



EMS Procedure	Corrective & Preventative Action Procedure		
Date:	03/02/2016	Revision No.	1.0

Reasons for Revision	

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EP07 – Corrective & Preventative Action Procedure

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1. Purpose

The purpose of this Procedure is to define the approach that will be taken in implementing and evaluating corrective and preventive action.

2. Scope

This procedure applies to all corrective and preventive actions raised to resolve non-conformances arising from:

- receiving mixed dry recyclable materials,
- specified output product quality assessment
- external compliance auditing & inspections
- environmental incidents and accidents
- health and safety incidents and accidents
- internal forms completion

3. Responsibilities

- 3.1. Any member of staff can initiate a corrective and preventive action form (CAF).
- 3.2. The Site Manager is responsible for ensuring that all corrective and preventive actions are appropriately implemented and closed.
- 3.3. The recipient of corrective ensures that they are applied in a timely and effective manner.

4. Procedure

4.1. Corrective Action:

- 4.1.1. The Corrective Action Form (CAF) is raised by the initiator and contains details of the non-conformance. Initiator passes the CAF onto the recipient or to the Manager.
- 4.1.2. . The Manager files a copy and determines the person (recipient) best placed to undertake the corrective action and assigns the CAF.
- 4.1.3. The recipient (investigation team) needs to determine cause of non-conformance (collect data, get expert advice, consult with clients, review legal and regulatory requirements etc.)
- 4.1.4. The recipient has to follow the investigation:
 - 4.1.4.1. evaluate information, determine level of response and make recommendations
 - 4.1.4.2. decide on action to be taken

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- 4.1.4.3. assign responsibility for corrective action and allocate resources
- 4.1.4.4. implements appropriate corrective and preventive actions within the agreed designated timescale.
- 4.1.5. The recipient records the action taken on the CAF and passes onto / returns it to GM.
- 4.1.6. The GM ensures that the assigned actions have been completed successfully and confirms this by completing the CAF form and register. Non-competition of assigned CAF should be raised by GM at MT meetings.
- 4.1.7. Initiator and / or GM will investigate the effectivity of the corrective actions taken
- 4.1.8. Where appropriate the GM will communicate proposed corrective actions implementation schedules & completion reports to appropriate external bodies.
- 4.1.9. The Initiator or GM may dispose of non-conforming issue without raising a CAF if such non-conformance is considered to be without appreciable cost or further implications to other staff or to customers, and the non-conformance is not recurring in nature.

4.2. Preventive Action:

- 4.2.1. If preventive action is taken to prevent potential non conformances follow point 5.1
- 4.2.2. If preventive action is taken to prevent re-occurrence of non-conformance.
 - 4.2.2.1. The MT will review trends for corrective action, internal audit result and other forms of quality system feedback to determine need for preventive.
 - 4.2.2.2. Recipient and / or Initiator will identify what long term preventive action is needed
 - 4.2.2.3. GM will make sure that the preventive action is placed

4.3. Close out & Filing

Completed CAFs must be signed off and filed in the CAF File.

5. Associated documents

- Corrective Action Form (ER04)

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EP09 – Emergency Response Procedure

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1. Purpose

The purpose of this document is to set out the procedure to be followed in the event of an emergency at Forge Hill Recycling. Emergency Response procedures are designed to ensure the safety of people in buildings during emergencies by coordinating and controlling building evacuations until the appropriate emergency services arrive.

2. Scope

This procedure applies to all staff at Forge Hill Recycling.

3. Responsibilities

Emergency Coordinator

The Emergency Coordinator shall be responsible for overall coordination of actions in connection with Emergency Response Procedures. He/she is responsible for:

Before Fire or Emergency:

- Ensuring that personnel responsible for emergency evacuation are aware of their responsibilities.

