

Audit Type:	Stage Two Audit
Organisation:	Structural Repair Solutions Ltd
Address:	45-46 The Arches , Alma Road , Windsor , Berkshire , SL4 1QZ
Standard(s):	ISO 9001:2015, ISO 14001:2015
Client Representative(s):	Marc Duffey, Roger Lane
Total number of employees:	33
Applicable employees (QMS/EMS):	11
Site(s) audited:	As Above
Date of Audit:	14 August 2025 (2) days
Lead Auditor:	Daniel Mlambo
Full Audit Team:	Daniel Mlambo

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

Stage 2 Audit

- to confirm that the management system conforms with all of the requirements of ISO 9001:2015, 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 9001:2015, 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

Provision of structural repairs encompassing, foundations, concrete repair and testing on buildings in the UK for domestic, commercial and industrial clients

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 9001:2015, 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	3			

Based on the results of this audit and the system's demonstrated state of development and maturity, initial 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

The Opening Meeting was attended by:

Laura Flynn (Chief Operating Officer)

Marc Duffy (Project Manager)

Daniel Mlambo (BAB ISO Auditor)

No specific Health and Safety issues that may have affected the audit were reported. The audit plan and the way the certification audit against the requirements of ISO 9001:2015 and ISO 14001:2015 audit would be conducted were explained. It was established that the client does hold copy of ISO 9001:2015 and ISO 14001:2015 Standard. This Audit is being completed remotely based on the complexity of the business in line with UKAS guidelines. A risk assessment has been carried out to ascertain the complexity of this audit and all evidence has either been seen electronically or via a video link and interviews have been carried out with Top management and Employees either at the site or via digital platforms where required. The full audit has been completed within the allotted timeframe.

It was confirmed at the time of the audit that the client has copies of ISO 9001:2015 and ISO 14001:2015 standards.

It was evidenced at the time of the audit that, the client closed all the findings that were raised during stage 1 audit. This was checked by the audit and an Improvement Log which will be further explored in clause 10 was evidenced detailing all the findings.

Clause 4: Context of the Organisation

Established, 2013, based in Winsor, Structural repairs are a leading national specialist in structural repairs.

Services offered include, 3D Laser Scanning Services, Basement Waterproofing services, Brick and stone cleaning, bridge repair, carbon fibre bridge products, carbon fibre crack stitching, carbon fibre reinforcement, carbon fibre staples, cementitious grout, commercial diver underwater scanning, concrete corrosion testing, concrete delamination services, concrete injection and many more. The organisation key customer groups include, network rail, PGL, piling and tie rods, HS2 (building).

Structural repairs has determined its external and internal issues that are relevant to its context and these are:

Internal:

Training and Development of its employees

Company Reputation

Good safety record/standard of compliance.

Consistent repeat business and retained clients – client satisfaction

External:

Adapting to changes in legislation

Cashflow through aged debts

High Competitive market reducing level of service.

The organisation monitors and review changes in external and internal issues through management reviews and weekly management meetings.

Climate Change as a relevant issue: The organisation has determined Climate Change as an issue and a Climate Change procedure has been developed which details. Internal issues – sensors in rooms to reduce energy usage, and the organisation have tried to change to LED. Buying diesel cars with ad-blue to reduce emissions to the environment. The organisation has electrical vehicle for the scanning team.

Structural Repairs has identified their needs and expectations of interested parties and In-tegrated Management System Manual version 1, dated 1/07/2025 details the interested parties and an Interested Parties Register version 1, dated 01/07/2025 was evidenced and the following were evidenced but not limited to:

Customers (External)

- Timely and costs effective designs and installations
- Quick reaction and resolution to issues and/or complaints
- Follow current legislation, standards and regulations couple with customer's own requirements
- Kept happy and well informed.

Employees (Internal)

- Treated fairly
- Good working conditions
- Quick reaction to issues / complaints

- Career progression

Regulators and Legislation - RISQS, HSE, Environmental Agency (External)

- To abide by the law
- To abide to clients rules and regulations.
- Do not harm people or the environment

Bank/Finance (Internal)

- Healthy funds
- Good cash forecasting
- Loans and factoring used correctly

Directors and Shareholder (Internal)

- For shareholders, the most important job for the company is to increase stock prices,
- pay more dividends,
- expand into new markets,
- increase profitability and make the business attractive to more investment.
- They want the company to achieve organic and inorganic growth to increase their returns on investment.

The organisation has determined interested parties with a requirement related to climate change and all of them have a requirement related to climate change.

