Quality management input comprises the standard requirements from ISO 9001:2015 which are strategically deployed by our organisation to achieve customer satisfaction through process control.

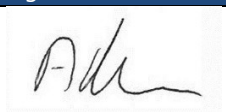
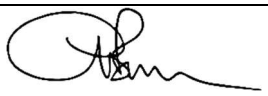
Environmental input comprises the standard requirements from ISO 14001:2015 which provides our organisation with a framework to help protect the environment and respond to changing environmental conditions in balance with socio-economic needs.

EQMS Manual

ISO 9001:2015 & ISO 14001:2015

APPROVAL

The signatures below certify that this EQMS manual has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by	Andy Flatman		Business Services Mgr.	22/05/2026
Reviewed by	Chris Brown		H&S Manager	22/05/2026
Approved by	Tony Felgate		Director	22/05/2026

AMENDMENT RECORD

This EQMS manual is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date
Various	Updated manual to Monthind Group Manual. Updated Scope.	2.0	16/05/2019
Various	Minor change to Scope information re Monthind Group	2.1	14/02/2020
Various	Changed 'Partner' refs to 'Director', QP Review as per schedule, Risks and Opportunities moved to LUS, Aspects Moved to LUS, General review small corrections.	2.2	18/02/2021
Various	Minor Update.	2.3	14/12/2021
Various	Full annual review of system	3.0	05/07/2023
Various	Full annual review of system	3.1	02/10/2024
Various	Full review of the system manual. Minor update.	3.2	22/05/2026

COMPANY PROPRIETARY INFORMATION

The electronic version of this document is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this EQMS manual is uncontrolled, except when provided with a document reference number and revision in the field below:

Document Ref. _____ Rev _____

Uncontrolled Copy ✓ Controlled Copy ☐ Date _____

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1 Introduction

The Monthind Group has developed and implemented an integrated Environmental and Quality Management System (EQMS), which uses ISO 9001:2015 and ISO 14001:2015 as a framework that allows our organisation to document and improve our quality and environmental practices to better satisfy the needs and expectations of our customers, stakeholders and interested parties.

The document is used to familiarise customers and other external organisations or individuals with the quality and environmental controls that Monthind Group has implemented. The controls defined herein demonstrate to all interested parties that our EQMS is focused on implementing processes that deliver customer satisfaction while limiting the environmental impact of our operations.

Our EQMS meets the requirements of ISO 9001:2015 and ISO 14001:2015 and uses the Plan, Do, Check and Act approach to process planning. Our EQMS addresses and supports our strategies for the provision of cleaning and support services.

Registered Address: - Monthind House, 91 London Road, Copford, Colchester, CO6 1LG

2 References

In addition to ISO 9001:2015 and ISO 14001:2015 we also refer to other relevant British and/or international standards as well as customer specifications appropriate to our products and market.

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9004:2000	Quality management systems	Guidelines for performance improvements
BS EN ISO 14004:2015	Environmental management systems	Guidelines for implementation

3 Definitions

This document does not introduce any new definitions but rather relies on the following:

1. Definitions typically used by our customers, stakeholders, interested parties or marketplace.
2. Terms typically used in standards and regulations as they relate to our processes and products.
3. Standard business terminology.
4. Terms and vocabulary commonly used in services practices.

4 About Our Organisation

4.1 Organisational Context

The Monthind Group is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social, and technological issues influence our strategic direction and our organisational context. The Monthind Group identifies, analyses, monitors, and reviews factors that may affect our ability to satisfy our customers and stakeholders, as well as; factors that may adversely affect the stability and integrity of our processes and our management system.

To ensure that our organisational context is aligned with our strategy, whilst taking account of relevant, influential, internal, and external factors; The Monthind Group collates and analyses information pertinent to those influential factors to identify issues that have the potential to be affected by our activities and services. Similarly, we identify internal and external issues that could affect our organisation's ability to deliver products, services, or activities.

The Monthind Group assesses information about our influential factors to ensure that a continual understanding of the relevance of each factor is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our business during management review meetings, the results of which are conveyed via minutes and business planning documents.

The output from this activity is evident as an input to the consideration of risks and opportunities, and the actions that we take to address them. For more information about our risk and opportunity management framework, refer to Section 6.1.

Although we acknowledge that ISO 9001:2015 does not require our organisational context to be maintained as documented information, we maintain and retain this information.

4.2 Relevant Interested Parties

The Monthind Group recognises that we have a unique set of interested parties whose needs and expectations change and develop over time, and furthermore; that only a limited set of their respective needs and expectations are applicable to our operations or to our EQMS.

4.3 Integrated Management System

4.3.1 EQMS Scope Statement

"**Our Environmental & Quality Management System is to support the design and delivery of contract and specialist cleaning services from our offices based in Colchester, Cambridge and Gorleston**"

The Monthind Group includes Monthind Holdings Limited, Atkins Gregory Limited, The Cleaning People Limited and Monthind Clean Limited. and any other holding company or subsidiary of Monthind Holdings Limited from time to time. A reference to a holding company or a subsidiary means a holding company or a subsidiary (as the case may be) as defined in section 1159 of the Companies Act 2006

Conformance to ISO 9001:2015 and ISO 14001:2015 has been verified utilising a formal assessment and review process by a UKAS Accredited Registrar: - NQA Certification Ltd.