In the case of Fire or Emergency:

- Checking that the alarm has been relayed to the Fire Service.
- Ensuring that designated duties are correctly and promptly carried out.
- Acting as liaison officer with Police, Fire Service and other emergency services.
- Ensuring that all emergency service personnel are directed to the building involved in the emergency.
- Liaison with the Building Warden for the building involved in the fire or emergency.
- Advising staff and contractors when it is safe to re-enter the building.

Fire Wardens

The Fire Warden, during emergency situations, will be in control of the occupants of the whole building until the arrival of the Fire Service Senior Officer. It is the Fire Warden's responsibility to:

Before Fire or Emergency:

Assist in training of emergency personnel under their command. Designate an assembly area (or areas) for the staff. Occupants of the area should be directed to assemble at a designated location out in accordance with the emergency

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plan. This will facilitate checking that all occupants are safe and enable speedy return to the building when the "all clear" is given.

Ensure that in each area, a current list of the Area Wardens (and telephone numbers) is displayed, together with an emergency floor plan. The emergency floor plan should show all rooms, exits, assembly area to be used in case of fire or emergency, fire alarms, extinguishers, fire hose reels and special emergency equipment.

Ensure that all staff in the building are given instruction in relation to:

- evacuation procedures;
- means of escape from the building and location of assembly areas;
- the location and operation of fire alarms; and
- the location and operation of fire extinguishers or other emergency equipment required in the building.

In the case of Fire or Emergency (the assistance of a deputy may be required to undertake some of these tasks):

- Respond immediately to an alarm; determine the nature of the emergency.
- Initiate Emergency Response Procedures for the building.
- Direct the actions of Floor and Area Wardens within the building.
- Check that all occupants have proceeded to the designated assembly area.
- In consultation with the Fire Service and the Emergency Coordinator, advise occupants when it is safe to return to the building.

All personnel

Before FIRE or EMERGENCY: All personnel should make themselves familiar with the Emergency Response Procedures for their area, the location of fire exits and the operation of fire-fighting and emergency equipment.

4. Procedure

In the case of Fire or Emergency: Until the arrival of the Fire Service, the Emergency Coordinator and fire wardens will control all evacuation and fire fighting (use of fire extinguishers) on their floor or in their area. The Area Warden should:

- Check the source, type and severity of the emergency.
- Order the evacuation of the area if necessary.

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- Advise the Emergency Coordinator of the incident and the proposed action to be taken.
- Ensure that all occupants of the area are aware of the evacuation procedure, and direct the occupants to the nearest accessible exit through which they should proceed to the designated assembly area.
- Ensure that evacuation from the area is orderly and by means of the stairs.
- Ensure that necessary assistance is given to disabled and other persons in need of special care.
- Check fire doors to ensure that they are closed and post a watch so that they are kept closed except during the escape of occupants.
- Provided it is safe to do so, make a thorough search of the whole floor or area to ensure that no persons remain.
- Advise the Building Wardens when evacuation is completed.
- Assist the Building Warden in checking that all building occupants have arrived at the assembly area.
- It should be emphasised that the primary role of wardens is not to combat fire and emergencies, but to ensure, as far as practicable, the safety of occupants and their orderly evacuation from emergencies.

In the case of FIRE or EMERGENCY:

- Any person who discovers a fire or emergency: Sound the fire alarm system (if there is a push button alarm).
- Notify the Area Warden who will contact the appropriate emergency service and provide:
 - Name & location of the caller.
 - Details of location, type and scale of the emergency
 - If it is safe to do so, use the appropriate fire extinguisher to put out any fire (*do not attempt to fight a fire if the fire is large or if you are not familiar with the use of the fire extinguisher*).
- Any person who hears the evacuate mode of the fire alarm or when instructed to evacuate by the Area Warden must:
 - Walk quietly but quickly to the nearest exit and proceed to the assembly point outside the building to await further instructions.
 - Listen and follow instructions from Area Wardens.
- In order to prevent injury and possible panic during evacuation:
 - Do not run, push, or overtake
 - Do not return to your desk, office or room
 - Do not return to your building until the "all clear" is given by the Building Warden or Fire Service.

