



RSK ADAS LTD QUALITY AND ENVIRONMENTAL MANAGEMENT SYSTEM MANUAL

Authorised by:

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1. INTRODUCTION

- 1.1 RSK ADAS Ltd is a wholly owned subsidiary of the RSK Group Plc. RSK is a leading, independent UK-based environmental and energy consultancy that operates both nationally and internationally. Working with a broad range of organisations and businesses in the public and private sectors throughout the UK and internationally, RSK ADAS specialises in the provision of agricultural, horticultural, rural development and environmental consultancy, scientific research and policy advice.
- 1.2 RSK ADAS Ltd (hereafter referred to as the 'Company') employs around 300 staff on permanent or fixed-term contracts and draws on other specialists employed on contingent terms to offer a unique combination of insight and practical experience, underpinned by robust, informed, science-based information for the benefit of our clients.
- 1.3 Our core values - **Curiosity, Energy, Responsibility and Results** – are at the heart of everything we do.
- 1.4 The operational structure of RSK ADAS Ltd:



A more detailed RSK ADAS Ltd organogram is shown at Figure 1.

- 1.5 Services to clients are delivered via two business units, Development Businesses Unit and Soils, Agriculture and Water.
- 1.6 The main commercial activities of the business units are summarised as follows:

Development Businesses Unit – Provision of consultancy and research focusing primarily on environmental impact assessments, planning, landscape, archaeology, air quality, ecology, land management, arboriculture, geographic information systems, renewable energy, regulatory environmental risk assessments for chemicals, terrestrial field ecotoxicology and environmental fate research.

Soils, Agriculture and Water – Provision of applied research, knowledge transfer, strategic and policy consultancy focusing primarily on the development of sustainable and profitable agricultural crop and farm livestock production systems, improving arable and horticultural crop performance, development of biomass and biofuel crops, use of natural plant products in new markets, protection and management of soils and water usage in agriculture and the provision of on-farm advisory and promotional programmes for government.

1.7 The Company operates from office locations throughout England and Wales. The registered address is RSK ADAS Ltd, Spring Lodge, 172 Chester Road, Helsby, Cheshire WA6 0AR. Staff are either office based or field based (work from home).

1.8 Details of the Company's services can be found on our website www.adas.uk

2. ADAS INTEGRATED MANAGEMENT SYSTEM SCOPE

2.1 The Company implements an integrated management system, referred to as the ADAS Integrated Management System (AIMS), which in effect encompasses the quality management system, environmental management system and health and safety management system implemented by the business. It covers the full range of Company activities and also meets the requirements of a number of proprietary standards and schemes to which the Company has certification or compliance including:

- ISO 9001 Quality Management Systems.
- ISO 14001 Environmental Management Systems.
- Good Laboratory Practice.
- Official Recognition of pesticide Efficacy Testing facilities or Organisations (ORETO).
- Department for Environment, Food and Rural Affairs (Defra) Joint Code of Practice for Research.
- Utilities Vendor Database Verification and Assessment Scheme (UVDB Verify).
- ISO 14064: Greenhouse gases quantification and reporting.
- A number of Safety Scheme in Procurement Forum (SSIP) health and safety schemes.

2.2 The two business units have certification to the ISO 9001 quality management system standard. Part of the Development Businesses Unit also has ISO 14001 certification.

2.3 The Company's client facing operational processes are prescribed in AIMS. These are designed to ensure that services to clients are effectively controlled, delivered in a consistent manner to a level of quality that enhances the Company's reputation and that meet the dual objectives of company profitability and client satisfaction.

2.4 Through the AIMS management review process senior management periodically assess the continuing effectiveness of AIMS in meeting Company and other requirements and identify opportunities for further improvements or changes.

3. THE ADAS INTEGRATED MANAGEMENT SYSTEM (AIMS)

3.1 The structure of AIMS consists of:

- Policy statements.
- Quality and Environmental Management System Manual.
- Standard Operating Procedures (SOPs).
- Forms associated with SOPs.

3.2 Policy statements are authorised by the Managing Director. Examples include quality, environment, health and safety, corporate risk management, business ethics, human rights, equal opportunities, anti-bribery and anti-corruption, privacy, data protections, staff training and development, recruitment, drugs and alcohol, ethical and sustainable procurement, corporate responsibility, sustainability, business travel, energy management, waste management and recycling, water management and biosecurity aspects.