4.3.2 EQMS Processes

The Monthind Group has implemented an integrated management system that exists as part of a larger strategy that has established, documented, and implemented our processes and procedures, integrated policies and objectives, whilst satisfying the requirements of ISO 9001:2015 of ISO 14001:2015. To achieve this, The Monthind Group has adopted the process approach advocated by the above management system standards.

The effectiveness of each process and its subsequent output is measured and evaluated through regular internal audits, inspections, and data analysis. We use key performance indicators (KPIs) that are linked to our objectives to monitor our processes, as well as assessments to determine the risks and opportunities inherent to each process. We also use trends and indicators relating to non-conformities, objectives and corrective action, as well as monitoring and measuring results, customer satisfaction and process performance data.

4.3.3 Outsourced Processes

Where The Monthind Group identifies the requirement to outsource any process, or part thereof, which affects conformity with the stated requirements; The Monthind Group identifies control criteria such as the competence of personnel, inspection regimes, the provision of product conformity certificates, adherence to specifications and specific job files, etc. Refer to Section 8.4.

The controls identified do not absolve us of the responsibility to conform to client, statutory and regulatory requirements but instead they enhance our capacity to effectively manage our supply chain. The controls adopted are influenced by the potential impact of outsourcing on meeting customer or stakeholder requirements, and the degree to which control of the process is shared. Outsourced processes are controlled via purchasing and contractual agreements. Refer to Section 8.4.

4.3.4 Documented Information

4.3.4.1 Management System Documents

The Monthind Group ensures that our EQMS includes the documented information which is required to be maintained and retained by ISO 9001:2015 and ISO 14001:2015, and additionally, any documented information identified by our organisation that demonstrates the effective operation of our EQMS.

Refer to the **EQMS000 – Master Document & Record Index**

4.3.4.2 Creating, Updating & Issuing

The Monthind Group ensures that when we create documented information it is appropriately identified and described (e.g., title, date, author, reference number) and is on appropriate media (e.g., paper, electronic). All documented information is reviewed and approved for suitability and adequacy. Where permanent changes to a document are required, a **EQMS004 – Document Change Request** form may be completed and submitted for the document owner to consideration and implementation.

A Master index of all document change requests can be found here:
EQMS019 – Document Change Request Master

4.3.4.3 Controlling Documented Information

Documented information is retained to provide evidence of conformity to the requirements specified by ISO standards, customer requirements and of the effective operation of our integrated management system. We use **EQMS005 – Document Issue Sheet** to record the transmittal of documents to external parties.

The Monthind Group uses standard forms and templates that are accessed via a local area network computer system. An electronic document management system, which is backed up and updated as required, is used to retain documented information ensuring only the current versions are available to users. All management system documents are controlled and communicated according to the **QP1 – Control and Change of Quality System Documents** Procedure.

Supporting documentation:

Ref.	Title & Description
01	QP1 – Control and Change of Quality System Documents

5 Leadership & Governance

5.1 Leadership & Commitment

5.1.1 Quality & Environmental Management

The Monthind Group's leadership is responsible for implementing our EQMS, including the development and deployment of our quality and environmental policies, subsequent objectives and targets, and project-specific plans which are customer and environmentally focused. Our directors provide accountability and governance to all activities related to the lifecycle processes including defining the strategic direction, responsibility, authority, and communication to assure the safe and effective performance.

Our directors have delegated the responsibility and authority for managing our environmental processes to the Business Services Manager – EQMS & IT. All quality related processes used to deliver customer satisfaction are implemented and maintained by the Business Services manager – EQMS & IT.

Governance activities include the systematic verification of EQMS effectiveness by undertaking internal audits and analysing performance data, reviewing trends and KPIs. Regular reviews and reporting ensure that our EQMS is effective and can react emerging issues.

Top management is committed to implementing and developing the EQMS and this commitment is defined by our corporate policies and objectives.

The Monthind Group ensures that our policies are understood, implemented, and maintained throughout at all levels of the organisation through printed distribution of our policy statements and through periodic management review of the policy statements and corporate level improvement objectives. The Monthind Group communicates our mission, vision, strategy, policies, and processes to all employees.

In addition, our policies, objectives, and targets are communicated and deployed throughout the business via individual, team and department performance objectives which are established and discussed during employee performance reviews.

5.1.2 Customer Focus

The Monthind Group strives to identify current and future customer needs, to meet their requirements and to exceed their expectations. Top management ensures that the focus on improving customer satisfaction is maintained by setting objectives related to customer satisfaction at management review meetings.

Top management also ensures that customer requirements are understood and met. Customer requirements are understood, converted into internal requirements, and communicated to appropriate personnel within the organisation. Customer complaints and other customer feedback are continually monitored and measured to identify opportunities for improvement. We continually look for ways to interact directly with our customers to ensure that we focus on their unique needs and expectations.

5.1.3 Quality & Environmental Policies

5.1.3.1 Establishing & Communicating

The Monthind Group quality and environmental policies act as a compass by providing the direction and framework for establishing key corporate level performance measures, as well as related objectives and targets. Top management ensures that our corporate policies are established and documented, and that the policies are available to all interested parties via our website.

