Agreement        | Induction       | 10/02/2021      | HR006       | Read & Understood         |
| Contact with Clients & Customer Info | Induction       | 10/02/2021      |             | Read & Understood         |
| Dress Code Policy                    | Induction       | 10/02/2021      |             | Read & Understood         |
| Travel & Expenses Policy             | Induction       | 10/02/2021      | HR046       | Read & Understood         |
| Privacy Notice for Employees         | Induction       | 10/02/2021      | HR046       | Read & Understood         |
| Data Protection Policy               | Induction       | 10/02/2021      | HR051       | Read & Understood         |
| Subject Access Request Policy        | Induction       | 10/02/2021      | HR060       | Read & Understood         |
| Site Security Procedure              | Induction       | 10/02/2021      | SCM009      | Fully Trained & Competent |
| COVID-19 Policy                      | Induction       | 10/02/2021      |             | Read & Understood         |
| Mobile Phone Policy and Procedure    | Internal        | 08/06/2021      |             | Read & Understood         |
| Environmental Awareness              | External        | 15/06/2021      |             | Basic Training            |
| Quality Policy                       | Internal        | 28/09/2021      | IMS-POL-001 | Read & Understood         |

Compliance Manager

Job Specification record Compliance Manager 03/2021.


Probation Review Form Record 08/2021.

Training Record EeID343 2021.

| Training Desc                        | Training Method | Completion Date | Expiry Date if Applicable | ISO Doc Ref | Level of Competency       |
|--------------------------------------|-----------------|-----------------|---------------------------|-------------|---------------------------|
| Manual Handling                      | Induction       | 01/03/2021      |                           |             | Fully Trained & Competent |
| Company Handbook v12                 | Induction       | 01/03/2021      |                           |             | Read & Understood         |
| Employee Safety Handbook             | Induction       | 01/03/2021      |                           |             | Read & Understood         |
| Employee Code of Conduct             | Induction       | 01/03/2021      |                           | HR003R      | Read & Understood         |
| Health & Safety Policy               | Induction       | 01/03/2021      |                           | QMS002      | Read & Understood         |
| Quality Policy                       | Induction       | 01/03/2021      |                           | QMS001      | Read & Understood         |
| Personal Hygiene Policy              | Induction       | 01/03/2021      |                           | QMS022      | Read & Understood         |
| ICT Acceptable Use Policy            | Induction       | 01/03/2021      |                           | HR013R      | Read & Understood         |
| Training Policy                      | Induction       | 01/03/2021      |                           | HR046R      | Read & Understood         |
| Bradford Factor Memo                 | Induction       | 01/03/2021      |                           |             | Read & Understood         |
| Deductions from Pay Agreement        | Induction       | 01/03/2021      |                           | HR006       | Read & Understood         |
| Contact with Clients & Customer Info | Induction       | 01/03/2021      |                           |             | Read & Understood         |
| Dress Code Policy                    | Induction       | 01/03/2021      |                           |             | Read & Understood         |
| Travel & Expenses Policy             | Induction       | 01/03/2021      |                           | HR046       | Read & Understood         |
| Privacy Notice for Employees         | Induction       | 01/03/2021      |                           | HR046       | Read & Understood         |
| Data Protection Policy               | Induction       | 01/03/2021      |                           | HR051       | Read & Understood         |
| Subject Access Request Policy        | Induction       | 01/03/2021      |                           | HR060       | Read & Understood         |
| Site Security Procedure              | Induction       | 01/03/2021      |                           | SCM009      | Fully Trained & Competent |
| COVID-19 Policy                      | Induction       | 01/03/2021      |                           |             | Read & Understood         |
| Fire Marshal Training                | External        | 09/06/2021      | 09/06/2024                |             | Fully Trained & Competent |
| Mobile Phone Policy and Procedure    | Internal        | 07/06/2021      |                           |             | Read & Understood         |
| Environmental Awareness              | External        | 15/06/2021      |                           |             | Basic Training            |
| Emergency first aid at work          | External        |                 | 21/07/2024                |             | Fully Trained & Competent |
| Quality Policy                       | Internal        |                 |                           | IMS-POL-001 | Read & Understood         |

**Conclusion of the overall effectiveness of the process:** Process / Audit Area is satisfactory

## Use of Registration Marks and Logos

|  |     |
|--|-----|
| Use of Registration Mark (if used) is in accordance with the Rules of Registration | Yes |
| Corporate website.   |     |
|   |     |

### Example of the current NQA logos:

ISO 9001 (UKAS Accredited)



ISO 9001 (UKAS Accredited) with 'UKAS Tick and Crown'



More information can be found at: <https://www.nqa.com/en-gb/clients/logo-library>

If there are inaccuracies, errors or queries regarding this report or audit findings, please contact NQA Head Office on 0800 052 2424 within five working days of the closing meeting.

## End of Audit

## Audit Plan

This plan relates to the next Surveillance visit.