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- Outside of normal working hours (08.00 a.m. to 6.00 p.m. Monday to Friday, Sat 8 a.m.-2.p.m) on hearing the fire alarm, occupants should evacuate the building.

1. Emergency Evacuation Information

- Building wardens in co-operation with the emergency co-ordinator should arrange for a sign to be placed at a prominent position on each floor or in each area showing the following:
 - The name of the Building and Floor number or area description.
 - A brief statement of evacuation procedures, such as:
 - Alert Fire Service, and/or other emergency service, using the appropriate call-out number
 - Warn people in the vicinity
 - Evacuate the building, if necessary
 - If safe, confine the fire or other source of danger
 - The location of the assembly area.
 - A floor or area plan (Property and Facilities Division can assist in the provision of floor plans and preparation of emergency evacuation signage) showing the location of:
 - fire exits and escape routes
 - manual alarm points
 - fire extinguishers, and other emergency equipment
 - The names (and telephone numbers) of the:
 - Area Warden any additional wardens appointed.

2. Where emergency ambulance assistance is required the Emergency Coordinator will dial **999** and notify the operator that an ambulance is required and provide details of the location, the nature of the emergency, and provide a contact phone number for first aider.

Points to include in emergency procedures

- Consider what might happen and how the alarm will be raised. Don't forget night and shift working, weekends and times when the premises are closed, eg holidays
- Plan what to do, including how to call the emergency services. Help them by clearly marking your premises from the road. Consider drawing up a simple plan showing the location of hazardous items

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- If you have 25 tonnes or more of dangerous substances, you must notify the fire and rescue service and put up warning signs
- Decide where to go to reach a place of safety or to get rescue equipment. You must provide suitable forms of emergency lighting
- You must make sure there are enough emergency exits for everyone to escape quickly, and keep emergency doors and escape routes unobstructed and clearly marked
- Nominate competent people to take control (a competent person is someone with the necessary skills, knowledge and experience to manage health and safety)
- Decide which other key people you need, such as a nominated incident controller, someone who is able to provide technical and other site-specific information if necessary, or first-aiders
- Plan essential actions such as emergency plant shutdown, isolation or making processes safe. Clearly identify important items like shut-off valves and electrical isolators etc
- You must train everyone in emergency procedures. Don't forget the needs of people with disabilities and vulnerable workers
- Work should not resume after an emergency if a serious danger remains. If you have any doubts ask for assistance from the emergency services

Clean-up of fire damaged waste

- ❖ Fire damaged/wet waste recycling to be sent to landfill if safe to do so.
- ❖ Fire damaged equipment will be stripped down & recycled as much as possible with unrecyclable components sent for appropriate disposal.
- ❖ Fire damaged areas will be cleaned & efforts made to redesign/redecorate to original layout.
- ❖ Area will be inspected after redesign/redecoration/clean-up to ensure it is safe for staff to return to work.

5. Fire Safety Register

Fire Prevention

- No smoking on-site (only in designated smoking area)

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- Hot work permit (sub-contractors)
- Maintenance schedule on machines
- CCTV & security fencing in place around site
- All vehicles fitted with fire extinguishers
- Fire doors

Fire detection & warning systems

- Alarm system
- CCTV
- Emergency lighting

Fire control & Fire-fighting facilities

- Sprinkler system
- Fire extinguishers/blankets
- Fire hose reels
- Fire doors
- Fire hydrants
- 100,000 litres of water available at Lagoon

Fire escape, signage & lighting

- Exits free from obstruction
- Exit signage lighting & in good order with wayfinding signage
- Emergency lighting

Fire response planning & staff training

- Emergency response plan (displayed)
- Staff fire safety training & awareness
- Fire routine

Post fire actions

- Fire & accident investigation
- Safety issues
- Clean-up of fire damaged waste & fire water

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