The Business Services Manager – EQMS & IT has overall responsibility for defining, documenting, implementing, and reviewing our quality and environmental policies in consultation with the Directors, managers and other personnel, or their representatives. The policies are reviewed at according to the Internal Audit schedule, **EQMS016**

Our policies are communicated to all employees at all levels throughout our organisation via training, regular internal communications, and reinforcement during annual employee performance reviews. Employee understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate.

5.1.3.2 Policy Statement

The Monthind Group's EQMS Policy Statement is available on our website, or the master document is found here: **EQMS008 – EQMS Policy Statement**

5.2 Role, Responsibilities & Authorities

Our organisational structure is defined in document **EQMS003 – Company Structure.** The organisation chart shows the interrelation of personnel within The Monthind Group, whilst job descriptions define the responsibilities and authorities of each role. Job descriptions and the organisational structure are reviewed and approved by Top management for adequacy as determined by the changing needs and expectations of the interested parties identified in Section 4.2, and any risk and opportunities presented through the risk management process, Section 6.1.

Members of Top management are ultimately responsible for the quality of The Monthind Group's products and services since they control the resources, systems, and processes by which conforming work is accomplished. Top management are responsible for business planning, development and the communication of our policies, integrated management system planning, the establishment and deployment of objectives, the provision of resources needed to implement and improve the integrated management system and for undertaking management reviews.

The Business Service Manager – IT & EQMS is responsible for ensuring that any identified risks to quality or the environment are eliminated or reduced at source to As Low as Reasonably Practicable (ALARP) and that our organisation's strategic development does not compromise the intended outcomes of our EQMS.

All department managers demonstrate their commitment to the development and improvement of the EQMS through the provision of necessary resources, through their involvement in the internal audit process and through their proactive involvement in continual improvement activities. Emphasis is placed on improving both the effectiveness and efficiency of key system processes.

All department managers are responsible for execution of the business plan and the implementation of the policies, processes and systems described in this EQMS manual. All managers are responsible for planning and controlling the management system processes within their area of responsibility, including the establishment and deployment of operational level objectives and the provision of resources needed to implement and improve these processes.

All employees are responsible for the quality of their work and implementation of the policies and procedures applicable to processes they perform. Employees are motivated and empowered to identify and report any known or potential problems and to recommend solutions to aid the risk management and corrective and action activities.

5.3 Communication

5.3.1 Internal Communication

The Monthind Group communicates information internally regarding our EQMS and its effectiveness, through documented training, internal audit reports and continual improvement processes. All managers and supervisors are responsible for establishing regular formal and informal communications as needed to convey to their employees the relevance and importance of their activities.

Communications regarding how employees contribute to the achievement of objectives are also conveyed and reinforced during employee briefings and performance reviews. Issues pertaining to our EQMS that may be communicated internally include:

1. Day-to-day operations and general awareness.
2. Quality and environmental policies.
3. Information on achieving objectives and targets.
4. Risk and opportunities.

Top management and their direct reports are responsible for communicating the corporate policies as well as the importance of meeting customer, statutory and regulatory requirements to employees within their respective departments. They ensure that our policies are understood and applied to the daily work of the organisation through the establishment of measurable goals and objectives. Internal communication occurs on an on-going basis and is achieved through various mechanisms as appropriate:

1. Regular meetings and briefings.
2. Training sessions and training material.
3. Display boards, memorandums, letters.
4. Website and internal email newsletters.
5. Product and process performance data analysis and audit results.
6. Targets, objectives, scorecards, KPIs, management system manual and procedures.
7. Corrective action and non-conformance reports.
8. Minutes of ad-hoc and scheduled meetings.

5.3.2 External Communication

The Monthind Group determines the need to communicate information externally to our interested parties, as defined in Section 4.2, regarding the effectives of our EQMS. In most instances, external interested parties (such as customers, neighbouring communities, etc.) are the main driving force behind our organisation's desire to implement the EQMS. The various criteria and means of external communication may include as appropriate:

Interested Parties	Needs & Expectations	Possible modes of Communication
Customers	Price, quality, reliability & value	Website, Site Customer File
Owners/shareholders	Profitability & growth	Annual reports, Board Meetings
Suppliers	Beneficial relationships	Website, meetings, and questionnaires
Regulatory & statutory	Compliance & reporting	Regulatory compliance submissions or results of audits
Public	Environmental responsibility	EQMS visibility via company website

The Monthind Group ensures that all external communications are authorised prior to release. Where required, advice appropriate to the context of the communication may be sought concerning the content and dissemination of certain external communications. Responses to external communications are recorded if they are transmitted by email or letter. In each case the response is retained and controlled in accordance with the requirements for documented information.

6 EQMS Planning

6.1 General

For our organisation to run a successful EQMS, we consider and manage the risks and opportunities relating to our stakeholders, our external and internal context and from our quality and environmental aspects. This process uses the information collected during our context evaluation, stakeholder and interested party analysis and from the evaluation of our aspects. Top management then consider the risks and opportunities that we manage to ensure that our EQMS meets its intended outcomes, manages external environmental conditions, and achieves continual improvement.

