Audit Type:	Surveillance
Organisation:	Rapidrop Global Limited
Address:	Rutland Business Park , Newark Road , Peterborough , PE1 5WA
Standard(s):	ISO 14001:2015
Client Representative(s):	Mr Martyn Curran , Mr Alex Feriralins, Mr Craig Galloway, Mr Chris Shelly
Total number of employees:	114
Applicable employees (QMS/EMS):	21
Site(s) audited:	As Above
Date of Audit:	09 June 2025 (2) days
Lead Auditor:	Tracy Hodges
Full Audit Team:	Tracy Hodges

This report is confidential and distribution is limited to the audit team, client representative and the British Assessment Bureau (BAB) office.

Section A: Audit Objectives

Surveillance Audit

- to confirm that the management system conforms with all of the requirements of ISO 14001:2015;
- to confirm the Scope statement; represents the organisation's certified activities on the Certificate of Registration;
- to confirm that the organisation has effectively implemented ISO 14001:2015;
- to confirm that the Management System is capable of achieving the organisation's policies and objectives;
- to review links between the internal audits, management reviews and continuous improvement

Section B: Scope(s) of certification

Design, manufacture, and testing of Fire Protection Equipment, including Fire Sprinklers, Valves and Fire Sprinkler System Component Sub-Assemblies. Procurement, stockholding and supply of fire sprinkler system products and manual fire extinguishing equipment plus industrial fixings, consumables, sealants, and adhesives, to clients Worldwide.

Section C: Current audit findings and conclusions

The BAB Audit Team conducted a process-based audit, focussing on significant aspects, risks and objectives as required by ISO 14001:2015.

The audit methods used were interviews, observation of activities and review of documentation and records.

The structure of the audit was in accordance with the audit plan and audit planning process.

Number of nonconformities identified	0	Major	0	Minor
Number of opportunities for improvement identified	1			

Based on the results of this audit and the system's demonstrated state of development and maturity, continued management system certification is recommended. This recommendation will be independently verified by the British Assessment Bureau Head Office.

Section D: Audit Findings

Clause 1: Opening Meeting

OPENING MEETING
The opening meeting was attended by Craig Galloway (Business Management Systems and ISO Manager) and Alex Feriralins (Quality Technician). This audit is being completed on site considering the complexity of the business in line with UKAS guidelines, interviews have been carried out with Top management and Employees where required. The full audit has been completed within the allotted timeframe. The way the audit would be conducted was the explained.
The findings of the last audit conducted on 18/06/2024 generated 1 Major Nonconformity, 4 Minor Nonconformities and 3 Opportunities for improvement. For clarification on the findings, please refer to the previous assessment report.

Clause 4: Context of the Organisation

CONTEXT OF THE ORGANISATION
Rapidrop Global Limited (referred to as Rapidrop for the remained of this report) has 3 trading divisions.
IFI (Industrial Fasteners International) – Supplying manufacturing and installation products to the UK fenestration industry - Everything windows and doors but not glass or frames.

Rapidrop – Fire protection products to UK and South African markets with distribution points in both.- Core products are Sprinkler Heads; Flexible Hoses and Valves.
Rapidrop Europe - (Post Brexit European entity based out of Ireland) – European markets with distribution points: Denmark, Sweden, and Poland.
Rapidrop Middle East – Fire protection products to Middle East, Levant, Asian, African markets.
Distribution points: UAE, Qatar, and India.

FloWatch – Fire sprinkler monitoring systems and equipment

There are 4 manufacturing areas of the business: Sprinkler production; Rivet; Valve assembly; Silicone filling line.
UK Facility – Research and Testing. Ability to test various sprinkler head types on site.

CLIMATE CHANGE: As part of their ISO14001 the organisation has determined that climate change is a relevant issue.
Examples of action taken include but not limited to the following:
Energy Efficiency Training is undertaken by all Managers.
Introduce speed limiters on fleet vehicles
EPD available for their marketed product. Fulfil CBAM reporting requirements. ESG Rating.