Structural Repairs has defined its scope of the management systems as “Provision of structural repairs encompassing, foundations, concrete repair and testing on buildings in the UK for domestic, commercial and industrial clients” and this accurately reflects the business process.

Structural Repairs has process in place and an Integrated Management Systems Manual is in place version 1.0, dated 01/07/2025 and the following processes were evidenced throughout the report but not limited to:

Business Risks and Opportunities.

Aspects and Impacts.

Business Objectives

Planning of Changes

Internal Audit

Management Review

Clause 5: Leadership

Top Management have demonstrated their commitment to the management system and Marc (Project Manager – who is part of Top Management) was interviewed and confirmed: Top Management have taken accountability of the effectiveness of quality and environmental management system through management reviews which are conducted on an annual basis.

Top Management conduct general management meetings on a weekly basis looking at any site changes, any resources needed are discussed, making sure materials required are available.

Top Management have developed quality and environmental policy signed by Roger Lane and objectives which are compatible with the strategic direction of the company.

Top Management have ensured the organisation has enough resources are in place and have recently recruited two employees, one is the office manager and a scanning manager (contractor).

Top Management have demonstrated – communicating by briefings (monthly – health and safety briefing), any company updates, any changes, any new jobs. Teams meetings are conducted.

Structural Repairs Ltd has demonstrated their commitment to continual improvement through,

Client Communication – weekly teams meetings, emails, site progress updates, status of work, feedback from council, network rails.

Internal audits – conducted on an annual basis, conducted a month ago when the system was implemented,

Aspect and Impact Register in place – reviewed on an annual basis to continually improve its environmental performance.

Business Risks and Opportunities

Management Reviews conducted on an annual basis – attended by 4 senior management team.

Quality Policy is in place, dated 01/07/2025, found on SharePoint and employees get access to it, and all new starters they receive a link and get access to it and review it.

Environmental Policy is in place, dated 01/07/2025, found on SharePoint and employees have access to it.
External parties upon request – for instance external engineers get access to the policies.

Structural Repairs has defined roles and responsibilities and communicated during induction and during monthly catchups. The organisational chart 2025 in place and have a roles and responsibilities matrix and job descriptions have been evidenced. This will be further explored in clause 7 of this report.

Clause 6: Planning

Structures Repair has a Risk Assessment methodology in place and a Risk Register is in place version 1.0, dated 01/07/2025 and the following most significant risks as well relevant controls:

Ser: 7

Source: Fraudulent Tickets.

Impact: Task delayed, increased cost, requirements not met.

Likelihood: 3

Consequence: 4

Initial Risk Score: 12

Control measures: Ensure all staff are fully vetted on CITB cards with additional checks using CITB checker. Proof of identity and right to work to be used in conjunction with these checks.

Likelihood: 1

Consequence: 3

Residual Risk: 3

Ser: 85

Source: Staff unaware of Integrated Management System (IMS)

Impact: IMS failing to reach scope, waste of time and resources

Likelihood: 3

Consequence: 5

Initial Risk Score: 15

Control measures: IMS briefed to all personnel, advice available from Crusader Health and Safety Consulting when required.

Likelihood: 2

Consequence: 2

Residual Risk: 4

An Opportunity for Improvement has been raised: It may be beneficial to clearly state the internal and external issues and requirements in clause 4.2 within the risk register.

Structural Repair has determined environmental aspects of its activities, products and services that it can control and those it can influence and their associated environmental impacts, considering a life cycle perspective, taking into account abnormal conditions and reasonable foreseeable emergency situations. A total of 44 environmental aspects have been identified and SR.1AA.001 Environmental Aspects and Effects Register, version 1.0, 01/07/2025 was evidenced within SharePoint and the following environmental aspects and impacts were noted:

Ref: MT5

Environmental Aspect: Water-collected from main supplies or standpipes -use.

Control/Influence: Control.

Operational Condition: Abnormal.

Environmental Impact: Water use depletes limited portable water supplies impacting on habitats and require energy to capture, treat and distribute. Only 0.003% of World's water is suitable for drinking, irrigation or industry.

Existing Operational Controls: Site operatives instructed to minimize water usage.

Risk Rating (Probability): 2

Severity: 2

Risk Rating: 4

Legal and Other requirements: Water Industry Act 1991

Ref: MT13

Environmental Aspect: Hydraulic oils, lubricant oils.

Control/Influence: Control.