Once the significant or material risks and opportunities are identified our organisation plans actions to mitigate perceived risk or take advantage of opportunities. Action is taken in a variety of ways using our EQMS system processes via setting objectives, targets policies, operational control or emergency preparedness, supplier evaluation or other business processes.

6.1.1 Risks & Opportunities

The aim of risk and opportunity management within The Monthind Group is to ensure that organisational capabilities and resources are employed in an efficient and effective manner to take advantage of opportunities and to mitigate risks.

Top management are responsible for incorporating risk-based thinking into our organisation's culture. This includes the establishment of risk management policies and targets to ensure effective implementation of risk and opportunity management principles throughout the lifecycle of our products, activities, or services by:

1. Providing sufficient resources to carry out risk and opportunity management activities.
2. Assigning responsibilities and authorities for risk and opportunity management activities.
3. Reviewing information and results from audits and risk and opportunity management activities.

The scope of The Monthind Group's risk and opportunity management process is communicated by the **QP20 – Control of Risks and Opportunities** which includes a methodology for the assessment of the internal and external issues identified in Section 4.1, and the assessment of the needs and expectations of any interested parties identified in Section 4.2. Risk and opportunity management is undertaken as part of The Monthind Group's day-to-day operations.

The Monthind Group records risks and opportunities in the **LUS Risks and Opportunities Register**

The register allows our organisation to methodically assess each risk and to study each opportunity associated with our organisational context, compliance obligations and the needs and expectations of our interested parties. The register also records the control and treatment of risk or opportunity to preserve this knowledge as documented information.

Supporting documentation:

Ref.	Title & Description
02	QP20 – Control of Risks & Opportunities

6.1.2 Environmental Aspects

The Monthind Group identifies relevant environmental aspects and subsequent impacts that pertain to our business operations, obligations and customer requirements and are recorded within the **LUS Aspects & Impacts Register**. For each identified aspect, the operating conditions, environmental impacts, and perceived significance are summarised without the need to provide an exhaustive list of all activities where there are many generic and specialist impacts.

Within the register is an assessment of the potential environmental impact of each aspect recorded, along with related targets and objectives. Significant Impacts are identified as priority.

The environmental aspects that present significant impacts or hazards are considered and become subject to risk management and corrective action where appropriate. The EQMS is structured to identify and manage these aspects to control or limit potential impacts and risks that may affect our organisation and conformity with our EQMS.

6.1.3 Compliance Obligations

Top management and the Business Services Manager – IT & EQMS review all relevant environmental legislation directly related to our identified environmental aspects and impacts using the **LUS (Legislation Update Service).** Legal and compliance obligations are reviewed on a regular basis with assistance from the monthly emails received from LUS.

All relevant legislation and other requirements applicable to The Monthind Group's environmental aspects are compiled into the LUS Legal Register. The introduction of new legislation and changes to current legislation is principally monitored through following sources of information:

1. LUS service https://legislationupdateservice.co.uk/
2. Recycling GOV.UK https://www.gov.uk/recycling-collections
3. Environment www.environment-agency.gov.uk

6.2 EQMS Objectives

The Monthind Group sets out its objectives and targets on a regular basis within the management review minutes where details of dates and responsibilities are defined. Improvements in quality and environmental performance are incremental and are in keeping with the size and complexity of our organisation.

When setting objectives and targets, our organisation ensures that they are consistent with the needs and expectations of our interested parties, as defined in **EQMS002- Context of The Organisation** and with our corporate objectives, targets, and policies. In addition, technological options, financial, operational, and business requirements are considered.

To determine whether our objectives and targets are being met, their related metrics are reported as a set of key performance indicators (KPIs). This allows progress to be monitored as the metrics are gathered and data is analysed. KPIs and objectives for our organisation include the following aspects:

1. Turnover and profitability (Actual vs Budget)
2. Sales targets
3. Contract Gains and Loses (Actual vs Budget)
4. Accident Reporting
5. Staffing breakdown – Using 'Staff Monitoring' System.
6. Director of Finance – Business Plans

All employees are aware of and responsible for the fulfilment of the quality and environmental policies and the subsequent objectives. Managers of all departments are obliged to develop high level objectives into objectives applicable to their departments and employees.

6.3 EQMS Objectives & Plans to Achieve Them

Top Management are responsible for setting the objectives and targets for the whole organisation. The Business Services Manager – IT & EQMS is responsible for monitoring progress against our targets and objectives, and for reporting this data to Top management. Our identified significant environmental aspects and associated quality risks and opportunities are used to prioritise which objectives and plans to implement.

Top Management are responsible for agreeing objectives and targets relating to activities under their control and for approving and endorsing objectives and targets for the organisation. Planning for action to mitigate adverse risk and significant impacts and the leveraging of opportunities is implemented via:

1. Environmental objectives.
2. Quality objectives.
3. Monitoring, measuring and analysis.
4. Operational controls.
5. Emergency preparedness and response.
6. Others, as appropriate.

6.4 Planning for Change

Our EQMS is planned and implemented to meet our corporate objectives as well as the requirements of ISO 9001:2015 and ISO 14001:2015. The planning process involves establishing and communicating our policies, objectives and associated operational procedures.

