



## Scope of ERP UK IMS (Integrated Management System)

### About Landbell Group

European Recycling Platform (ERP) are proud to be part of the Landbell Group – the leading supplier of global services and consulting for environmental and chemical compliance. Established as a dual system in Germany in the year of 1995, Landbell Group has developed into an international central point of contact for take-back/collection and recycling services.

The company with headquarters in Mainz, Germany, offers a national and international compliance scheme for sales packaging and provides tailor-made and efficient sector solutions. Landbell Group's services contain the take back and disposal of electric and electronic waste, a deposit scheme for one-way bottles as well as waste disposal services for the industry, transport packaging and a complete service. The Landbell Group became a shareholder of ERP in 2014.

### About ERP

ERP was founded in 2002 in response to the introduction of the European Union's Waste Electrical and Electronic Equipment (WEEE) Directive. ERP's mission is to ensure cost effective implementation of the directive, for the benefit of the participating companies and their customers. ERP are the only producer responsibility organisation for WEEE, batteries, and packaging across Europe and beyond. Our straightforward solutions cover WEEE, batteries, and packaging recycling – all supported by our unique data services.

Created by producers for producers, we aim to provide our members with high-quality compliance at the best possible price and simplify the complexities of compliance and reporting. ERP offers pan-European compliance solutions in 32 countries meeting each customer's needs, through a suite of custom-tailored compliance, recycling and consultancy services.

### About ERP UK

ERP UK Ltd is the UK operation for the European Recycling Platform and is based in two locations:

- London Office: Barley Mow Centre, 10 Barley mow Passage, Chiswick, London, W4 4PH
- Midlands Office: 3310, Lutterworth ISC, Hunter Blvd, Magna Park, Lutterworth LE17 4XN

ERP UK was approved as a WEEE Producer Compliance Scheme by the Environment Agency on 21 February 2007 (WEE/XP3338PD/SCH), as a Battery Compliance Scheme on 30 September 2009 (BCS2010755/E) and as a Packaging Compliance Scheme by Defra on 11 September 2012 and from the DOENI on 2nd November 2012 for Northern Ireland.

### Our Mission and Vision

ERP UK strives to be a global, independent, self-financing, best-in-class, innovative and cost-effective environmental services company. We offer a comprehensive portfolio of tailor-made and unique services to leading organisations throughout the world.

ERP UK's service offer will encompass an extensive suite of resource recovery and producer responsibility services, with service levels ranging from standard legal compliance to bespoke compliance and consultancy support. All of these services will be built around total management of the waste materials value chain and complete and transparent material tracking. We will promote innovations in recycling technologies and work with authorities to build systems that reward products specifically designed for recycling.



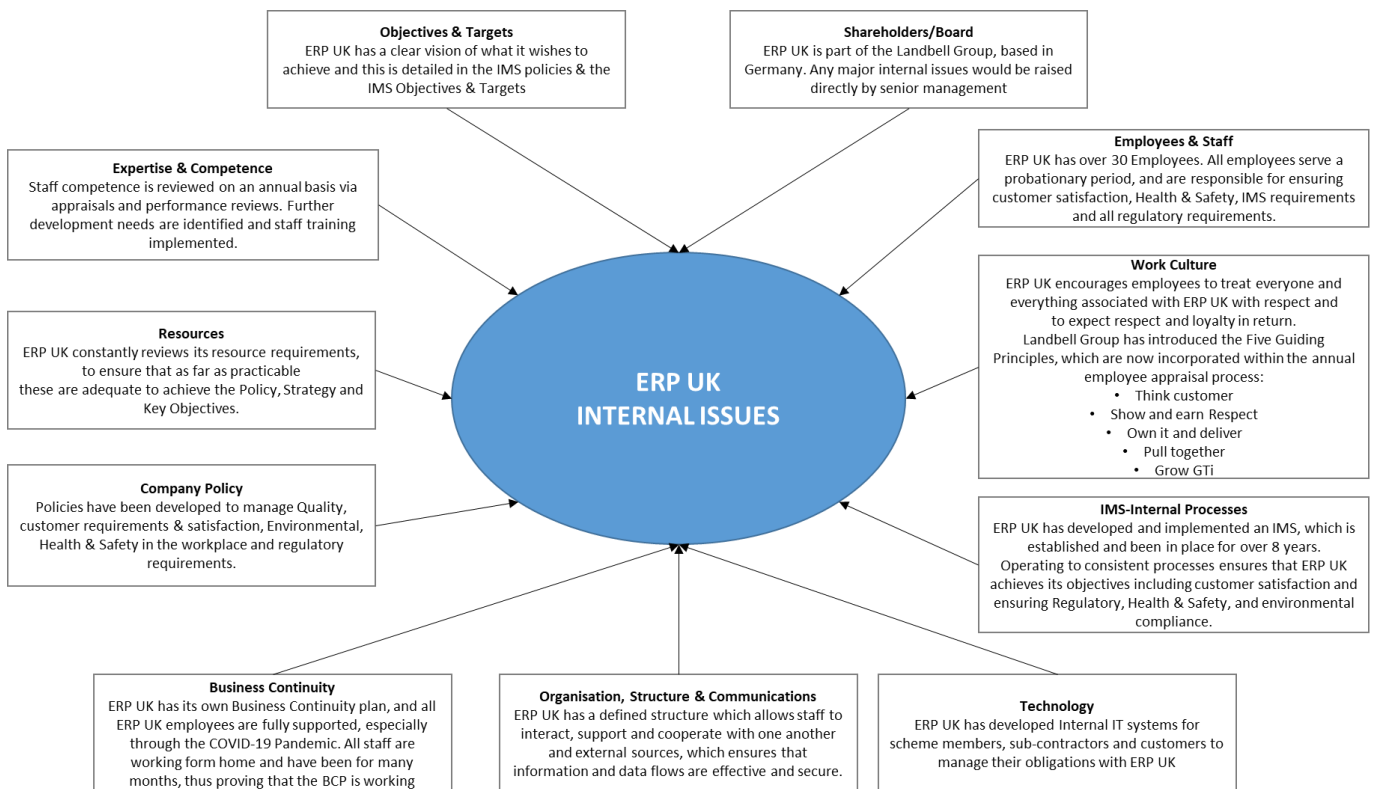
ERP UK's guiding ethical principles of advancing business, environmental and social practices will be applied throughout our organisation. We will create a strong company, proud of the work accomplished and focused on continuous improvement and future development. ERP UK will be internationally recognised for the quality of its services and its commitment to environmental excellence.