INTERESTED PARTIES
Interested parties have been documented in the Scope Context Interested parties document Issue 6 dated 28/01/2025 evidenced and includes the needs and expectations of the following interested parties (stakeholders): Customers / Distribution Agents; Local Government; National Government; International Governments; Local Communities; Employees; Competitors; Regulatory / Approval Bodies / Third Party Certification; Insurance Providers; External Providers and Suppliers; Bank / Finance; Executive Board / Shareholders; Third Party Warehouses / Logistics.
Additional Supporting Evidence
Examples include:
Customers / Distribution Agents – Value for money, high quality, quick responses, consistent service, regulatory compliance, innovative products, and on time delivery.
Suppliers – Fair, clear, unambiguous contracts. Ethical, mutually beneficial, open, and honest relationships.
Employees – Reputable employer, fair benefits and pays, job security, development and employee involved culture.

SCOPE
The scope of certification was discussed, this is defined as ‘Design, manufacture, and testing of Fire Protection Equipment, including Fire Sprinklers, Valves and Fire Sprinkler System Component Sub-Assemblies. Procurement, stockholding and supply of fire sprinkler system products and manual fire extinguishing equipment plus industrial fixings, consumables, sealants, and adhesives, to clients Worldwide’ and this accurately reflects the organisations services.
Additional Supporting Evidence
Scope Context Interested parties document Issue 6 dated 28/01/2025 evidenced

The Management Systems are well structured and reflects the operational processes through documented procedures included in the company's Documented Information which clearly identifies inputs and outputs throughout each process. BMS Manual evidenced with clearly identified inputs and outputs throughout.

Clause 5: Leadership

LEADERSHIP (COMMITMENT TO THE MANAGEMENT SYSTEM)
Leadership is clear at Rapidrop Top Management are committed to the development and implementation of an Environmental Policy and the Environmental Management System which are both compatible with the strategic direction and the context of the organisation, the complete system is frequently reviewed to ensure conformance to the standard. Responsibility has been assigned to ensure that the EMS conforms to the requirements of the standard and the provision to report on performance to the top management team has been defined.
The designated senior Management Representative(s) ensure that Rapidrop staff are aware of the importance of meeting customer as well as statutory and regulatory requirements, and overall, to contribute to achieving their Environmental Policy and Objectives which are aligned with the current business plan.
Craig Galloway (BMSIM) maintains the Management System requirements and reports back to the Top Management through the Management Review process. The Employees are communicated with through various meetings on the Environmental Management System Performance. Chris Shelley (CEO – since March 2025) and Martyn Curran (Sales Director) were interviewed as part of the Audit and confirmed that successful communication was part of the company's process and cited monthly meetings with the functional teams as an example (All Directors are Functional Team Mangers). In May 2025 a "Town Hall" meeting with all employees was held, they plan to conduct every quarter.
Top management have demonstrated its commitment, and the development and implementation of the BMS and continually improving its effectiveness by complying with applicable legal requirements and with other requirements to which the organisation subscribes.
Minutes of the board meeting are taken; minutes includes actions required and relevant owners assigned. Copies of the minutes are distributed to the Directors. These actions are
then tracked via the monthly board meeting minutes until resolution.

List of Auditees
Chris Shelly – CEO
Martyn Curran – Sales Director
Craig Galloway - Business Management Systems and ISO Manager
Alex Feriralins - Quality Technician
Vicki Johnson – HR Manager
Katarzyna Chilinska - HR Administrator

Additional Supporting Evidence
BMS Manual dated 30/04/2023
Environmental Policy dated 31/0/2023
Environmental Objectives 2025
May Monthly NCR Stats and Associated KPI evidenced.
BMS Review dated 03/06/2025

POLICY
The Environmental Policy is in place and displayed on the company website, and noticeboards, also available on company shared drive, this has been signed on the 31/0/2023 by Keith Plater – Managing Director at time of signing – last reviewed 29/01/2025.
The Environmental Policy is reviewed, certified and published annually with associated
objectives. Document are held electronically at S:\Knowledge Base\Controlled
Documentation and SOPs and displayed on notice boards.

