shanks. waste solutions.

# MANAGEMENT SYSTEMS - COMPANY STANDARD
## NON-COMPLIANCE

**Denotes change - replaces WQA102 & SEN301WS**

### PURPOSE

To ensure that effective action is implemented for non-compliances against legal and/or Shanks' requirements and is appropriately recorded.

### RESPONSIBILITY

Nominated Managers are responsible for ensuring that the requirements of this company standard are adhered to.

### TRAINING

Any queries on the contents of this document should be forwarded to the Management Systems department.

### DEFINITIONS

**Non-compliance** examples include, but are not limited to the following**;** Issues raised during Regulatory Authority inspections, Customer Complaints, Invoice/Credit Queries, Environmental Complaints, Accidents/Incidents, Near Miss Incidents, Non-conforming Waste, Issues identified through internal audit/inspections, any non-compliance against the requirements of Shanks' management systems.

### PROCESS

1. Details of all non-compliances must be recorded using the appropriate forms and systems, that form part of Shanks' management system e.g. CCS, TIM, drivers worksheet, incident reporting & investigation form, customer at risk forms, environmental log/diary, non-compliance form etc.

2. All non-compliances must be investigated to identify the root cause and enable effective corrective actions to be implemented, which will aim to prevent recurrence of the non-compliance.

3. Where investigation and corrective actions reveal the need, actions should be taken to eliminate the causes of other potential non-compliances in order to prevent their occurrence.

4. The level of investigation and corrective/preventive actions should be appropriate to the effect of the non-compliance.

5. Non-compliances should be taken into account during the budgetary process to ensure corrective actions have been effective and that appropriate resources are allocated where required.

6. All records must be maintained for a minimum of 6 years or, in the case of records relating to a licensed/permitted facility, until the licence/permit is handed back, or as otherwise specified in a permit/authorisation.

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|---|---|---|---|
| Prepared by: | …….. | NAME REDACTED | Management Systems Manager |
| Approved by: | …… | NAME REDACTED | Managing Director |

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## NON-COMPLIANCE (SMS 001 WM Issue 1) - INDUCTION TABLE

- ✓ **This table is deemed to be an official training record and must be kept indefinitely.**
- ✓ **Please ensure that all relevant employees are made aware of the contents of the document within 6 weeks from receipt and sign the table.**

| PRINT EMPLOYEE NAME | EMPLOYEE SIGNATURE | DATE | MANAGER INITIALS | COPY ISSUED (√) |
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