This document constitutes our overall plan for establishing, maintaining, and improving our EQMS. For each instance of management system planning, the output is documented and retained accordingly, and changes are conducted in a controlled manner. The management review process, change control process and the internal audit process ensure that the integrity of our EQMS is maintained when significant changes are planned which may affect key processes.

Whenever management system changes are planned, Top management ensures that all personnel are made aware of any changes which affect their process, and that subsequent monitoring is undertaken to ensure that EQMS changes are effectively implemented and that they do not adversely impact other processes.

7 Support

7.1 Resources

7.1.1 General

Resources at The Monthind Group include HR, Technology, Business Services, Health and Safety, Compliance, and financial resources.

7.1.2 People

To ensure competence of our personnel, job descriptions have been prepared which identify the qualifications, experience and responsibilities that are required for each position that affects product and EQMS conformity. Qualifications include desired requirements for education, skills, and experience. Appropriate qualifications, along with the provision of any required training, provide the competence required for each position.

The HR Dept. maintains records of employee qualifications.

Staff training records are maintained to demonstrate competency and experience. The HR Dept. maintains and reviews the training records to ensure completeness and to identify possible future training needs. Training records are maintained and include as a minimum; copies of certificates for any training undertaken to date, current job description and curriculum vitae. The requirements for training are communicated by the **QP8 – Training Procedures**

7.1.2.1 Competence

Top management identifies emerging competency needs during management reviews. Emergent competency needs are converted into job descriptions for the type and number of positions that need to be filled through internal or external recruitment.

Where required; competency training and monitoring is conducted in-house, although for more specialist skills, external seminars or courses are utilised. The effectiveness of training is evaluated and recorded. The company induction includes an introduction to our policies and objectives. Future competency training needs are identified as part of Management Reviews.

7.1.2.2 Awareness

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of our policies and objectives. We aim to raise quality and environmental awareness through regular emails to staff and Management meetings.

Employees are also encouraged to undertake personal and professional development with plans reviewed on an annual basis at individual annual performance appraisals undertaken by line management.

Supporting documentation:

Ref.	Title & Description
03	QP8 – Training Procedures

7.1.3 Infrastructure & Natural Resources

The Monthind Group is responsible for planning, providing, and maintaining the resources needed to achieve process conformance, including buildings, workspace, and associated utilities; process equipment (hardware and software); and supporting services (such as internal transportation and material handling systems and communications systems). The Business Services Manager – IT & EQMS has overall responsibility for managing the related environmental impacts of our facilities and equipment maintenance programmes which include:

1. Transportation and material handling.
2. Equipment management, maintenance, and repair – Including PAT testing.
3. Facilities management, maintenance, and repair.

The Business Services Manager – IT & EQMS has overall responsibility for managing and mitigating our organisation's use of natural resources as identified as a category of significant environmental aspects. These are documented in the online LUS System.

7.1.4 Operational Environment

The Monthind Group ensures that our offices comply with relevant health and safety regulations. The H&S Officer carries out regular compliance audits to ensure that appropriate standards are maintained. Top management is committed to providing:

1. A place of work that is safe, including all equipment and methods of work.
2. Training, instruction, information, and supervision for employees.
3. A means of safe handling, storage, use and transportation of equipment, materials, and chemicals.
4. Safe working environment with good lighting, ventilation, safe passageways, stairs, and corridors.

7.1.5 Monitoring & Measurement Tools

The Monthind Group ensures all PAT testing equipment is calibrated every Year. TDS Water testing meters are replaced every 2 years. All Company equipment records are stored in the equipment database. The database contains information such as location, PAT tested date, status Etc.

Supporting documentation:

Ref.	Title & Description
07	QP3 – Register and PAT Testing of Electrical Equipment

7.1.6 Organisational Knowledge

The Monthind Group recognises that organisational knowledge is a valuable resource that supports our quality and environmental management activities which assure product, process, and service conformity. There is a strong link between organisational knowledge and the competence of our people, the latter being peoples' ability to apply knowledge to their work.

To ensure that organisational knowledge is retained and transferred, organisational knowledge is recorded in documented information and is embedded in our processes and services. Examples of organisational knowledge include:

1. Documented processes and procedures.
2. Previous specifications and work instructions.
3. The experience of skilled people and their processes and operations.
4. Knowledge of technologies and infrastructure relevant to our organisation, etc.

Sources of internal knowledge also include knowledge gained from experience and coaching; lessons learnt from failures and successes; capturing and sharing undocumented knowledge and experience; the results of improvements in processes and services.

Sources of external knowledge often include other ISO standards; research papers; webinars from conferences; or knowledge gathered from customers, stakeholders, or other external parties. The Monthind Group determines and reviews internal and external sources of knowledge, such as:

1. Lessons learnt from non-conformities, corrective actions, and the results of improvement.
2. Gathering knowledge from customers, suppliers and partners, benchmarking against competitors.
3. Capturing knowledge existing within the organisation, e.g., through mentoring/succession planning.
4. Sharing knowledge with relevant interested parties to ensure sustainability of the organisation.
5. Knowledge from conferences, attending trade fairs, networking seminars, or other external events.

8 Product & Service Development

8.1 Operational Planning & Control

8.1.1 Environmental Management

The Monthind Group has identified its significant environmental impacts in the **Online LUS System** - We consider the environmental requirements and impacts that can be controlled and influenced during each phase of the service lifecycle, for example service design, procurement, transport, and final disposal.