Operational Condition: Abnormal and Emergency situations

Environmental Impact: Oils are fossil fuels and thus non-renewable. When heated, oil release carbon dioxide which is linked to global warming and sulphur and nitrous oxides which causes acid rain. Should spillages occur, then diesel may contaminate

soils, sewer, drains and watercourses or result in hazardous waste from spill responses.

Existing Operational Controls: Only competent persons handle materials. Proprietary handling equipment has been provided and spill response procedure has been established.

Risk Rating (Probability): 2

Severity: 2

Risk Rating: 4

Legal and Other requirements: Hazardous Waste Regulations 2004, Control of Substances hazardous to Health 2002, Water Resources Act 1991, Water Industry 1991.

An Opportunity for improvement was raised, it may be beneficial to the organisation to expand its aspects and impact register and consider other abnormal conditions that can affect its business operations.

Structural Repairs has a planning of change process to address operational, procedural and strategic change to the quality management system and a Managing Change procedure version 1, 01/07/2025 was evidenced.

An Authority for Change form is in place.

No change requires documenting.

Structural Repairs have defined its quality and environmental objectives and a HSQE objectives reviewed 01/07/2025 and company objectives are in place.

Structural Repairs has defined and documented its Quality and Environmental Objectives and a Company objectives document, issued 25 March 2025, reviewed by CEO was evidenced and the following were noted:

Quality Objectives

- Customer Satisfaction: Maintain a client satisfaction rate of $\geq 95\%$, emphasizing clear communication, scope compliance, and post-project follow-up.
- Service Quality: Reduce repair defects and non-conformities by 10% per annum through structured QA/QC procedures.
- Timely Delivery: Achieve 100% project delivery within agreed timeframes using enhanced scheduling tools and risk-buffer protocols.

Environmental Objectives

- Waste Management: Cut construction-related waste volumes by 15% annually by promoting reuse, recycling, and efficient materials handling.
- Emission Reduction: Lower the company's carbon emissions by integrating fuel-efficient transport, consolidating logistics, and investing in energy-efficient machinery.

A HSEQ Objectives register detailed all other objectives and then following quality and environmental objectives were evidenced:

Environmental Objectives

Objective: Reduce waste production in line with the waste hierarchy.

Measurement and Monitoring: Set waste reduction targets based on previous year's data and identify and develop good practice for waste reduction to achieve divert at least 95% of construction waste from landfill.

Responsibility: Robert Line, Marc Duffy

Timescale: December 2025

Date Completed: None

Status: None

Quality Objectives

Objective: Customer satisfaction – formally determine if client's needs and expectations have been fulfilled and to what degree.

Measurement and Monitoring: Achieve an average scoring rating of 85% satisfaction across all customer feedback surveys for 2025. This objective to continue into 2025 with 85% scoring as only one feedback back in period 86% scored.

Responsibility: D Eve, Robert Line

Timescale: December 2025

Date Completed: None

Status: None

Clause 7: Support

Structural Repairs has processes in place to ensure the organisation has sufficient people resources in place and access to appropriate internal and external procurers when needed. The organisation has an organisational structure and job descriptions in place and the following were noted:

The organisational structure is made up of:

Founder – (1)
Chief Operating Officer – (1)
Project Manager – (1)
Site Manager – (1)
Founder's Executive Assistant – (1)
Sales and Technical Manager – (1)
Senior Technical Consultant – (1)
Operational Coordinator – (1)
Assistant Project Manager – (1)

The organisation has defined roles and responsibilities for its internal employees and the following were sampled:

Job Title: CEO

Responsibilities:

- Develop and execute the company's business strategies.
- Prepare and implement comprehensive business plans to facilitate achievement by planning cost-effective operations and market development activities.
- Ensure company policies and legal guidelines are communicated all the way from the top down in the company and that they are always followed.
- Delegate responsibilities and supervise the work of executives providing guidance and motivation to drive maximum performance.
- Maintains budgets for the business as well as the individual projects it takes on.
- Analyse situations and occurrences and provide solutions to ensure company survival and growth.
- Makes key decisions for the business.
- Research and analyses industry, market, and competitors to make informed strategic decisions.
- Creates initiatives to take advantage of market opportunities, reduce operational threats, forestall business risks, and maximises core strengths.
- Identifies core competencies and defines operational goals.
- Liaise with the operation director to make sure all efforts are in alignment.
- Provide input to external accreditation audits e.g. RISQS, ISO
- To provide information instruction and supervision for employees

