



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

### ERP UK and Landbell Group

ERP UK Ltd is the UK operation for European Recycling Platform (ERP): [www.erp-recycling.org](http://www.erp-recycling.org)

ERP is part of the Landbell Group; established as a dual system in Germany in 1995, Landbell Group has developed into a leading supplier of environmental and chemical compliance solutions globally.

The group has collected more than 10 million tonnes of packaging, e-waste and portable batteries - making a positive contribution to the environment and sustainability: [www.landbell-group.com](http://www.landbell-group.com)

Landbell Group is a growing business - now an international team of almost 400 people across 23 locations in 18 countries.

### About ERP UK

ERP UK are a team of 50 co-ordinating all operations in the UK for customers from the UK and around the world and based in two locations:

- London Office: Barley Mow Centre, 10 Barley mow Passage, Chiswick, London, W4 4PH
- Midlands Office: Eliot Park Innovation Centre, 4 Barling Way, Nuneaton, CV10 7RH

ERP UK is approved as :

- WEEE Producer Compliance Scheme (WEE/XP3338PD/SCH) by the Environment Agency (21 February 2007);
- Battery Compliance Scheme (BCS2010755/E) by the Environment Agency (30 September 2009);
- Packaging Compliance Scheme:
  - for Great Britain by Defra (11 September 2012); and
  - for Northern Ireland by DOENI (2nd November 2012).

Our straightforward solutions cover WEEE, batteries, and packaging recycling – all supported by our unique data services and take-back solutions.

Today, over 600 companies trust ERP to manage their compliance in the UK.

### Our Mission and Vision

Our aim is to build a more sustainable future by providing services which make the economy more circular.

In a circular economy, products no longer required are reused or recycled – recovering the valuable materials they contain and safely dealing with any hazardous substances. So, the circular economy is a crucial building block for creating a healthier future – and extended producer responsibility (EPR) is one of the key elements in this.

Created by producers for producers, ERP aim to provide our members with high-quality compliance at the best possible price and simplify the complexities of compliance and reporting.



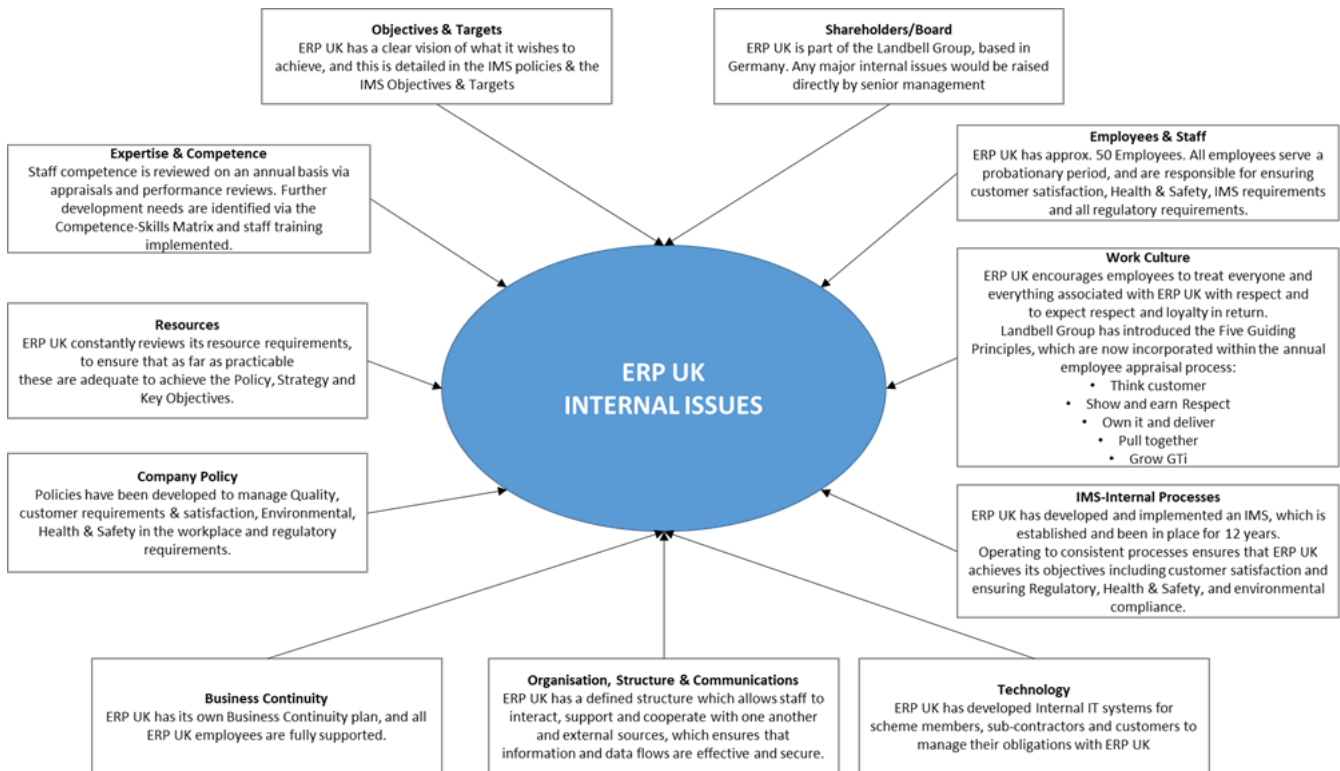
ERP UK's service offer will encompass an extensive suite of resource recovery and producer responsibility services, with service levels ranging from standard legal compliance to bespoke compliance and consultancy support.