Clause 6: Planning

RISKS and OPPORTUNITIES
Taking into consideration the issues identified in 'Context of the organisation,' they have identified the risks and opportunities, aspects and impacts that are relevant to their BMS. Internal And External Business Risks are reviewed every 3 months by the BOD Representative and BMSIM.
These are captured in their Scope Context Interested parties document Issue 6 dated 28/01/2025 evidenced.
Recorded Risks and Opportunities (Internal and External) progress included but not limited to the following:

Internal Risks
12
Risk: Infrastructure – ICT
Expected Result: Secure, future proof systems with appropriate disaster recovery plans.
Uncertainty: Staff do not adhere to company IT regulations, plus create unnecessary duplication and increased storage requirements
Risk Level: MEDIUM
Opportunities : Opportunity to review and reinforce IT regulations plus review
storage drive structure and access rights.
Actions / Progress: Second broadband lease line provided by City Fibre. Asset register established. Email and web traffic now monitored and secured. Drive structure being remapped with access rights. BC introduced 18/07/22
across the business and transition complete. AX placed in dormant state for records recovery until 2027. Full external audit of their IT resilience commissioned and findings being actioned.

Internal Risks
14
Risk: Climate Change
Expected Result: EPD available for their marketed product. Fulfil CBAM reporting requirements. ESG Rating.
Uncertainty: Their clients' customers in both the UK and EU are requesting EPD for fire sprinkler system components, if they cannot provide, they may lose future sales.
Risk Level: HIGH
Opportunities : Opportunity to liaise with product providers and work with them to fulfil protocol requirements when published.
Actions / Progress: CBAM recording in place, training scheduled to be delivered by Tunley. ESG audit complete, score achieved 65. Tunley contracted to provide draft EPD for submission, LCA in progress.

External Risks
12
Risk: Natural disasters
Expected Result: Minimal disruption
Uncertainty: Interruption in supply chain
Risk Level: MEDIUM
Opportunities : Opportunity to review supply chain risk analysis to enable fast replacement stock.
Actions / Progress: Due to 3rd party approval requirement, limited option to dual source. Historic data provide

13
Risk: Plant reliability
Expected Result: Plant availability to meet current and future business needs.
Uncertainty: Probability of breakdown, time taken to
repair / source alternatives.
Risk Level: MEDIUM
Opportunities : Opportunity to implement preventative maintenance. Introduce
multi source supply / subcontract.
Actions / Progress: Dual sourcing of non-regulated components. Additional production plant sourced, rivet, test, torque drives, microbite, all now implemented.

ASPECTS and IMPACTS
The BMS Manual includes the methodology on how the organisation identified the aspects that impact on the environment and there is an Aspects and Impacts Register current as of 12/12/2024 is in place and this was evidenced detailing the aspects and their impacts as well as stating the relevant legal compliance requirements.
This included but not limited to the following:
Environmental Aspect: Use of electricity in production, warehouse, and office.
Environmental Impact: Generation of greenhouse gases
Risk Score/ Rating: 20 HIGH
Other requirement: Clean Air
Significant: YES
Objective: Reduce annual electricity consumption
Target and date: 2% reduction by year end
Action plan, improvement, or control: Complete installation of LED lights, improve building insulation, turn it off stickers, staff

awareness training.
07/03/2024 - Fit Solar Control Film to all office westerly facing windows to reduce solar heat gain (reducing air conditioning requirement/usage).

Environmental Aspect: Use of diesel by internal fleet .
Environmental Impact: Generation of greenhouse gases
Risk Score/ Rating: 20 HIGH
Other requirement: Clean Air
Significant: YES
Objective: Reduce fossil fuel consumption
Target and date: 2% reduction by year end
Action plan, improvement, or control: Optimise route planning, monitor vehicle efficiency, vehicle maintenance.
03/06/2025 - Introduce speed limiters on fleet vehicles

Environmental Aspect: Production of source material and sub-assemblies, building materials used in buildings maintenance, refurbishment, and construction.
Environmental Impact: All impacts generated in upstream life cycle of materials but particular scope for influencing natural resource depletion and climate change.
Risk Score/ Rating: 16 HIGH
Other requirement: ISO 14001:2015; CBAM; EPD; TM65
Significant: YES
Objective: Ensure that materials are sourced effectively taking into account resource depletion and impact on Climate Change
Target and date: Fulfil CBAM reporting reqmt. Develop EPD for products by 2028.
Action plan, improvement, or control: Careful specification and minimising consumption. Ensure contractors are aware of the Environmental policy. Consider whether contractors have their own EMS before awarding work.
03/06/2025 - Alternative UK based supplier identified for their bulb protectors (currently China). Supply will be switched in Sept 25 when all current/in supply stock is consumed.