These statements are publicly available and can be found on our website www.adas.uk then follow the link via Policy Statements.

For security and confidentiality reasons the Company's IT Security Policy is not a controlled policy statement within AIMS and is not publicly available.

3.3 The Quality and Environmental Management System Manual is authorised by the Managing Director. It is publicly available on the Company's website via the Policy Statements link.

3.4 Standard Operating Procedures are classified as being either 'System' or 'Technical'.

3.4.1 System SOPs having Company-wide applicability include those prescribing key corporate business processes, Health & Safety requirements, computer management, laboratory processes, equipment management and calibrations, quality assurance and research data management. Environmental Management System and Good Laboratory Practice procedures which are implemented in parts of the Company are also included in this classification.

3.4.2 Technical SOPs primarily describe methodologies. Example SOP categories include agronomy, biosecurity, cereals, ecology, pathology and soils.

3.5 Due to commercial confidentiality and intellectual property factors, SOPs are only exceptionally released outside of the Company when it is in the Company's interest to do so and on condition of strict confidentiality.

- 3.6 Control of documents within AIMS is prescribed in an SOP. All documents have designated ownership, either individuals or groups, who are responsible for ensuring the contents are kept up to date, represent best known practice, remain applicable and continue to meet Company requirements. Documents are subject to routine periodic review in accordance with the document control procedure. Intermediate reviews are carried out in the event of major changes being required. Publication of AIMS documents is coordinated by the Compliance Manager.
- 3.7 As part of the management system continual improvement philosophy all staff can recommend improvements to existing processes and procedures or propose new ones.
- 3.8 All AIMS documents are available on the Company's Intranet system to staff with password controlled computer access. The issue of hard copies is restricted solely to staff who need to selectively reference AIMS documents but who do not have immediate Intranet access in their work place.
- 3.9 Effective implementation of AIMS is assessed by scheduled internal audits carried out by Quality Assurance staff that are independent of the activities audited. Critical aspects of work delivered to clients and that of sub-contractors and collaborators can also be audited where contractually required.

4. BUSINESS PROCESSES

- 4.1 Compliance with AIMS ensures that client contractual needs are identified, understood, and that products and services are subsequently delivered in a professional and independent manner in accordance with agreed contractual specifications designed to fully satisfy client expectations.
- 4.2 Key client facing business processes are prescribed in corporate SOPs including:
- Sales management.
 - Account management.
 - Identification of client requirements.
 - Process for competitive bidding/tendering.
 - Client project risk assessment (including environmental risks) and risk management.
 - Use of scientific research protocols or project plans.
 - Client contract development and agreement.
 - Use of competent staff.
 - Project management.
 - Management of sub-contractors and collaborators.
 - Requirements for client reports.
 - Quality control of client contract outputs (includes client project related corrective and preventive actions).
 - Management of equipment requiring calibration.
 - Client feedback and formal satisfaction review.
 - Management of client complaints.

- Management of client contract records.

4.3 Each client contract will be managed and controlled by a designated Contract Manager who has successfully completed specific training. Contract Managers are responsible for the effective implementation of relevant business processes prescribed in AIMS as applicable to individual client contracts, for contract financial management, the management of resources and for delivery in accordance with contractual requirements.

5. APPLICATION OF TECHNICAL SOPS

5.1 The application of methodologies described in technical SOPs will be confirmed in scientific research study protocols or in client contract specifications.

6. STAFF COMPETENCE

6.1 Staff must be able to demonstrate competence in the application of SOPs relevant to the tasks assigned in accordance with the staff training and competence assessment SOP.

7. PURCHASING

7.1 The Company implements an ethical and sustainable procurement policy. Suppliers of products, goods and services are selected based on their ability to comply with the policy and to deliver in accordance with specifications. The purchasing and supplier control process is prescribed in an SOP.

8. CLIENT PROPERTY

8.1 Information or materials provided by clients in connection with contractual delivery will be checked on receipt to ensure it is fit for purpose and subsequently effectively safeguarded.

8.2 Electronic personal data is managed in accordance with the Data Protection Act.

8.3 Any property lost, damaged or otherwise found unsuitable for use will be reported to the client and a record maintained.

