



# NQA MANAGEMENT SYSTEMS REMOTE STAGE 1 AUDIT REPORT

**Client's Name** National Flexible Ltd

**Address** 2 Battlefiled View  
Birkenshaw  
Bradford  
West Yorkshire

**Post Code** BD11 2PT

**Visit No.** 653452

**Date of Opening Meeting** 23/02/2022

This report has been prepared by:  
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If there are inaccuracies, errors or queries regarding this report or audit findings, please contact NQA Head Office on 08700 135145 within 5-working days of the closing meeting.



# Audit Report Part A – Executive Summary

Client’s E-Mail [caroline@nationalflexible.net](mailto:caroline@nationalflexible.net)

Relevant Standard(s) ISO 14001:2015

Number of Employees (fte within scope) 48      Visit Duration (in days) 1      Certificate VUD n/a

This visit was satisfactory, an assessment is scheduled.

No findings were raised

The following action should be taken by the client: No action required

NQA Audit Team		Client	Position	Attendance
Lead Assessor	John Early	Caroline Clay	QA Manager	Remote
Member 1		Andrew Burden	Ops Manager	Remote
Member 2		Ruth Kilbourne	System Facilitator	Remote

Note: The client is reminded that the NQA Regulations Relating to Registration can be found on the NQA website: [www.nqa.com/regs](http://www.nqa.com/regs)

### 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 type="checkbox"/>	
Number of Employees Change	<input type="checkbox"/>	
Special Visit Recommended	<input type="checkbox"/>	
Other	<input type="checkbox"/>	

The **red** colour coding indicates where the standard prescribes that documented information is required and **amber** indicates that it may be a requirement, (depending on context, risk, etc).



# Audit Report Part A – Executive Summary

**Executive Summary:** The following shall be included:

- positive observations;
- brief details of any areas of concern, including any trends detected;
- whether the controls in respect of the processes appear appropriate for the associated risks and opportunities;
- a conclusion as to whether it is appropriate to progress to stage 2

**Successful Stage 1 visit to ISO 14001: 2015 - This audit was undertaken fully remotely**

**Positive observations:**

A focused environmental management system aligned to the ISO 14001:2015 standard. Process objectives and measures have been established for each of the seven core processes. Management review and internal audit have been aligned to the requirements of ISO 14001:2015. This one day Stage 1 audit covers the ISO 14001:2015 elements of the EMS.

**Areas of concern:**

No areas of concern have been identified.

**Alignment of control of processes:**

Process controls are considered appropriate to the associated risks and opportunities identified in the risk analysis (SWOT format) in the Environmental Business Analysis document, 2 September 2021.

**Conclusion:**

Successful Stage 1 audit.

The organization is ready to proceed towards the Stage 2 audit to ISO 14001: 2015.

<b>Number of AoCs raised:</b> 0	
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## Audit Report Part A – Executive Summary

### Audit Findings

Ref No.	Clause No.	Details of AoCs raised. Reference documents, records, etc. as applicable	AoC ref
		Intentionally blank	



## Audit Report Part A – Executive Summary

Details of processes and activities seen, persons met or interviewed, documented information viewed, etc.

### Opening / Closing Meetings:

Opening and closing meetings were performed in accordance with NQA 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 standard.

### Site tour:

A site tour was not possible at this remote stage 1 audit.

This remote audit was carried out utilising: Telephone, internet, websites, emails, electronic files such as scans, jpegs, Word documents, Excel spread-sheets et cetera.

Note that the assessor has a long professional relationship with the company and is familiar with its personnel, business premises, operations and business sector.

### Scope:

The proposed scope of registration is:

Conversion of laminated, polypropylene, polyethylene, amorphous polyethylene terephthalate, polyamide, (polyester) Surlyn, metallised; APET, OPA, EVOH, OPP, LLDPE, PVdC with barrier coating and anti-fog properties, slit, rewind and hot needle perforation into reels of film for the food, beverage and associated industries.

This is the same as the scope registered with NQA for the organisation's ISO 9001:2015 registration.

It is confirmed as appropriate.



## Audit Report Part B – Audit Report

Clause	Clause number	Evidence sources – eg: documented information/ discussions/ other	Other comments	Action required for Stage 2, where relevant Ref AoC
<b>Clause 4 - Context of the organization</b>				
Understanding the organisation and its context	4.1	The company is a specialist supplier and converter of food grade packaging. It defines its: Business environment: UK. Markets: Food manufacturers and contract packagers. Suppliers: Specialist polymer film manufacturers and printers. Competitors: Board review (commercially confidential). Ref: Business Analysis (SWOT format).		
Understanding the needs and expectations of interested parties.	4.2	Parties requiring safe, legal food contact packaging to BRC standard. Ref: Business Analysis (SWOT format).		
Determining the scope of the EMS	4.3	Conversion of laminated, polypropylene, polyethylene, amorphous polyethylene terephthalate, polyamide, (polyester) Surlyn, metallised; APET, OPA, EVOH, OPP, LLDPE, PVdC with barrier coating and anti-fog properties, slit, rewind and hot needle perforation into reels of film for the food, beverage and associated industries. Ref: EMS Section 4.3.		