Job Title: Project Manager

Responsibilities:

- Engaged with and supported bid development at the earliest opportunity.
- Reported progress by suitable media to senior management, maintained and up-dated actual cost, forecast and mitigations to risks or issues.
- Co-ordinated design, construction, commercial, assurance and multi-disciplinary programme dependencies.
- Ensured a safe working environment through adherence to all health and safety standards and reported issues, applying safe practice protocols and briefings as re-quired by the clients.
- Identified and monitored project risks, planned, and implemented responses to them.
- Led and empowered the team, monitored performance, provided feedback and identified training needs.
- Proven record of successful delivery of multi-disciplinary projects and packages of work.
- Assess buildability of designs and aided in the development of design with the de-signer.
- Make important policy, planning, and strategy decisions.
- Develop, implement, and review operational policies and procedures.
- Assist HR with recruiting when necessary.
- Undertake role of Safe work Manager
- Help promote a company culture that encourages top performance and high mo-rale.
- Oversee budgeting, reporting, planning, and auditing.
- Manage all staff on site and help recruit all competent staff.
- To provide information instruction and supervision for employees
- To maintain safe and healthy working conditions
- To provide adequate control of the health and safety risks arising from our work ac-tivities.
- Overall management of the health and safety of the whole organisation and ensure adequate resources are allocated to implementing the HSQE Management systems.
- Arrange for site audits and inspect site to ensure the welfare of staff.
- Ensure all personnel receive the training necessary to perform their roles safely.
- Ensure adequate records are held for the staff such as medical records, working hours and competencies.
- Ensure adequate resources are provided for the implementation of Method state-ment.

Structural Repairs has processes to ensure access to external providers when needed and a Service Level Agreement

between Didcot RAAC ceiling Repair and Structural Repair was evidenced. Service offered: Network Rail Amended NEC4 Engineering and Construction Short contract for Didcot), start date 21/10/2024 up to 21/02/2025.

Structural Repairs is located at:45-46, The Arches, Alma Road Windsor, Berkshire, SL4 1QZ.

Building is 2 story and the site is landlord controlled.

Building is designed to give good natural lighting.

Allocated parking is available to the front of the building and the rest is managed by PCP.

Entry to the building is gained via lock and key and there is a fob at the entrance.

Ground floor consists of the kitchen, the meeting room and the show room.

Fire extinguishers are in place, further explored in clause 8 of this report

Welfare facilities are in place.

First Floor consists of the 3 welfare facilities, the employee open floor, another open space and the manager's office.

All employees have undergone DSE assessments (further explored in clause 7 of this report).

First aid box is located in the kitchen.

Virtual Site Tour was conducted for a project at Milton Keynes Construction Site.

Scope of Work: Identify the defects on the concrete repair.

Waste on site is properly managed as designated waste area were evidenced on site.

Different types of waste is generated for instance food and general waste and signage is in place for instance caution lifting operation.

A site safety board was evidenced which is managed by the principal contractor.

Fire evacuation procedure is in place, located at the front of the containers.

First Aiders are in place and first aid box was evidenced on site.

Emergency Assembly point is in place.

Structural Repairs has policies in place to support social/psychological factor and the following were evidenced but not limited to:

Drug and Alcohol Policy, dated 01/07/2025

Equal Opportunity Policy, dated 01/07/2025

Managing Fatigue Policy, dated 01/07/2025

Antibribery Corruption Policy and Procedure, dated 01/07/2025

Structural Repair has a Recruitment Process in place, version 1.0, dated 01/07/2025 and the organisation make use of indeed (recruitment agencies) and this depends on the role. Once they receive applications, the Chief Operating Officer and Project Manager review the curriculum vitae and select the suitable candidate for the role.

Candidates are invited for interviews and a 2-stages interview process is followed where, 1) it involves video interview and 2) interview in person at their head office.

Once the candidate is successful, offer letter is handed to HR.

Structural Repairs conduct Right to Work checks and an external firm "Purple HR" is used.

Health Checks are also conducted through the use of health questionnaire.

All HR documents are logged onto Breathe HR system.

Structural Repairs recently recruited employees and some started the day the audit was conducted and this will be further looked at during surveillance audit.

Structural Repair has a process to ensure its employees working under its control are aware of key information about the management system. The organisation conducts both mandatory training using online training platform "Vital Skills" and ISO training during induction training as detailed in Staff Induction Checklist Document SR/SF/016.

The Staff Induction Checklist covers, Policies (Antibribery Policy), Quality Policy Statement and Environmental Policy Statement.