9. COMPLIANCE WITH STANDARDS, SCHEMES AND LEGISLATION

9.1 ISO 9001

9.1.1 ISO 9001 is an internationally recognised standard for Quality Management Systems. RSK ADAS is independently assessed by Lloyd's Register Quality Assurance Limited for compliance with ISO 9001. Certification to ISO 9001 has been held since 1995.

9.1.2 Under Certificate of Approval No. LRQ 0936648 the Soils, Agriculture and Water Business Unit and the Chemicals in the Environment group within the Development Businesses Unit are certificated to this standard for:

‘Independent research and consultancy focusing primarily on arable crop protection, crop physiology, horticulture, soils, water, informatics and modelling, sustainable food and farming, on-farm implementation, biotechnology and chemicals in the environment (excluding advisory work funded directly by farmers and growers).’

The exclusion has been agreed with the certification body because there have not been client drivers for certification directly from the farmer and grower sectors.

9.2 ISO 9001 and ISO 14001

9.2.1 ISO 14001 is an internationally recognised standard for Environmental Management Systems. The Environment Team within the Development Businesses Unit is independently assessed by Lloyd’s Register Quality Assurance Limited for compliance with ISO 9001 and ISO 14001. Certification to ISO 9001 has been held since 1995 and to ISO 14001 since 2004.

9.2.2 Under Certificate of Approval No. LRQ 4001349 the scope of ISO 9001 and ISO 14001 certification is:

‘Independent consultancy, research and contracting focusing primarily on environmental impact assessment, planning, landscape, archaeology, air quality, geographic information systems, ecology, land management, soils, arboriculture and wayleaves.’

9.3 Good Laboratory Practice (GLP)

9.3.1 Good Laboratory Practice is a research quality system concerned with the organisational processes and conditions under which non-clinical health and environmental safety studies are planned, performed, monitored, recorded, archived and reported in accordance with statutory GLP regulations. Membership of the UK Good Laboratory Practice Compliance Programme is controlled by the Medicines & Healthcare products Regulatory Agency (MHRA).

9.3.2 The following RSK ADAS facilities are currently members of the UK GLP Compliance Programme:

- ADAS Boxworth (Cambridgeshire) for work on environmental fate, environmental toxicity and ecosystems.
- ADAS Gleadthorpe (Nottinghamshire) for work on environmental fate and residue studies.

These facilities are subject to periodic inspection by the MHRA.

9.3.3 The Managing Director is the Legal Operator for GLP (as defined in the GLP Regulations). Day to day responsibility for GLP is delegated to the Compliance Manager and at business unit level to Test Facility Management.

9.3.4 On behalf of ADAS GLP Test Facility Management, the Compliance Manager implements a Quality Assurance programme in accordance with Good Laboratory Practice principles.

9.4 Official Recognition of Efficacy Testing Facilities or Organisations (ORETO)

9.4.1 European Union (EU) plant protection products legislation requires tests and analyses to demonstrate the efficacy of plant protection products for registration purposes to be conducted by 'Officially Recognised' testing facilities. Within RSK ADAS the Soils, Agriculture and Water business unit is certified under the UK ORETO Scheme managed by the Chemicals Regulation Division (CRD) of the Health and Safety Executive to conduct pesticide efficacy trials covering agricultural and horticultural growing crops, stored crops, biologicals and semio-chemicals managed by staff at the following locations:

- ADAS Boxworth (Cambridgeshire).
- ADAS Terrington (Norfolk).
- ADAS Gleadthorpe (Nottinghamshire).
- ADAS High Mowthorpe (Yorkshire).
- ADAS Rosemaund (Herefordshire).
- ADAS Starcross (Exeter, Devon).

9.4.2 CRD periodically carry out inspections to assess compliance of pesticide efficacy crop trials with ORETO Scheme requirements and those of relevant European and Mediterranean Plant Protection Organisation (EPPO) Guidelines. Our current certificate number is ORETO 374.

9.5 Defra Joint Code of Practice for Research

9.5.1 This Code provides a framework for managing all types of research work funded by Defra, the Biotechnology and Biological Sciences Research Council, Food Standards Agency, Natural Environment Research Council, Northern Ireland Department of Agriculture and Rural Development, Scottish Government, Welsh Government, Animal and Plant Health Agency, Food and Environment Research Agency, Forestry Commission, Marine Management Organisation, Natural England and the Veterinary Medicines Directorate. Funding bodies may commission independent audits of a contractor's research system for compliance with the Code. The ADAS Integrated Management System (AIMS) effectively addresses all specific and substantive issues required by the Code within an ISO 9001 working environment.