8.1.2 Quality Management

The Monthind Group establishes and implements documented plans and procedures that describe the processes identified in Section 4.3.2 and the controls required for the provision services in relation to our objectives and the risks and opportunities identified in Section 6.1. During the planning phase, Top management, the Quality Manager, and other responsible personnel identify the following parameters:

1. Objectives and requirements for the service.
2. Documented information to demonstrate conformity.
3. Related life cycle aspects, impacts and mitigations.
4. Documented information to demonstrate conformity.
5. Necessary resources; or outsourced processes and their controls.
6. Resources necessary to support the ongoing operation and maintenance of the service.

8.2 Determining Requirements for Services

8.2.1 Customer Communication

In accordance with our commitment to exceed our customer's expectations, The Monthind Group highlights effective customer communication as an essential element of delivering customer satisfaction. Appropriate handling of customer communication helps to reduce customer dissatisfaction and, in many cases, turn a dissatisfying scenario into a satisfying experience. Customer communication occurs through the following formats, events, and processes:

1. Brochures and Case studies relating to our services.
2. Enquiries, quotations and order forms, invoices, and credit notes.
3. Confirmation of authorised orders and amended orders.
4. Delivery notes and certificates of conformity.
5. E-mails, letters, and general correspondence.
6. Customer feedback and complaints management process.

The Customer Service Team and Sales and Marketing Departments are responsible for establishing methods of communication with our customers to ensure enquiries, contracts, or order handling; including amendments, customer feedback and complaints are handled expeditiously and professionally.

8.2.2 Determining Requirements

The Monthind Group develops appropriate requirements to ensure that we satisfy the needs and expectations of our customers, stakeholders, or relevant interested parties. The Monthind Group ensures that customer requirements are clearly articulated and that their requirements are captured and understood before the acceptance of an order. Customer requirements include the following:

1. Statutory and regulatory obligations related to the service lifecycle.
2. Other non-customer specified performance requirements.
3. Any additional requirements determined by our organisation.
4. Requirements not stated by the customer, but which are necessary for specified or intended use.

The Monthind Group controls the stages of the service lifecycle by establishing environmental requirements for each service during its design and development phase. This is customer-driven process requires clear, and often repeated, customer interaction to understand the customer's needs.

8.2.3 Review of Requirements

Prior to committing to the customer, The Monthind Group ensures and confirms our capacity to supply the required service. Pre-acceptance reviews are conducted to ensure that:

1. Service requirements are defined and are appropriate.
2. Environmental requirements are defined and are appropriate.
3. Requirements are defined for service support.
4. Requirements not stated by the customer, but which are necessary for intended use are appropriate.
5. Any additional requirements determined by The Monthind Group are appropriate.
6. Contract or order requirements differing from those previously expressed are resolved.
7. The Monthind Group can meet the defined service requirements.
8. Documented information is retained and maintained showing the results of the review.

Customer requirements are confirmed before acceptance by the exchange of contracts or purchase orders via appropriate electronic or hard copy formats.

8.2.4 Changes in Requirements

The Monthind Group ensures that all relevant documented information; relating to changes in service requirements, are authorised and amended where necessary, and that all relevant personnel are made aware of the documented changes.

8.3 Design & Development

8.3.1 General

The design and development activity transform the input requirements into conforming service outputs.

Design and development planning ensure that risk management activities are conducted during the design and development process by identifying the inter-relationship(s) between appropriate risk management activities, and design and development activities, as well as the resources needed, including the appropriate expertise required to ensure sufficient coverage of potential concerns.

Design and development activities targeted at controlling risk and mitigating significant environmental impacts are supported by documented information.

8.3.2 Planning

During the planning stage, we will identify required internal and external resources, determine the requirements for the provision of services, determine the level of control expected by customers and other interested parties and determine what documented information is required.

8.3.3 Inputs

Design inputs such as customer data, specifications, standards, regulations, obligations, and environmental requirements, etc. are checked to confirm they are adequate and unambiguous. Any conflicting or ambiguous requirements are discussed and resolved with the originator and the outcome retained as documented information. The Monthind Group also considers the following:

1. Functional and performance requirements.
2. Statutory and regulatory requirements.
3. Commitments to implement any standards or codes practice.
4. Consequences of failure due to the nature of the services.

8.3.4 Controls

The Monthind Group controls the design and development process to ensure that the results to be achieved are defined and that corrective action is taken where problems or changes are identified during design reviews and verification or validation activities.

Design and development verification generate objective evidence that the identified risks were addressed, risk control measures were implemented as necessary, and risk control measures were verified to be effective so that the result meets the defined acceptability criteria. Design and development validation is performed to ensure that the resultant services can meet the requirements for the specified application or intended use. Validation confirms services meet user needs, intended uses, and that any residual risk meets the overall acceptability criteria.

8.3.5 Outputs

The outputs of the design and development process are retained as documented information. The resulting outputs satisfy the design requirements, provide adequate information on service operations, refer to acceptance criteria and specify characteristics essential for safe and proper use of the service.

During the design and development process, when inherent safety protective measures are not possible or practical, additional risk control measures such as labelling, training and residual risk communication may be necessary design outputs.