OBJECTIVES
The Senior Management determine the environmental objectives and targets based on the identified significant aspects. This is carried out initially and then repeated each year as part of their Management Review. Objectives and targets are measurable where possible and are consistent with their commitment to prevent pollution, their commitment to comply with compliance obligations as necessary and to ensure they achieve continuous improvement. When determining objectives and targets, considerations include, technological options, financial, operational and business requirements together with the views of interested parties. On completion of determining the objectives and targets they are recorded within their matrix and then be used to develop the programme for implementing actions designed to ensure the individual targets are met and the overall objectives achieved.
Senior Management regularly review objectives, which are contained within their Aspects and Impacts Register.
Additional Supporting Evidence
Objectives signed by Keith Plater (Director at time of review) and dated January 2025.

Clause 7: Support

HUMAN RESOURCES
The organization has in place a process for the evaluation and authorization of internal and external resource provision to include evaluation and approval of external resources such as sub-contractors and approved suppliers, and a suitable recruitment process.
The HR platform confirmed the organisational diagram was available to all RDG colleagues
and included details on departmental teams, team members and their respective job titles. And Job Descriptions are also available.
Additional Supporting Evidence
Organisation chart was evidence dated May 2025
Job Description – Production Supervisor (Valves)
Job Description – Quality Technician
Job – Description – Customer Support Administrator

AWARENESS, COMPETENCY, and TRAINING
All staff is made aware of the relevance and importance of their roles in the contribution to the effectiveness of the company’s environmental policy and relevant environmental objectives, including implications of not conforming to system requirements.

The environmental policy has been communicated to all employees at all levels throughout the organization using various methods deemed appropriate; the policy is available to all interested parties via company notice boards and regular internal communications. Employee understanding of their policy and objectives is determined during internal audits and other methods deemed appropriate.
All employees across the business have the training and skills needed to meet their job requirements. All employees are monitored on an ongoing basis to identify any training and development needs.
A Training Matrix is used to list all employees and their certifications and skills.
Their HR platform confirmed the organisational diagram was available to all RDG colleagues and included details on departmental teams, team members and their respective job titles. And Job Descriptions are also available.
Atlas Online Training portal evidenced 116 active users, 579hrs of CPD time, 1368 certs issued.
Atlas download evidenced that 100% of managers completed Environmental Awareness course.
Atlas download evidenced that 90% of staff had completed Energy Efficiency Awareness training.

The BMSIM has undertaken ISO 14001 Awareness training and the Quality Technician has completed ISO 14001 Internal Auditors Course.
BMSIM Awareness training completed 09/09/24
Quality Tech Training completed 29-30 Nov 2024.
Skills Matrix (Rivet) last reviewed 19/02/2025 evidenced
Skills Matrix (Sprinkler Production) last reviewed 03/06/2025 evidenced
Warehouse Forklift Training Certificates Matrix updated 14/03/2025 evidenced.

DA(Production Supervisor / Sprinklers)
18 courses taken – Examples include but not limited to the following:
Introduction to Leadership 07/03/2024.
Communication 15/02/2024
DSE 06/03/2024
Fire Awareness 20/02/2024
Fire Warden 10/06/2024
H and S for Managers and Supervisors 07/03/2024
Manual Handling 11/02/2025
Policy and procedures acknowledgement
Included but not limited to the following: Environmental Policy 11/02/2025 and various Sprinkler SOPs 25/07/2024.

CS(CEO)
Examples include but not limited to the following:
DSE 25/03/2025
Energy Efficiency Awareness 10/03/2025
Environmental Awareness 11/04/2025
Fire Awareness 28/02/2025
GDPR UK Essentials 11/04/2025
H and S for Managers and Supervisors 14/04/2025
Policy and procedures acknowledgement
Included but not limited to the following: Quality Policy 20/02/2025; Environmental Policy 20/02/2025; and Modern Slavery Policy 20/02/2025.