9.6 Utilities Vendor Database Verification & Assessment Scheme (UVDB Verify)

9.6.1 This is a supplier data base referenced by utility industries when seeking prospective tenderers or contractors. Our Health & Safety, environment, quality processes are independently assessed on an annual basis by Achilles Information Limited for compliance with the UVDB Verify Scheme. The Company is registered on the database for a wide range of products/services. Current supplier number is 060775.

9.7 Health & Safety schemes

9.7.1 The Company has certification to a number of client specified health and safety schemes including the Contractors Health & Safety Scheme (CHAS), Safety Management Advisory Services (SMAS) Worksafe Contractor, the CQMS Safety Scheme and the SafeContractor Scheme. All are linked to the Safety Scheme in Procurement Forum (SSIP).

9.8 Legislation and codes of practice

9.8.1 Staff responsible for the delivery of work to clients are considered to be best placed to have up-to-date knowledge relevant statutory and regulatory requirements, applicable Codes of Practice and any industry specific standards. Thus Contract Managers have a duty to ensure that relevant legislation and standards are appropriately referenced in contract specifications, project plans or research study protocols and that requirements are subsequently implemented.

9.9 ISO 14064

9.9.1 The quantification and annual public reporting of the Company's greenhouse gas emissions complies with this standard. Working practices and methodologies are described in an environmental management SOP.

10. QUALITY OBJECTIVES

10.1 Key performance indicators are set by the senior management and implemented by each business unit. These include client contract focused targets for:

- Overall bid/proposal success rate.
- Client contract deliverables – including reports.
- Client satisfaction review scores.
- Client complaint numbers.

10.2 Performance against key performance indicators is periodically reported to senior management and also monitored via the ISO 9001 Management Review process.

11. ENVIRONMENTAL MANAGEMENT

11.1 Environmental policies

11.1.1 RSK ADAS recognises that it has an environmental responsibility to ensure that sustainability and the environment are taken into consideration as it operates its business. This commitment is confirmed in the RSK ADAS Environmental Policy Statement.

11.1.2 Other environmentally related policies cover sustainability, energy management, waste management and recycling, water management, business travel, ethical and sustainable procurement and corporate responsibility.

11.2 Environmental objectives

11.2.1 Objectives are set aimed at improving the Company's environmental credentials. Current corporate environmental objectives are:

Reduce Scope 1 greenhouse gas emissions by 5% by the end of 2020 compared to the 2015 baseline year.

Includes emissions from fossil fuels used on RSK ADAS sites (e.g. gas and heating oil), from company owned road vehicles, off-road vehicles and equipment and releases from air conditioning and refrigeration equipment.

Reduce Scope 2 greenhouse gas emissions by 5% by the end of 2020 compared to the 2015 baseline year.

Includes consumption of purchased electricity for which the business is billed direct by the supplier and estimations where electricity charges are part of lease or rental agreements.

Reduce business travel greenhouse gas emissions to 0.240kg CO₂e/mile by the end of 2020.

Reduce Scope 1 and 2 greenhouse gas emissions to 45kgs CO₂e/£1k turnover by the end of 2020.

Send 90% of office business waste to recycling or recovery by the end of 2020.

Reduce office mains water usage/staff member by 5% by the end of 2020.

The 2015 calendar year will be used as the baseline year for year-on-year comparisons.

11.2.2 Performance towards achieving the objectives is monitored and publicly reported.

11.2.3 To comply with ISO 14001 requirements the part of the Company having ISO 14001 certification also establishes its own environmental objectives and monitors performance. Details are available to staff via the Intranet.

12. ENVIRONMENTAL MANAGEMENT SYSTEM SCOPE

12.1 The requirements for an Environmental Management System (EMS) to comply with ISO 14001 are embedded within AIMS.

12.2 Relevant EMS SOPs are implemented by that part of the business having certification to the ISO 14001 standard.

12.3 Those parts of the Company outside the scope of ISO 14001 certification implement requirements set out in the environmental policy statement.