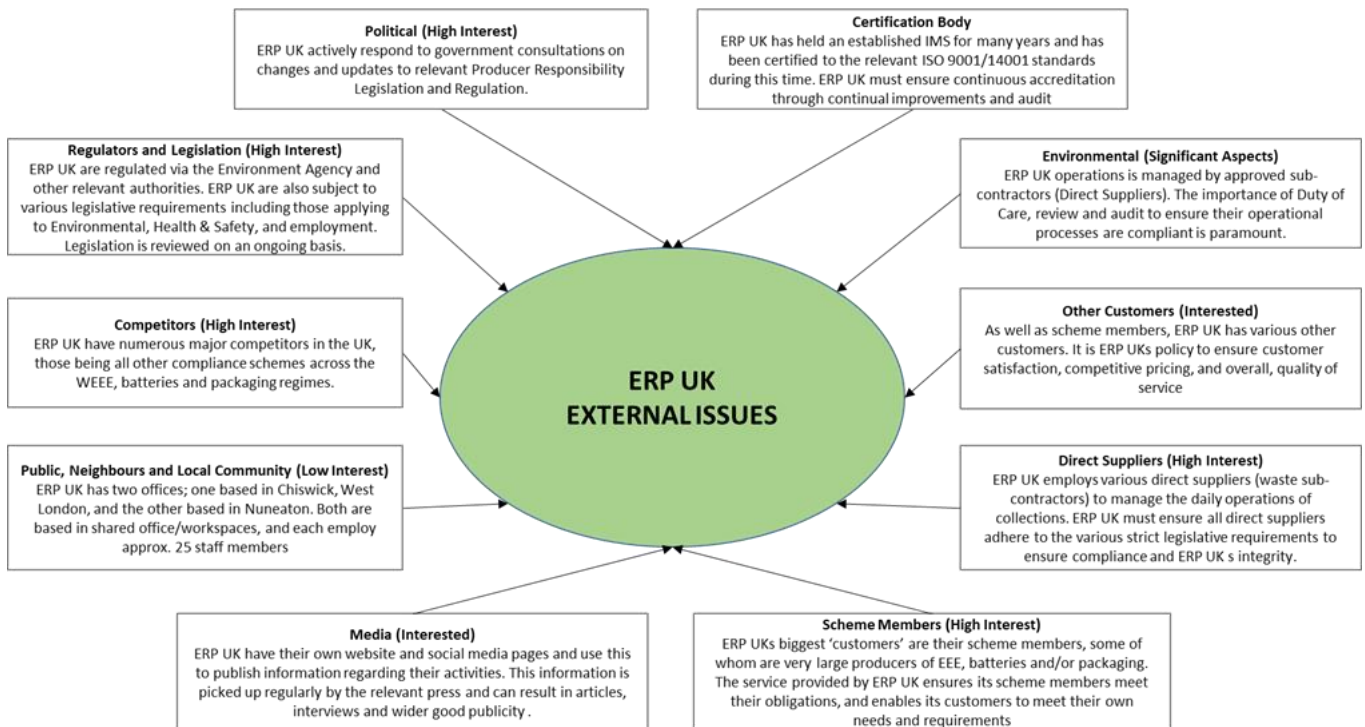
ERP UK's guiding ethical principles of advancing business, environmental and social practices will be applied throughout our organisation.

We will create a strong company, proud of the work accomplished and focused on continuous improvement and future development.

**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, and the WEEE Code of Practise</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> <li>• Ensuring satisfaction from ERP services (satisfaction survey: IT Tool simplicity)</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> <li>• Ensuring satisfaction from ERP services (satisfaction survey, training and reuse activities)</li> </ul>
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>• Satisfaction of Employees from ERP processes (VoE survey balanced workload, treated and paid fairly, equal rights, resources, training)</li> <li>• Adhere to company policies</li> <li>• Annual review and appraisal process</li> <li>• Development needs, through training &amp; support</li> <li>• Competence matrix</li> <li>• VoE Survey</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 can be carried out using SWOT analysis and/or discussion at various meetings, but also reviewed and monitored at the annual Management Review.

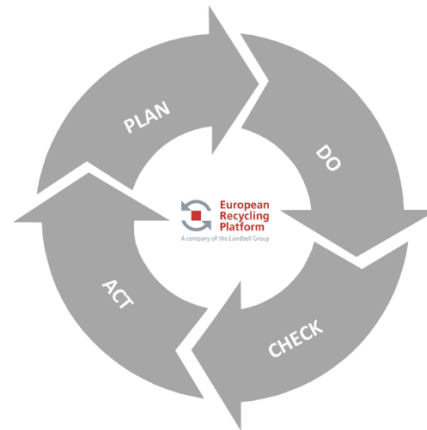
**Scope of the ERP UK IMS is:** “Circular economy services, including operation of extended producer responsibility schemes, take back services and related consultancy”

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, and to manage customers EPR needs.

### 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/download>). 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 Circular Economy Engineering, 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 2024