AB(Export Customer Service) – Joined 17/02/25, paperwork raised; Induction schedule sighted, Job Description signed. Probation review successfully completed on 9/5/25 evidenced.

COMMUNICATION
For internal staff, the company intranet is a source of information and is updated regularly to ensure that all information is correct. This is accessible by all staff.
Any communication which is sent external to the intranet is designated through the appropriate line manager.
For external persons, the company internet is a source of information and is updated regularly to ensure that information including product approvals and datasheets are up to date. Product updates and event information are also disseminated via social media.

DOCUMENT CONTROL
Documents subject to control are National / International Standards, BMS Manual Documentation, Assembly Instructions, Assembly Drawings and Parts List and approved drawings and specifications. These are subject to formal control as follows:
A reference list is kept by the BMSIM – showing: Document title; Document reference; Document controller; Issue level.
Documents viewed as part of the audit included but not limited to:
Controlled Documentation Index
BMS Manual 30/04/2023
Environmental Policy 31/0/2023
Scope Context Interested parties document Issue 6 – including Risk Register
Organisation chart 2025
Environmental Aspects and Impact Register
Environmental Objectives 2025
COSHH Assessment Register
RDG-G-014 Emergency Preparedness and Response Procedure dated 25/03/2023
RDG-WI-W014 Management of Waste Work Instruction dated 12/12/2024
Additional Supporting Evidence
RDG-G-002 Control of Records updated to include specific reference to EMS related documentation and requirement to retain them for a minimum of 5 years. RDG-G-002 released at Issue 6, Controlled Documents Register updated and PDF document saved to knowledge base.- Minor Nonconformity raised at 2024 audit closed 27/08/2024.

Clause 8: Operation

ENVIRONMENTAL CONTROLS
Environmental Procedures are in place within the organisation's activities and these include the lifecycle of products purchased are reviewed. Examples include, but not limited to the following: Complete installation of LED lights, review system installation to enable isolation of not-in-use areas; Review installation of solar panels on building roofs; Record and monitor fuel consumption efficiency for fleet vehicles and company cars; Raise awareness of Cycle to Work Scheme and Lift Share; Manage route planning of fleet vehicles to ensure most efficient routes are used; Encourage recycling; Review use of packing materials with supplier to confirm eco credentials of materials supplied.A4 and A5 dispatch envelopes replaced with non-plastic recyclable version; Ensure as far as possible that products / material can be recycled; Identify and reduce use of paper/consumables within office environment.
RDG-WI-W014 Management of Waste Work Instruction dated 12/12/2024 evidenced; Work instruction details the procedure to be followed regarding the management and safe disposal of waste.
Site waste is split into two groups: recyclable and non-recyclable:
1. Non-recyclable waste is treated as either general or hazardous and separated accordingly. Hazardous Waste includes Silicon Waste, Oils, Fuels, Batteries and WEEE.
2. Recyclable waste is separated into main groups including Wood, Cardboard, Metal (general), Metal (high value), and Plastic Wrap
The collection and disposal of site waste is managed by the Operations Manager.
General waste (including food waste) is collected in bins located across the site. Office/workspace bins are then emptied into identified 'General Waste' FEL/1100Ltr containers situated outside Unit 3 and American House. FEL/1100Ltr containers are emptied by an external waste handler as per contractual arrangements.
Rapidrop confirmed that the Research and Testing Facility is only used for Water flow and spray pattern; There are no materials nor chemicals (combustibles) used during the testing. So there is no
impact of wastewater runoff on groundwater and surface water. They also confirmed that there was no discharge range set by the environmental agency.
On site environmental evaluation and recording of power and water consumption and waste in place at time of audit. Product lifecycle (sprinklers) remains under review as Product Category Risks (PCR) for sprinklers has yet to be issued to enable Life-Cycle Assessment (LCA) and production
of Environmental Product Declarations (EPD). Product sourcing is covered in aspects and impacts register as is packaging. - Minor Nonconformity raised at 2024 audit closed 16/01/2025.
Legal compliance Register being generated through ActivComply and will include details of action taken to confirm compliance has been addressed. Compliance review completed. 18 possible nonconformances being addressed by appropriate personnel. 398 questions completed against 58 regulations, all details held on Active Comply. Minor Nonconformity raised at 2024 audit closed 06/12/2024.
The Warehouse and yard were found in a good condition with product/pallet stowed appropriately. There was no debris and waste was being managed effectively.
Warehouse walkways and aisles were clear. All bin location have identification labels.