Relevant Standard/Supporting Documentation: ISO9001:2015

| Member/<br>Role | TBC (Lead Auditor)   | Member/<br>Role                              | TBC (Lead Auditor)  |
|-----------------|--|--|---|
| Date            | Day 1  | Date   | Day 2   |
| Time            | Location/Department /Function  | Time   | Location/Department/Function  |
| 0900            | Arrive at Local Customer Site  | 0900   | Opening Meeting   |
| 0900            | Site Visit, Operational Planning and Control: Service Delivery (Maintenance & Sharpening) at point of service. | 0915   | Performance Evaluation: Management review; Internal audit; Monitoring, measurement, analysis, evaluation; Customer satisfaction   |
|                 |  | 1000   | Complaints, Nonconformity and corrective action, Continual improvement  |
|                 |  | 1030   | Organisational Context: Purpose, intended results, Internal and external issues, Needs & expectations of interested parties, Documented management system scope, boundaries & applicability; Quality management system, Quality Processes |
|                 |  | 1100   | Leadership and Commitment & Customer Focus: Interview, Quality Policy, Organisational Roles, Responsibilities & Authorities   |
|                 |  | 1130   | Planning: Quality Objectives and plans to achieve them, Actions to address risks and opportunities, Planning of Changes   |
| 1200            | End of Day 1   | 1200   | Lunch   |
|                 |  | 1230   | Site Tour   |
|                 |  | 1300   | Environment for Operation of Processes & Infrastructure resources, Equipment Maintenance, Monitoring & Measuring resources, Measurement traceability; Equipment Calibration   |
|                 |  | 1330   | Operational Planning & Control: New Product Development   |
|                 |  | 1430   | People resources, Competence & Awareness  |
|                 |  | 1500   | Organisational knowledge resources  |
|                 |  | 1520   | Internal & External Communications, Documented Information, Use of Marks  |
|                 |  | 1545   | Consolidation of any actionable findings  |
|                 |  | 1600   | Closing Meeting   |
|                 |  | 1630   | Report Writing  |
|                 |  | 1700   | End of Audit  |
| Completed by    | James Walker   | Timings and content may be subject to change |   |

The objectives of the audit will be:

- To confirm that the management system had been established implemented and maintained in accordance with the requirements of the audit standard.
- To evaluate the ability of the management system to ensure the client organisation meets applicable statutory, regulatory and contractual requirements. Note: A management system certification audit is not a legal compliance audit.
- To evaluate the effectiveness of the management system to ensure it is continually meeting its specified objectives
- To identify as applicable, areas of the management system for potential improvement.

The audit scope describes the extent and boundaries of the audit, such as physical locations, organisational units, activities and processes to be audited.

Where the initial or re-certification process consists of more than one audit (e.g. covering different locations), the scope of an individual audit may not cover the full certification scope, but the totality of audits shall be consistent with the scope in the certification document.



## AUDIT REPORT PART D – AUDIT MATRIX

### Relevant Standard/Supporting Documentation:

ISO 9001:2015

- This audit programme is to be prepared by the Lead Auditor at the completion of the Stage 2 audit or the Recertification audit. It should be replicated in all subsequent surveillance visit reports.
- Where an element(s) of the programme cannot be completed at a given visit the programme shall be amended and up-issued accordingly to ensure coverage at the following visit.
- Site visits are to be included in the programme with a clear indication as to the processes intended to be sampled.

| Type of visit   | Surveillance 2   | Recertification | Surveillance 1 | Surveillance 2 | Recertification |
|---|--|-----------------|----------------|----------------|-----------------|
| Visit Due Date (MM/YY)  | 10/19  | 10/20           | 09/21          | 09/22          | 09/23           |
| Mandatory Elements / Selected Processes   | Processes to be audited during visits are to be indicated with a cross (X).<br>All processes are to be audited during a three-year certification cycle excluding the re-certification visit. |                 |                |                |                 |
| Context of the organization   | ✓  | ✓               | X              | X              | X               |
| Leadership  | ✓  | ✓               | X              | X              | X               |
| Planning  | ✓  | ✓               | X              | X              | X               |
| Support   | ✓  | ✓               | X              | X              | X               |
| Performance evaluation  | ✓  | ✓               | X              | X              | X               |
| Improvement   | ✓  | ✓               | X              | X              | X               |
| Use of marks and references to certification / Client website   | ✓  | ✓               | X              | X              | X               |
| Site Tour   |  | ✓               | X              | X              | X               |
| Operational Planning & Control Processes in "The provision of high quality food processing machinery, equipment and services to the food production, processing & preparation industry, including knives, consumables, PPE, spare parts, maintenance and sharpening services.":           |  |                 |                |                |                 |
| • Service Delivery (Maintenance & Sharpening)   | ✓  | ✓               |                | X              | X               |
| • Sales   | ✓  | ✓               | X              |                | X               |
| • Picking, Packing & Despatch, Stock Management   |  | ✓               | X              |                | X               |
| • Purchasing & Control of External Providers  |  | ✓               | X              |                | X               |
| • New Product Development   |  | ✓               |                | X              | X               |
| Off Site Processes for review at Site Visits (Specify)  |  |                 |                |                |                 |
| • Service Delivery (Maintenance & Sharpening)   | ✓  |                 |                | X              | X               |
| Non-Core Shifts to be Audited (non-core shifts to be audited minimum of 1 per cycle)  |  |                 |                |                |                 |
| • Not applicable  |  |                 |                |                |                 |
| Client Locations to be visited (Specify)  |  |                 |                |                |                 |
| • Matrix Park, Western Avenue, Buckshaw Village, Chorley, PR7 7NB   | ✓  | Remote          | Remote         | X              | X               |
| Audit trails will be developed based upon identified risk throughout the audit and as such timings and content may be subject to change.<br>Where the client operates shifts, the activities that take place during shift working shall be considered when developing the audit programme |  |                 |                |                |                 |



# ONGOING SUPPORT SERVICES



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**Access all NQA logos here:**

<https://www.nqa.com/en-gb/clients/logo-library>