12.4 EMS standard operating procedures

12.4.1 Within AIMS there is a specific category for Environment Management System SOPs which cover the following topics in relation to ISO 14001:

- Waste legislation relevant to RSK ADAS.
- Register of environmental legislation and other requirements.
- Inspection and monitoring of operations and activities with an impact on the environment and maintenance of records.
- Evaluation of compliance with environmental legislation and other requirements.
- Emergency preparedness, response and reporting.
- Identification and assessment of environmental aspects.
- Internal and external environmental communications
- ISO 14001 responsibilities.
- Cleaning up spillages.
- Quantification and reporting of greenhouse gas emissions.
- Environmental requirements for leasing or purchasing new offices.

12.4.2 Other topics covered by SOPs that are relevant to ISO 14001 certification include:

- Project risk assessment and management (which includes environmental risk assessment).
- Project management.
- Sub-contractor management.
- Quality control (includes client project related corrective and preventive action).
- Client reports.
- Management review.
- AIMS document control.
- The internal audit process.
- Staff training and competence records.

12.5 Environmental risk assessment

12.5.1 The main environmental risks will be those associated with work delivered to clients and with activities at RSK ADAS office locations.

- 12.5.2 There is a general requirement to identify significant environmental risks, their likely impacts, mitigation measures and compliance with relevant environmental legislation as part of the client project risk assessment and management process.
- 12.5.3 The part of the business having ISO 14001 certification implements an enhanced client project environmental risk management and compliance with relevant environmental legislation process. They also implement end of project environmental reviews whereby any non-conforming matters and learning points are reviewed and future changes identified where appropriate.
- 12.5.4 Those parts of the Company not certified to ISO 14001 include consideration of any significant environmental impacts and compliance with relevant environmental legislation when assessing risks linked with delivering work to clients (in accordance with the client project risk assessment and management SOP).
- 12.5.5 RSK ADAS office location related environmental risks are identified and periodically reviewed in compliance with the environmental aspects SOP. Waste management duty of care checks are periodically carried out at the main office locations in accordance with statutory requirements.

12.6 EMS Review

- 12.6.1 Those parts of the business having ISO 14001 certification are periodically assessed for compliance by an independent, United Kingdom Accreditation Service (UKAS) registered certification body.
- 12.6.2 The effectiveness of the EMS is periodically reviewed internally by senior management.
- 12.6.3 Environmental policies and SOPs are periodically reviewed in accordance with a management system document control procedure.
- 12.6.4 EMS requirements are independently audited and included in internal audit schedules.
- 12.6.5 Performance against environmental objectives is assessed annually and publicly reported.

13. HEALTH AND SAFETY

- 13.1 Components of a health and safety management system are embedded within AIMS in the form of SOPs covering:
- Health and safety risk management.
 - Reporting accidents, illness and dangerous occurrences.
 - Personal protective equipment (PPE) and safety equipment guidelines.
 - Guidelines for outdoor and remote working.
 - COSHH and REACH exposure assessments.

- Control of contractors and sub-contractors.
- Health and safety staff consultation arrangements.
- On-line health and safety training and assessment.
- Fire management.
- First aid at Company premises.
- Water system monitoring (Legionella control).
- Crossing railway lines.

14. NON-CONFORMANCE, CORRECTIVE AND PREVENTIVE ACTIONS

- 14.1 Contract Managers are responsible for the implementation of quality control measures that effectively ensure work delivered to clients is in accordance with contractual obligations and RSK ADAS standards. Requirements for corrective actions (to address specific non-conformances) and preventive actions (to minimise the risk of non-conformance recurrence) will be identified and implemented as part of quality control measures. Actions may include root cause analysis and the identification of opportunities for the further improvement of business processes.
- 14.2 Non-conformances with procedures prescribed in AIMS, planned arrangements or client contractual requirements will also be identified and actioned via the internal audits process, including corrective and/or preventive actions and opportunities for further improvements.

15. OPERATIONAL CONTROL

- 15.1 Operational control is based on a chain of activities including the use of staff competent to deliver the tasks assigned, consideration of operational and environmental risks in relation to both client contract activities and those at RSK ADAS office locations, the identification and compliance with relevant legislation (including environmental) in both situations, effective client contract management and RSK ADAS site management and overall review by senior management.

Figure 1.

RSK ADAS Ltd Structure