Additional Supporting Evidence
RDG-WI-W014 Management of Waste Work Instruction dated 12/12/2024 evidenced.
WasteCare Ltd Waste Transfer Note dated 14/01/2025 Waste carrier No. CBDU84992 for Waste Transfer Note for 1219kg Alkoxysilane Adhesive; 300kg Electrical and Electronics Equipment; 75L Oil.
20kg Paint/Resin/Ink Tins, Part Fill; 806kg Non-Hazardous Silicone Elastomer; 177kg Silicone Tubes, Haz Over drummed; 6kg Turpentine Smalls.
Invoice 000336982 dated 22/06/2023 to CF Gill and Son Ltd for the sale of 119kg Scrap Copper, 256kg Scrap Irony Brass and 2500kg of Scrap Brass.
Enicor Waste Transfer Note dated 18/12/2024 Waste carrier No. CBDU254493 for mixed iron / steel

EMERGENCY PREPAREDNESS AND RESPONSE PROCEDURE
RDG-G-014 Emergency Preparedness and Response Procedure dated 25/03/2023 evidenced; This procedure describes the processes to identify potential emergency situations and potential accidents that can have an impact on the environment, and how Rapidrop Global responds to such events.
This sets out Rapidrop arrangements to ensure a coordinated, strategic response to significant business disruption. It sets out the key roles and responsibilities, plan activation, incident response, management, recovery, and review processes to be followed in the event of an incident or emergency.
The following potential risk events and business impacts have been identified and are
addressed in the Emergency plan include: Fire; Fuel/Oil/Chemical Spill (on site); Chemical Spill (In Own Fleet Vehicle).
Additional Supporting Evidence
Fire Alarm weekly Test Record evidenced
Spill Kit evidenced during site walk around
Last Fire Drill 02/03/2025 record evidenced

Clause 9: Performance Evaluation

EMS COMPLIANCE (EVALUATION / MONITORING / MEASURING RESULTS)
Continuous monitoring is undertaken by Senior Management at Management Review Meetings observing each part of the product or service provision, inclusive of customer feedback, internal audits, suppliers and the risk and opportunity matrix.
Sprinkler production and vehicle efficiency are measured against output and miles driven respectively and are therefore linked to fluctuations in business. The KPI set against power usage is to try and improve their current power consumption in the non-production-based areas (warehouse, offices) and reduce their overall environmental impact. OFI Recommendation raised at 2024 Audit not supported at this time.
Additional Supporting Evidence
Power consumption
Yearly Power Usage
Sprinkler Production /Per Watt
Vehicle Efficiency (Van fuel Consumption)
Water Usage

INTERNAL AUDITS
The BMS Manual includes the Internal Audit Procedure and 2025 Internal Audit Plan An internal audit schedule is prepared on an annual basis year and covers the requirements of ISO 14001 and ISO 9001 (certified by another certification body). Internal audits are carried out through “risk or claused based” auditing.
Internal Audit of the EMS completed by Aleks and submitted to BAB for review. EMS and QMS audits were carried out independently (6 months apart) to ensure all required clauses are audited against. ISO 14001 certificate re-issued by BAB following receipt of the completed internal audit and detail of corrective action planned against the NCR raised in 2024 – Closed 31/07/2024.
Additional Supporting Evidence
2024 / 2025 Internal Audit Plan – All audits are carried out to both ISO9001 and ISO14001.
Audit Dated 28/05/2025
Scope: Training - Clauses 7.16, 7.2, 7.3, 10.3 and SOP
Audit Findings: 4 Opportunities for improvement raised

Audit Dated 24-25/10/2024
Scope: Warehouse - Clauses 4.1, 4.4, 5.2, 5.3, 6.1, 6.2, 7.1, 7.2, 7.3, 7.4, 8.1, 8.5.2, 8.5.3, 8.7, PN111 Clause 9, 11, 13 and department SOP
Audit Findings: 1 Minor Non-conformity and 4 Opportunities for improvement

The organisation may benefit from conducting a “Bunding Audit” and this could also be added to their risk assessment. This has been raised as an opportunity for improvement.