ISO training is delivered through ISO briefings and as part of induction training by Project Manager. A Training and Qualification Matrix was evidenced and the following were evidenced:

Name: SF

Job Title:

Training Completed: Confined Space-Entry Controller, First Aid Training, Fire Marshall and Fire Warden

Certificates: CSCSC Card, SMSTS, IPAF 3a3b

Name: TA

Job Title:

Training Completed: Asbestos Awareness, Manual Handling.

Name: MD

Job Title: Project Manager

Training Completed: Manual Handling, Asbestos Awareness

As part of the audit process, the following employees were interviewed:

Name: LU

Job Title: Assistant Project Manager

Response: The Assistant Project Manager was interviewed and confirmed that the Quality and Environmental Policy are found on SharePoint and was aware of the quality and environmental objectives for instance, ensuring our customer needs are met and reducing carbon footprint. The interviewee also confirmed that, communication is conducted through monthly newsletters and briefings.

Name: SF

Job Title: Operations Coordinator

Response: The Operations Coordinator was interviewed and confirmed that, the policies are found on SharePoint and every employee have access to them. The interviewee was aware of the quality and environmental objectives and communication methods used in the business.

Structural Repairs has a process in place to manage its infrastructure.

Asset Management and Portable Appliance Result,

Tester used: Seaward PT350

dated 25/07/2025 was evidenced,

Calibration date: 28/01/2025

Certificate Number: MS5368

Example of appliances tested include: Coffee Machine Nespresso, Toaster Russell Hobbs, Kettle, Fridge, Jigsaw.

A certificate of Electrical Safety, certificate number 3659, number of passed appliances: 197, test date: 25/07/2025.

A Plant and Equipment Register was evidenced and the following were noted:

Asset Number: 174, Equipment description: Concrete Breaker, date of last test/inspection: 25/07/2025, next inspection date: 25/07/2026, latest test certificate number: MS5368, Result of Inspection: Seaward PT350-Tester used-PASS.

Asset Number: 178, Equipment description: Drill Bosch, date of last test/inspection: 25/07/2025, next inspection date: 25/07/2026, latest test certificate number: MS5368, Result of Inspection: Seaward PT350-Tester used-PASS.

A Return Inspection Checklist was evidenced,

Rental Location: CAMBRIDGE RSC+

Rental Device Name: Defender E203010 Portable Transformer 3KVA 240v 18kg

Report Number: PHE 3410295649

Inspection date: 15/11/2024

Next Inspection date: 14/11/2025

Structural Repairs has a process in place for communicating internally and externally. The organisation communicate internally via the following: emails, Teams, Face to Face, Phone Calls, Site visits.

The organisation communicates externally through the website.

Evidence:

Internal:

Topic: ISO Briefing

Information Provided: The organisation held a training event and briefing on a Teams meet-ing with David Eve (HSEQ Advisor) and Lead Auditor discussing each clause of the two standards (ISO 9001:2015 and ISO 14001:2015 and each individuals' responsibilities under the standards.

Date: 08/08/2025

From: Project Manager

To: All Staff

External communication:

The organisation uses the website to communicate with its external providers.

Newsletters are also used as part of external communication and a health and safety, environmental newsletter from Crusader Health and Safety Consultancy was evidenced dated July 2025.

Structural Repairs has a process in place to control documented information. The documents have been referenced throughout the audit report. A Master Document Register, Document Ref: SR/MDR/00, issue: 001, The register contains procedure number, title, Issue no, date and reason for change.

The following were evidenced in the document list but not limited to:

Sr/cp/12, Management Review Meetings, Issue 1, July 2025

SR/CP/15, Managing Change, Issue 1, July 2025

SR/CP/50, Waste Management Procedure, Issue 1, July 2025

SR/CP/16, Risk and Opportunity, Issue 1, July 2025

The organisation uses SharePoint and that's where all documents are kept.

Clause 8: Operation

Structural Repairs has a service provision process in place.

1. New customer inquiries are received via phone call and are handled by the estimating team. Structural Repairs make use of Zoho (CRM system) to track all customer enquiries. Structural Repairs has a tender direct portal where they see all the opportunities coming up.
2. After inquiry, customer quotes and proposals are made.
3. Customer signs the proposal and a purchase order is created.
4. Email correspondence (paper work is sent and risk assessments and method statements are made).
5. Commencement of work.