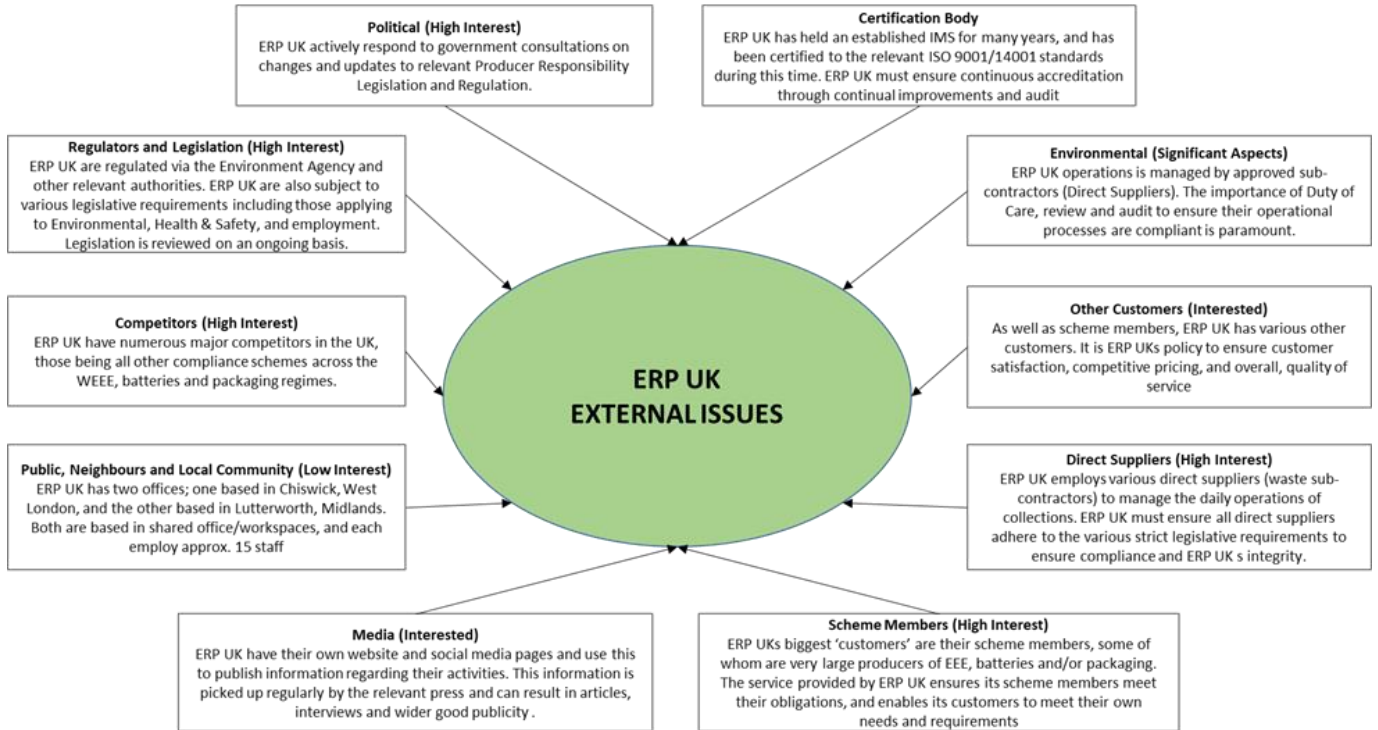
### Our Values

- Deliver most competitive services:
  - Standard, premium and customised services
  - Best price for each service level
  - One-stop-shop service for international companies
- Strong Business growth
- Financially sound company
- Deliver 100% quality services