MANAGEMENT REVIEW
Management Reviews are planned for various times throughout the year and are part of regular scheduled management activities, such as board meetings and operational meetings and fully meets the requirements of Clause 9.3 of ISO 14001.
Internal audit plan for 2024 was completed as per the published schedule except for the re-audit of the EMS which was extended by 2 months due to personnel availability and training.
No. of audits planned: 21.
No. of audits completed: 18 (4 customer service combined). 3 internal Audits completed by Aleks.
SOP reviewed and ISO clauses confirmed against audits completed.
All reports forwarded to area representative and CC to Directors.
Additional Supporting Evidence
BMS Review dated 03/06/2025 evidenced
Rapidrop Annual Review – Period 2024 Minutes and presentation for 28 January 2025 evidenced
Attendees: Keith Plater – Managing Director; Mark Smith – Commercial Director; Martyn Curran – Sales Director (Building Division); Dominic Ellicott – Finance Director.
Highlights included: Previous management review open points; Effectiveness of Risk Management actions and opportunities identified; Management System (current state and internal/external changes that could affect it); Performance and effectiveness; Continuous Improvement.

Clause 10: Improvement

IMPROVEMENT AND CORRECTIVE ACTION
Should a non-conformity occur, including those arising from complaints, internal audits and external 3rd part assessment RDG designate the appropriate representative to ensure that corrective action including root cause analysis is completed and implemented to avoid any further occurrences. This is then analysed and should the risk to the business pose to be “high” then this is then entered onto the Dynamics 365 Business Central platform to assist in mitigating the risk to the business.
Should any non-conformance’s occur then the internal audit report must be completed to ensure that a full analysis of the problem is resolved. Should any changes to the Business Management System, Products or Services be required then the “Planning changes” document is also be completed.
The Management Action Log is completed, as this then forms part of the Management Review meeting.
No NCRs relating to Environmental reported.
Additional Supporting Evidence
Review of NCR carried out on 03/06/2025
The number of NCR raised has dropped and they are seeing improvements against both customer satisfaction and controllable NCR. They are seeing increased proportion of NCR raised against Customers, Couriers, and Quality which are beyond their control. Controllable NCR KPI was achieved against 3 of the 4 BU, the overall KPI remains achievable.
Continued emphasis on monthly meetings to review NCRs is required to maintain accountability and momentum.
Main product concerns remain with Mecon (leaking welds) and Jinan Meide (RD301, RD117, Grooved Product),
Fivalco (POSTIND/POSTWALL fading paint finish) discussed, on how they close these off with lack of support from manufacturer.
Review of records regarding sprinkler activations, AP5 SPK, carried out.

Legal Compliance

LEGAL COMPLIANCE
The Directors of the organisation ensure that they keep up to date with relevant legislation with sites such as HSE; Direct Gov and Environmental Agency referred to on a regular basis and as part of the Internal Audit program. Accountants are used for financial and payroll compliance. Citrus HR Platform links are used for all other related Legal Compliance.
Legal compliance Register being generated through ActivComply and includes details of action taken to confirm compliance has been addressed.
Introduction of Activ-comply has identified areas of the business which were not compliant with
legislative requirements. Zero fines received.
Legal Requirements Register added to Environmental Aspects and Impacts Register.
COSHH safety data sheets seen in all areas, at point of use.
Additional Supporting Evidence
Employers’ Liability Insurance from RSA Policy Number: RSAP8040390300 Expiry date: 30/06/2025
COSHH Assessment Register PRIMARY evidenced.

COSHH Assessment 009 - Loctite 55; Risk assessment LOW; This product contains no hazardous substances exceeding EU regulatory limits.
COSHH Assessment 003 - Plasti-Kote® T and S Gloss Bright Red 21107; Risk assessment MEDIUM TO HIGH; This product contains Acetone – CAS 67-64-1; Hydrocarbons, C9-C11 – CAS 64742-48-9; Butane – CAS 106-97-8; Propane – CAS 74-98-6; Isobutane – CAS 75-28-5.
The company confirmed that they have not received any enforcement actions within the last year.