8.3.6 Changes

The Monthind Group ensures that changes made during or after the design and development requirements are identified and retained as documented information. Any changes are reviewed, verified, validated, and approved. The review of design development changes includes evaluating the adverse effects of those changes upon constituent services already delivered. Where a design change results from changes in a risk control measure, any current risk assessments are reviewed and updated, as necessary.

8.4 Control of Suppliers & External Processes

8.4.1 General

The purchasing process is essential to our organisation's ability to provide our customers with products and services that meet their requirements. The Monthind Group ensures that all purchased products or services that are incorporated into our final products; conform to our specified requirements.

Performance and capability of existing and potential Suppliers are assessed using the:

MONT003 Approved Subcontractor Supplier Questionaire.pdf (Monthind Clean Ltd.)
ATKG003 Approved Subcontractor Supplier Questionaire.pdf (Atkins Gregory Ltd.)

Each Supplier is assessed on criteria such as holding 9001 and 14001 certifications and having adequate H&S policies Etc. Details can be found in the approved supplier list.

The criteria for the selection, evaluation and re-evaluation are defined and communicated in the: -
QP7 - Purchasing and Stock Procedures.doc

8.4.2 Purchasing Controls

The criteria for the selection, evaluation and re-evaluation are defined and communicated in the:

QP7 - Purchasing and Stock Procedures.doc

The frequency of contract reviews with each supplier varies depending on their performance at any time.

8.4.3 Purchasing Information

The Monthind Group uses purchase orders to describe the product or service to be purchased. Designated individuals within the company create purchase orders using the company system. They also ensure the adequacy of the requirements that are specified by the purchase order prior to release.

Where appropriate, the roles and responsibilities for risk management on the part of the supplier are defined as part of the purchasing requirements. In addition, prescribed risk control measures are included in the purchasing requirements as part of the purchasing information which clearly communicated to the supplier.

8.5 Service Provision

8.5.1 Control of Service Provision

To control the planning, administrative support and implementation of work, our organisation's policy is to describe the work methods, the controls applied, and the records required. The process control activities are quality with many aspects that also relate to quality control. The following controlled conditions are applied where applicable:

1. Quality control checks are performed using appropriate measuring equipment.
2. Handling, storage, and transportation.
3. Evidence of completed site quality audits.

8.6 Control of Nonconforming Outputs

It is our organisation's policy to detect, control and rectify any aspect of an output that does not conform as quickly and efficiently as possible. Where necessary, any service output that does not conform to requirements is properly identified and controlled to prevent unintended use. The non-conformity is analysed, and the cause(s) are investigated.

Improvement actions are implemented to ensure the non-conformance does not reoccur. Once the non-conforming outputs are corrected, the outputs are then verified for conformity against requirements. Documented information concerning the nature of any non-conformances, the resolving authority, and the resulting corrective actions is retained.

8.7 Control of Emergency Situations

The Monthind Group has identified potential emergency situations pertaining to our business operations which may lead to an under desired environmental impact or health and safety risk. The Environment & Sustainability Manager and the Facilities Manager are responsible for ensuring that procedures and practices are established for preventing and responding to accidents and emergency situations where there may be a significant impact on the environment.

Please refer to the following
QP10 - Health & Safety Policy and Manual
Fire Procedures and Evacuation Plan HO
Fire Procedures and Evacuation Plan – Atkins Gregory
QP16 - Business Continuity Plan.pdf

9 Performance Evaluation

9.1 Monitoring, Measurement, Analysis & Evaluation

9.1.1 General

The Monthind Group applies suitable methods for determining which aspects of the EQMS and its processes are to be monitored, measured, and evaluated. The frequency and methods by which our processes are monitored, measured, and evaluated is determined and informed by:

1. Statutory and regulatory requirements.
2. Customer feedback and specification requirements.
3. Process performance and audit results.
4. Level of risk and types of control measure.
5. Trends in non-conformities or corrective actions.

All monitoring, measuring and evaluation outputs are documented and analysed to determine process effectiveness and to ensure their effectiveness in achieving in-tolerance results, and to identify opportunities for improvement. Ref To: **EQMS011 - Monitoring and Measuring.xlsx**

9.1.2 Customer Satisfaction

The business undertakes regular Customer satisfaction surveys using 'Microsoft 365 Forms'. Results are collated into a spreadsheet, and the output and ongoing trends are discussed at the monthly Management meeting. Where a customer requests a follow up phone call, this is actioned by the Customer contract manager.

9.1.3 Analysis & Evaluation

To identify opportunities for improvement, Top management, and senior managers, as appropriate, collect and analyse data using appropriate statistical and non-statistical techniques to determine the suitability and effectiveness of key quality and environmental management system processes.

A process is effective if the desired results are measurably achieved. Effectiveness is measured in terms of service quality, environmental compliance, process accuracy, cost and budgetary performance. To identify strengths, weaknesses, threats and opportunities within our integrated management system, The Monthind Group monitors and analyses trends using the following data points:

1. Characteristics of processes, services, and their trends.
2. Conformity to customer, environmental and legal requirements.
3. Customer satisfaction and perception data.
4. Supplier data.
5. Results of actions taken to address risks and opportunities.
6. Effective implementation of integrated management system planning.
7. Improvement opportunities identified during internal audits and management reviews.