### Understanding the Organisation and its Context (Internal and External issues)

ERP UK has considered its external and internal requirements and is fully aware of its compliance obligations for the business. ERP UK has identified the following relevant external and internal issues:





### Understanding the Needs and Expectations of Interested Parties

ERP UK has determined the interested parties that are relevant to ERP UK and the IMS, and the requirements of these interested parties and the relevant compliance obligations. A summary of the high risk interested parties is listed below:

INTERESTED PARTIES	REQUIREMENTS? (Needs or Expectations)
Scheme Members	<ul style="list-style-type: none"> <li>• ERP UK/RTB WEEE schemes to register producers (members) to the relevant authority</li> <li>• ERP UK/RTB WEEE schemes to manage members annual recycling obligations</li> <li>• ERP UK/RTB WEEE schemes to Report POM data to the relevant authorities</li> <li>• Ensure customer satisfaction, quality &amp; service, and competitive pricing for all scheme members</li> <li>• ERP UK to Provide Regulatory updates, advice and guidance on related matters to scheme members</li> </ul>
Suppliers (Direct)	<ul style="list-style-type: none"> <li>• Ensuring compliance with Environmental and H&amp;S Legislation, Duty of Care - permits and licencing</li> <li>• Managing monthly waste data, evidence (CoD) and associated invoices</li> <li>• Reporting waste collection data to the relevant authorities</li> <li>• On site audits and on-going monitoring</li> </ul>
Local Authorities	<ul style="list-style-type: none"> <li>• Ensuring compliance with Code of Practise</li> <li>• Managing collections and monthly waste data flow reports</li> <li>• Reporting waste collection data to the relevant authorities</li> <li>• Providing Regulatory updates, advice and guidance on related matters</li> </ul>



INTERESTED PARTIES	REQUIREMENTS? (Needs or Expectations)
Environment Agency	<ul style="list-style-type: none"> <li>• Compliance with WEEE, Battery and Packaging Regulations</li> <li>• Submit Regulatory reports by the annual/quarterly deadlines</li> <li>• Submit annual Declaration of Compliance (WEEE and Batts)/Statement of Compliance (Packaging)</li> <li>• On site audits and on-going monitoring</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Adhere to company policies</li> <li>• Annual review and appraisal process</li> <li>• Development needs, through training &amp; support</li> </ul>
Customers	<ul style="list-style-type: none"> <li>• Customer Satisfaction</li> <li>• Quality &amp; Service</li> <li>• Competitive pricing</li> </ul>

**Determining the Scope of the Management System**

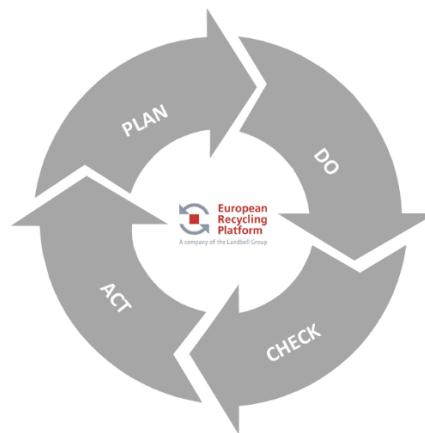
When determining the scope for the ERP UK Integrated management system, top management takes into consideration the relevant needs of interested parties, including the organisation’s compliance obligations and the relevant external and internal issues to the extent that they impact on the IMS, processes, products and services. This activity is carried out using SWOT analysis and at various meetings but also reviewed and monitored via the annual Management Review.

**Scope of the ERP UK IMS** is: “Design and management of UK Producer Compliance Schemes and associated services for waste electrical & electronic equipment, used portable batteries and packaging”

The Scope of ERP UK activities is the design, organisation and management of the services and processes to collect and treat e-waste, portable battery waste and packaging recycling evidence, to manage producer’s producer responsibility obligations.

**IMS and its Processes**

ERP UK has adopted the “Process Approach” into our daily operations including the PDCA Cycle. We have considered the utilisation of Risk-Based Thinking Philosophy when developing, implementing, and improving the effectiveness of our Integrated Management System. This approach will enable ERP UK to enhance the overall performance of the business by effectively controlling the interrelationships and the interdependencies among the IMS processes.