Use of the Certification Mark

CERTIFICATION MARK
The client are not using the certification mark.

Closing Meeting

CLOSING MEETING
The Closing Meeting was attended by Craig Galloway (Business Management Systems and ISO Manager). He was informed that there was 1 OFI raised. This was discussed and the client accepted the findings of the Audit. The audit objectives were concluded in line with the Audit Plan and all information requested was supplied and forms part of the above detail in terms of the requirements. The client was satisfied that the audit duration was a true reflection of the entire process-based activity. As part of the audit, a discussion was held regarding the date of the next audit by BAB in line with the Certification cycle. The client was advised that the date suggested was to be considered a pencilled in date and not a formal booking, this date and audit duration (i.e., number of days) would be confirmed by the audit booking team closer to the date of the audit.
The suggested date for the next audit was week commencing 5 May 2026.

Non-Conformities and Opportunities for Improvement

	Type	Clause	Summary
No Non-Conformances Found			
OFI-1	OFI	9.2	(14001) The organisation may benefit from conducting a “Bunding Audit” and this could also be added to their risk assessment.

= Major Non-Conformity
= Minor Non-Conformity
= Opportunity for Improvement

If non-conformances have been raised throughout this assessment, you are required to provide the following to assist in the closure of these to **compliance@british-assessment.co.uk**.

Major Non-conformance (Recertification Assessment) - Provide evidence within 10 days of the assessment
Major Non-Conformance (Surveillance Assessment) - Provide evidence within 28 days of the assessment
Minor Non-Conformances - Provide a corrective action plan within 28 days detailing how you intend to rectify in preparedness for the next assessment together with a root cause analysis.
Important Note: If this assessment represented a "Stage 2" (Initial) assessment, certification cannot be granted until such time that the corrective action plan has been received.

Certification Cycle Assessment Plan (from 2023 to 2026)

Business function/Process	Stage Two Audit	1st Surveillance Audit	2nd Surveillance Audit	Recertification Audit
Context of the organisation	✓	✓	✓	P
Leadership	✓	✓	✓	P
Planning	✓	✓	✓	P
Support	✓	✓	✓	P
Operation	✓	✓	✓	P
Performance Evaluation	✓	✓	✓	P
Improvement	✓	✓	✓	P
Client Site Visit	tbc	tbc	tbc	tbc

P = Planned, ✓ = Done, ✗ = Excluded

Plan for next Assessment

Time	Assessment Activity
09.00	Arrive on site
	Opening Meeting
	Overview of Company Review:- Context of the Organisation Review non-conformities, observations, recommendations from previous audit.
	Leadership
	Planning for the management systems including risk
	Support
	Operation
	Performance Evaluation
	Improvement
	Performance Evaluation
	Customer Communication
	Internal Audits
	Legal Compliance
	Use of Certification Mark (where applicable)
	Auditor collating information and preparing for closing meeting.
	Closing Meeting

Assessment Notes

a. The assessment was based on sampling and therefore non-conformities may exist which have not been identified.

b. If you wish to distribute copies of this report external to your organisation then all pages must be included.

c. The British Assessment Bureau, its staff and agents shall keep all information relating to your organisation confidential and secure and shall not disclose any such information to any third party except that in the public domain or required by law or relevant accreditation bodies. The British Assessment Bureau staff agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.

d. This report and related documents have been prepared for and only for the British Assessment Bureau client and for no other purpose. As such the British Assessment Bureau does not accept or assume any responsibility (legal or otherwise) or accept any liability for or in connection with any other purpose for which the Report may be used or to any other person to whom the Report is shown or in to whose hands it may come and no other persons shall be entitled to rely on the Report.

e. The management system documentation included the necessary policies, procedures, process descriptions etc, required by the standard.

The audit criteria applicable to this assessment are clearly outlined within the specific audit plan and the three-year programme. For further information on the audit scope and audit criteria, please refer to the accompanying audit plan and three-year programme.