

Reference	25925
Date	13 August 2018

Annual Surveillance Audit Report

Organisation Name	Concept Management Consulting Limited
Organisation Address	Royal House, Tennyson Street, Bolton, Greater Manchester BL1 3HW
Audit location(s), if different from above	
Audit Type	Annual Surveillance
Certificate Details	Certificate No. 14133511 Issue date: 29/11/2016 Expiry date: 28/11/2021
Standard	BS 15713
Start and Finish Time	9:30 – 12:30
Audit Criteria	Comprehensive Audit (or part thereof) against the Management System processes and procedures documented by the Organisation, based on the requirements of the Standard.
Audit Objectives	<ol style="list-style-type: none"> To confirm that the Management System has been implemented or maintained and is operating in accordance with the Audit Criteria. To confirm the ability of the Management System to ensure that the Organisation meets applicable statutory, regulatory and contractual requirements and meets its specified objectives. To identify areas for potential improvement of the Management System.
Upgrade Information (if applicable)	<ol style="list-style-type: none"> Does the client wish to upgrade to the latest version of the Standard? : Is the Management System suitable for upgrading? :

Recommendation			
Pass	✓	By signing below, it is confirmed that the Audit Objectives have been met.	
Pass subject to rectification		Auditor's Name	Wynn Walker
Fail		Auditor's Signature	
Suspension		Client's Name	Mark Wilding
Cancellation (C & A Manager Only)		Client's Signature	

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Findings			
Clause	Grade	Procedure Audited	Evidence and Findings
(1.1)	Pass	On-Site Services: Collection Inventory DBS Screening (Discussion)	Documented evidence is maintained to confirm and provide a chain of custody to ensure that data destruction/sanitisation is carried out in a safe, secure and controlled environment. All equipment collected is counted and recorded in the presence of the client and recorded on the Collection Inventory. All personnel under DBS Screening that is compliant with BS 7858, as a minimum.
(1.2)	Pass	Business Credentials	The Organisation hold various Certificates of Accreditations to ensure compliance with their client's requirements including: IG Toolkit, ISO 9001, 14001 and 27001, ADISA.
1.3	Pass	Pre-Collection Criteria	A complete inventory of assets collected from the client's premises is maintained confirming the asset number, serial number, status etc. Evidence seen: Job No. BSB14279 Bridgewater - 08/08/18.
1.4	Pass	Logistics	All equipment is collected under controlled conditions. All vehicles are GPS-tracked, are alarmed and have an immobiliser. Collection staff wear company-issued clothing, all carry photo ID and mobile phones. Where appropriate, equipment is packaged, and tamper-proof tags are applied.
1.5	Pass	External Site Security Intruder Alarm Alarm Plan	A new (level three) intruder alarm has recently been installed on the premises that is connected to an external Alarm Receiving Centre and conforms to BS EN 50131/1 : 2006, in conjunction with DD CLC/TS50131-7 : 2008.
1.6	Pass	Internal Security	The administration office is separate from the operational activities. All visitors are required to sign-in on arrival and are accompanied at all times whilst on the premises. Controlled video access is on the front door. All processing areas have controlled access. All areas including the loading/unloading area, data processing and access points are covered with CCTV.
1.7	Pass	Process	Every collection is processed individually. All equipment is asset registered and tested for functionality. Data is either physically destroyed or sanitised using Blanco software. All equipment is 'de-branded' and have all asset tags removed on arrival into the processing area. A Chain of Custody is maintained throughout i.e. Collection Inventory, Drivers Engagement Record, Duty of Care Waste Transfer Note and Hazardous Waste Consignment Note. A Certificate of Destruction is issued to the client on completion of the process. Evidence seen: 13831 Bridgewater 05/06/18.
1.9	Pass	Environmental	The Organisation holds a valid Waste Carriers & Brokers Permit – CBDU48937 – Exp. 25/11/2018.
1.10	Pass	Re-Use	Records of all assets from receipt, sold or passed for further processing are maintained. Documented evidence was provided through sales records.

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USE OF MARKS			
Is the client aware of the Certification Representation Policy	N/A	Are Certification Marks being used correctly	YES
Notes regarding use of Marks			

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Notes for the Client

Corrective action(s) Required where non-conformance has been identified	
Number of non-conformances identified: 0 Number of major non-conformances: Number of minor non-conformances:	
1	
2	
3	
4	
5	

This Audit has been based on Random Sampling methodology and does not exclude the possibility that other non-conformances may exist. All recommendations are subject to review and ratification by the Certification and Auditing Division of QMS International. Please remember that free telephone advice on any aspect of your Management System is available from QMS Head Office Tel: (01603) 630345.