## Audit Report Part B – Audit Report

Environmental Management System	4.4	Documented: Environmental Management System (issue 1). Process documents in procedure format. E.g: EP 12: Waste Management.		
<b>Summary of clause 4:</b> Requirements relating to clause 4 are confirmed as addressed. Process objectives and measures have been defined: <ul style="list-style-type: none"><li>• Objective: To determine external and internal environmental issues. Measure: Generation of an accurate aspects listing, with annual review.</li><li>• Objective: To determine who and what constitutes interested parties. Measure: Generation of an interested parties' index, and to consider their requirements.</li></ul>				



## Audit Report Part B – Audit Report

Clause 5 - Leadership				
Leadership and commitment	5.1	Leadership by top management is demonstrated via the authorisation of the environmental policy, the EMS and participation in the application of same. Ref: EM Section 5.		
Environmental Policy	5.2	Environmental policy: Issue 1, 2 September 2021. Content confirmed. Commits to: Protection of the environment (Bullet Point 2); Prevention of pollution (Bullet Point 2). Fulfilment of compliance obligations (Bullet Point 3). Continual improvement. (Bullet Point 4). Enhancement of environmental performance (Bullet Point 4). Authorised by George Slack, Managing Director.		
Organizational roles, responsibilities & authorities	5.3	Organization Chart: June 2021. Management system facilitator(s). Principal: Caroline Clay, Quality Assurance Manager. Deputy: Andrew Burden, Operations Manager.		





## Audit Report Part B – Audit Report

### Summary of clause 5:

Requirements relating to clause 5 are confirmed as addressed.

Process objectives and measures have been defined:

- Objective: To establish effective leadership.  
Measure: Involvement in all aspects of the EMS, including management review.
- Objective: Ensure the continuing suitability of the environmental policy.  
Measure: Board review of environmental policy at management review.



## Audit Report Part B – Audit Report

Clause 6 - Planning				
Actions to address risks and opportunities	6.1/6.1.1	Via Environmental Business Analysis (SWOT format). Initial review: 2 September 2021.		
Environmental Aspects	6.1.2	Aspects & Impacts register. Initial: 2 September 2021.		
Compliance Obligations	6.1.3	Register of Compliance Obligations Initial review: 2 September 2021.		
Planning Action	6.1.4	Planning of action occurs at management review.		
Environmental objectives & planning to achieve them	6.2	Environmental objectives established, Together with management programmes		
Environmental objectives	6.2.1	Four specific environmental objectives established for 2022, together with process area objectives. Management review refers. Process objectives also established.		
Planning actions to achieve environmental objectives	6.2.2	Environmental objectives: Responsibilities and timescales defined. Individual management programmes established.		
<p><b>Summary of clause 6:</b>            Requirements relating to clause 6 are confirmed as addressed.            Process objectives and measures have been defined:</p> <ul style="list-style-type: none"> <li>• Objective: Maintain a current and valid environmental aspects listing. Measure: Annual review of aspects listing for continuing applicability.</li> <li>• Objective: Determination of compliance obligations. Measure: Annual review of legislation.</li> </ul>				



## Audit Report Part B – Audit Report

Clause 7 - Support				
Resources	7.1	Establishment of resource needs.		
Competence	7.2	Training records. (To be reviewed at stage 2).		
Awareness	7.3	Confidential interviews to be conducted at stage 2.		
Communication	7.4/7.4.1	Internal and external comms. Procedure EP 10 - Communication refers.		
Internal Communication	7.4.2	Internal and external comms. Procedure EP 10 - Communication refers.		
External Communication	7.4.3	Internal and external comms. Procedure EP 10 - Communication refers.		
Documented Information	7.5/7.5.1	Structure of documented information: Int: Environmental manual. Procedures Operational docs and records. Extl: ISO 14001:2015. Customer contracts. Customer drawings, artwork, copy and concept. Customer specifications. Other documents: HACCP & BRC. Reports (various). Documented information required by: ISO 14001:2015. Operational requirements. Ref: Procedure EP 01: Control of Documents and records.		