9.1.4 Evaluation of Compliance

Conformance with legislation is reviewed and evidence of evaluation is maintained through the management review process. The Monthind Group uses Legislation Update Service for Compliance Review and Legal Register.

https://legislationupdateservice.co.uk/

9.2 Internal Audits

The EQMS audit programme is coordinated by the Business Services Manager - EQMS who details the frequency and general focus of each internal audit. This activity is defined in **QP9 - Internal Quality Audits Issue 11.doc**. The internal audit programme is recorded within the **EQMS016 - Internal Audit Schedule.xlsx.** The schedule may be altered at any time as necessary to ensure all areas are audited at a frequency determined by the associated risk of non-compliance.

All Internal Auditors have received suitable, recognised Internal Audit Training.

9.3 Management Review

9.3.1 General

To ensure the continuing suitability, adequacy and effectiveness of our EQMS in meeting our organisation's strategies, a senior Director & the EQMS Manager conduct formal management review meetings at planned intervals. The meeting agenda and minutes are documented in: -

EQMS012 - Management Review Agenda & Minutes.docx.

The annual schedule of Management meetings is documented in:

EQM014 – Management Review Schedule

9.3.2 Inputs

The primary inputs that are reviewed comprise data from conformance and performance measurements that are gathered at key quality and environmental data points from various processes. Subsequent recommendations for improvement are based on the evaluation of such measurements.

Conformance is primarily assured through internal audits and demonstrated through a review of audit results and our demonstrated ability to detect, correct and to prevent problems. Performance is primarily assured through the deployment of corporate and operational level objectives, and through the review of our demonstrated ability to achieve desired results.

9.3.3 Outputs

The primary outputs of management review meetings are management actions that are taken to make changes or improvements to our quality management system. During management review meetings, top management identify appropriate actions to be taken regarding the following issues:

1. Improvement of the effectiveness of the quality management system and its processes.
2. Improvement of services related to customer requirements.
3. Opportunities and risks.
4. Significant environmental aspects.
5. Resource needs.

The primary outputs of management review meetings are the actions necessary to make changes or improvements to our quality management system and the provision of resources needed to implement these actions. Responsibilities for required actions are assigned to members of the management review team. Any decisions made during the meeting, assigned actions and their due dates are recorded in the management review minutes.

10 Improvement

10.1 General

The Business Services Manager EQMS uses a range of the performance evaluation tools highlighted in Section 9 to make recommendations for improvement and to achieve the intended outcomes of our EQMS. For example, recommendations may emerge from the review groups and from findings raised in internal audits.

In order to determine and select opportunities for improvement or to implement any necessary actions to meet the requirements of customers and relevant interested parties, or to enhance customer satisfaction, The Monthind Group drives improvement via the analysis of relevant data. The data inputs for the improvement process include:

1. Risk and opportunity evaluations.
2. Assessment of the changing needs and expectations of interested parties.
3. The conformity of existing services.
4. The effectiveness of our EQMS.
5. Supplier performance.
6. Environmental performance.
7. Reducing adverse environmental impacts.
8. Increasing beneficial impact and opportunities.
9. Levels of customer satisfaction, including complaints and feedback.
10. Internal and external audit results.
11. Corrective action and non-conformance rates.

The Monthind Group also ensures that opportunities for improvement from daily feedback on operational performance is evaluated by the Business Services Manager EQMS. Changes are typically implemented through the corrective action system. Opportunities for improvement from analysis of longer-term data and trends are

evaluated and implemented through the management review process and are prioritised with respect to their relevance for achieving our quality and environmental objectives.

The overall effectiveness of continual improvement program (including corrective actions taken as well as the overall progress towards achieving corporate level improvement objectives) is assessed through our management review process.

10.2 Non-conformity & Corrective Action

Non-conformities with aspects of environmental and quality requirements (ISO14001:2015 and ISO9001:2015) are reported to the Business Services Manager – EQMS in order that an investigation can be initiated.

The appropriate manager documents the non-conformity using the **EQMS017 - Non-Conformity Report** and considers the root-cause of the non-conformity. If necessary, other responsible parties will be consulted to identify the root cause and plan appropriate action. The Business Services Manager – IT & EQMS records the report together with any agreed corrective action within the **EQMS018 - NCR and CAR Tracker**

The appropriateness of actions taken is reviewed during document reviews and the internal audit process and reported as necessary to the Management Review. Evidence of non-conformance, customer dissatisfaction or process weakness is used to drive our continual improvement system. Since problems may already exist, they will require immediate correction and possible additional action aimed at eliminating or reducing the likelihood of its recurrence.

The resulting corrective actions are reviewed for effectiveness and are reported to top management to determine if changes to the EQMS are required, or whether any new risks or opportunities need to be considered during planning.

10.3 Continual Improvement

The Monthind Group continually improves the effectiveness of its quality management system through the effective application of the corporate policies, objectives, auditing and data analysis, corrective and preventive actions, and management reviews.

The overall effectiveness of continual improvement program, including corrective actions taken, as well as the overall progress towards achieving corporate level improvement objectives, are assessed through our management review process.

- End -