**Integrated Management System Manual:** The IMS manual describes the Integrated Management Systems (IMS) applicable to ERP UK. It includes reference to IMS policies and describes how these policies are implemented and sustained throughout the organisation. It defines authorities and responsibilities of personnel and is a reference for all activities comprising the IMS. This ensures compliance to the necessary requirements to the applicable standards (refer to table 'ISO 9001/14001: 2015 – List of Clauses, ERP Relevance'). The core processes of the organisation are described here, with reference to supporting documents.

**Purpose of the ERP UK IMS:** The purpose of the ERP UK IMS is to ensure that service quality continues to meet the highest standards demanded by the organisation and expected by its customers. To ensure ERP UK's processes and services are carried out in an environmentally responsible and compliant manner.

The IMS is maintained and continually improved through the use of the policies, objectives & targets, audit results, analysis of data, KPIs, corrective and preventive action and management review.

The IMS is designed to provide all ERP UK people with a framework within which they can contribute to the improvement of the company's performance, ensure customer satisfaction, and help to promote benefit to the environment. It provides co-ordination by documentation, procedures, and a process for audit and review.

**IMS Manual Communication and Review:** The IMS Manual (HB.UK.001) is available to all employees on SharePoint. Updates and changes to the IMS manual are communicated to all staff via email. If requested, the IMS manual can be shared externally to customers and other interested external parties or individuals, as an introduction to the ERP UK IMS, subject to commercial confidentiality and approval from the General Manager.

The manual is regularly reviewed to ensure its continuing relevance to the systems and processes it describes. Therefore, it is updated whenever necessary and reviewed during management reviews to ensure the adequacy of the IMS Manual.

**Policy Communication and Review:** ERP UK policies are subject to review during the Management Review Meetings, which are to be held at least once a year, or reviewed periodically to ensure appropriateness and continued suitability to the organisation. The policies are discussed with employees as part of their induction presentation, and copies displayed on notice boards in the ERP offices, and available for download on the ERP UK website (<https://erp-recycling.org/uk/useful-downloads>). If requested externally from customers, members, suppliers/subcontractors, members of the public and/or relevant authorities, physical copies can be made available, or refer to the website link.

#### **Responsibility/Resources**

All personnel (employees, temporary staff and contractors) are responsible for ensuring that they work within the framework of the management system, irrespective of geographical location and contribute to its continual improvement.

**Organisational Responsibility:** Responsibility, authority and inter-relationships of personnel who manage, perform and verify work affecting quality is defined through organisational charts, policies, procedures and other IMS documents. All employees have authority to act regarding non-conformances and must confirm to the requirements of ISO 9001:2015 and ISO 14001:2015.



**Responsibility for Quality:** The ERP UK Quality Management Team is responsible for creating and implementing processes and procedures. This includes Steve Smith, Compliance & Quality Manager (CQM) and John Redmayne, Country General Manager (CGM), both of whom are based in the London Office. Support is also provided by Dora Caria, Head of Audit, Quality and PCS Engineering Programs, within ERP Europe/Landbell.

**Compliance & Quality Manager:** The Compliance & Quality Manager is responsible for ensuring the IMS is established, implemented and maintained in accordance with ISO 9001:2015 and ISO 14001:2015. This includes:

- Taking accountability for the effectiveness of the Integrated management system;
- Ensuring that the policies and objectives & targets are established for the IMS and are compatible with the context and strategic direction of the organisation;
- Ensuring the integration of the IMS requirements into the organisation's business processes;
- Ensuring the requirements of the relevant ISO 9001 and ISO 14001 standards are understood, implemented and maintained throughout the organisation;
- Ensuring corrective and preventive actions are implemented to resolve nonconformities/potential nonconformities;
- Arranging/conducting internal IMS audits as per the relevant ISO 9001 and ISO 14001 standards and ERP UK's management systems;
- Reporting to the UK General Manager on the adequacy and effectiveness of the IMS and on opportunities for improvement.

**Process Owners:** All process owners must ensure that processes and relevant documents are properly controlled. All employees are responsible for the quality of their work, as it contributes to the quality of ERP UK's services. Managers recognise that they must ensure every team member is appropriately trained and able to take corrective action when required.

**Leadership-Management Commitment:** ERP UK acknowledges its responsibilities for providing policies, establishing a management representative, and conducting management system reviews. Management are responsible for:

- Providing leadership and communication to the organisation;
- Defining strategic objective and targets, including statutory and customer requirements;
- Ensuring continual improvement of processes and the management systems;
- Delegating appropriate responsibilities to ensure compliance with objectives;
- Defining job descriptions and organisational responsibilities / authority for all staff.

Signature:



Policy owner: John Redmayne  
Position: General Manager  
Policy Review: Annual