## Audit Report Part B – Audit Report

Creating and Updating	7.5.2	Documented information generation and amendment as required.		
Control of Documented Information	7.5.3	Controlled via: Ref: Procedure EP 01: Control of Documents and records.		
<b>Summary of clause 7:</b> Requirements relating to clause 7 are confirmed as addressed. Process objectives and measures have been defined: <ul style="list-style-type: none"><li>• Objective: Dissemination of environmental policy and environmental objectives to all staff and subcontractors. Measure: Record of dissemination</li><li>• Objective: Maintain competence as appropriate to the environmental needs. Measure: On-going environmental training review, with provision for future training.</li></ul>				



## Audit Report Part B – Audit Report

Clause 8 - Operation				
Operational planning and control	8.1	Operational planning and controls exercised over the activities are detailed in process procedures: e.g: Procedure EP 12: Waste Management. Procedure EP 13: Use of Company Vehicles. Procedure EP 14: Paper Use. Procedure EP 15: Site Checks. Procedure EP 16: Use of Chemicals.		
Emergency Preparedness and Response	8.2	Identification of potential emergency situations and incidents - fire and spills Procedure EP 08: Emergency Prep and Response. Procedure EP 17: Spill Control.		
<p><b>Summary of clause 8:</b> Requirements relating to clause 8 are confirmed as addressed. Process objectives and measures have been defined:</p> <ul style="list-style-type: none"> <li>Objective: Ensure waste removers are suitably regulated by the Environment Agency. Measure: Maintain documented information relating to waste removers competence.</li> <li>Objective: Generation of emergency response plan to mitigate risk. Measure: Periodic review to test emergency systems.</li> </ul>				



## Audit Report Part B – Audit Report

Clause 9 - Performance evaluation				
Monitoring, measurement, analysis and evaluation	9.1/9.1.1	Generation of MMAE data including KPIs as appropriate.		
Evaluation of compliance	9.1.2	Completed on annual basis. Initial: 2 September 2021. Provision for consideration at management review confirmed.		
Internal audit	9.2/9.2.1	Controlled via: Proc EP 03: System Review. Covers internal & external audit & management review.		
Internal audit programme	9.2.2	Full internal audit to ISO 14001:2015. (Integrated with ISO 9001:2015.) Ref: Audit E1 – 2 September 2021.		
Management review	9.3	Controlled via: Proc EP 03: System Review. Covers internal & external audit & management review. Data input to required agenda as specified by ISO 14001:2015. Management review to ISO 14001:2015: 8 February 2022.		



## Audit Report Part B – Audit Report

### Summary of clause 9:

Requirements relating to clause 9 are confirmed as addressed.

Process objectives and measures have been defined:

- Objective: Internal audit of EMS processes to ascertain compliance status.  
Measure: Process audit of the EMS.
- Objective: Management review of the EMS to report on compliance status.  
Measure: Periodic management review by senior management.



## Audit Report Part B – Audit Report

Clause 10 - Improvement				
General	10.1	As follows:		
Nonconformity and corrective action	10.2	Control is via: Proc EP 02: Non-conformance and corrective action. Nonconformity: <ul style="list-style-type: none"><li>• Identification by internal audit.</li><li>• Incidents / testing</li><li>• Customer complaints.</li></ul> Data analysis.		
Continual improvement	10.3	Risk / opportunity update derived from Business analysis and nonconformity review.		
<b>Summary of clause 10:</b> Requirements relating to clause 10 are confirmed as addressed. Process objectives and measures have been defined: <ul style="list-style-type: none"><li>• Objective: Identification and control of environmental nonconformity. Measure: Minimisation of environmental NC occurrence through risk analysis, and remediation by CA.</li><li>• Objective: Modification and improvement of the EMS as appropriate. Measure: Periodic review by senior management.</li></ul>				





# Audit Report Part C – Process Matrix

## Audit Plan

This plan relates to the next Remote Stage 2 visit.

Relevant Standard/Supporting Documentation: ISO 14001:2015

Member / Role	John Early Lead Assessor	Member / Role	John Early Lead Assessor
Date	Monday, 7 March 2022	Date	Tuesday, 8 March 2022
Time	Location/Department/Function	Time	Location/Department/Function
.	<b>Day 1 of 2</b>	.	<b>Day 2 of 2</b>
9.00	Opening meeting / Executive interface.	9.00	Second day review.
9.30	Pause of remote interface with organization.	9.30	Pause of remote interface with organization.
.	.	.	.
.	Remote review of objective evidence provided prior to the audit. Including remote audit report initiation & admin.	.	Remote review of objective evidence provided prior to the audit. Including remote audit report compilation & admin.
.	.	.	.
1.00	Resumption of remote interface with org'n.	1.00	Resumption of remote interface with org'n.
.	.	.	.
1.00 to 2.00	Discussion with appropriate persons re: 4 - Context of the organization: All parts. 5 – Leadership: All parts. 6 – Planning: All parts. 7 – Support: All parts. 9 - Performance evaluation: All parts.	1.00 to 2.00	Discussion with appropriate persons re: 8 – Operation: All parts: Office / Graphic Design / Works. 10 – Improvement: All parts.
.	.	.	.
2.00	Pause of remote interface with organization.	2.00	Pause of remote interface with organization.
.	.	.	.
.	On-going report compilation.	.	On-going report compilation.
.	.	.	.
3.00	Resumption of remote interface with org'n.	3.00	Resumption of remote interface with org'n.
.	.	.	.
3.00	On-going report compilation.	3.00	Report completion.
.	.	.	.
4.00	First day summary.	4.00	Closing meeting.
.	End of first day.	.	End of audit.
Completed by	John Early	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.