The service provision process was demonstrated against the following job:

Project/Job: Ceiling Repair Network Rail

Quotation Number: ITT-17033

Confined Scheduling

Proposal Signed: 26/06/2025

Work Commencement: 14/07/2025

Scanning Proposal: £4700

Actual Repair: £15000

Structural Repairs has a process in place to communicate with its customers when handling enquiries and this is through phone call as evidenced above. The organisation has customer satisfaction forms that they use to obtain customer feedback including complaints. The following customer satisfaction questionnaire was evidenced were evidenced:

Company Name: Sika Limited.

Assignment: Didcot node- Network Rail

Scope:

Were all the resources assigned of the specified quality?

Did they fulfil the requirements in terms of: Skill (8), Experience (10), Qualifications (9), Attitude of Safety (10), Quality of Service (10), Productivity (9)

Time:

Were all the following to your satisfaction

Completion date to schedule (7)

Time keeping of employees (10)

Future:

Would you be willing to use Structural Repair Solutions again?: Yes

Would you recommend Structural Repairs?: Yes

Any other opportunities known, new contracts, etc?: Yes

Reviewed by: Marc Duffy

Date: 04/08/2025

The company does not perform any design or development activities and works to designs produced by the customer. Where a construction project is notifiable under the CDM Regulations 2015, Structural Repair Solutions will not occupy the position of Designer or Principal Designer but will discharge it's duties as either Contractor working to the instruction of a Principal Contractor or directly as Principal Contractor.

Structural Repair Solutions will outsource design to an external approved Designer and any drawings/designs will be approved via Project Management and Design procedure and recorded on drawings register.

Structural Repairs has established and implemented a Sustainability Policy to control its environmental impacts and meet its environmental requirements. The policy details the strategies to minimise its impact on the environment by reducing our carbon footprint and by monitoring our use of the resources that are required to operate our business. Structural Repair has also implemented strategies to manage its waste, address environmental aspects and impacts and the following controls were evidenced:

Red-diesel and petrol: All plant and equipment is maintained as per manufacturer's instructions. Operatives have been trained in the efficient use and maintenance of machines.

Food waste: All food waste generated and general waste is segregated and recycled as possible. CHAPEL ROAD ENTERPRISE LTD trading as QUICKSKIP HEREFORD is responsible for collecting all waste and segregates and recycle as much as possible.

Pallet Waste: Pallets are reused until end of life and disposed off responsibly through the local authority.

Construction Waste: All construction waste are managed by waste carriers and waste transfer notes were evidenced.

Hazardous waste: All used absorbents and empty oil containers are stored and transferred as hazardous waste using a licenced waste to a licensed waste management facility.

Structural Repairs has a process and controls in place to prevent non-conforming products or services being delivered to the client. The organisation follows a job management process to ensure quality service is provided and various checks are conducted to ensure no defects are made. All nonconformities identified during construction, or after handover are addressed in accordance with the contract requirements or where this is not possible they are snagged at a later date as agreed with the client.

Structural Repairs has a process in place to control all externally provided products and services and a Subcontractor Awareness form was evidenced at the time of the audit. The organisation has a criteria to evaluate its external providers/suppliers and a supplier evaluation procedure, document number: SR/CP/11, version 1, dated 01/07/2025 was evidenced and it details,

- 1) Each supplier shall be required to fill in the Company Supplier Evaluation Form (SR/SF/011).
- 2) On satisfactory completion of the evaluation and approval by the nominated person the Supplier shall be included in the Approved List of Company Suppliers.
- 3) The CEO shall monitor the performance of Suppliers on a continual basis. This will include assessments of any reports received regarding any non-conformance or performance problems.
- 4) Where a supplier is considered not to be providing the required service a re-evaluation will be carried out by the CEO which could result in possible removal from the Approved List of Suppliers.

The organisation has an Approved Supplier list which details supplier name and address, goods and services supplied, date when the subcontractor questionnaire was issued, ISO 9001: 2015 certificate they hold, RISQS certificate, Insurance in place, and contact details and the following examples were noted but not limited to:

- 1) Contego, Product: PPE and Work wear with branding services, Questionnaire Issued: 01/07/2025, ISO 9001:2015 Expiry: 04/10/2025, RISQS: 06/01/2026, Employer Liability Insurance: 07/06/2026
- 2) Crusader Health and Safety, Health and Safety Consultancy, Questionnaire Issued: 01/07/2025, ISO 9001: 2015: N/A, RISQS certificate Expiry: N/A, Public Liability: 19/10/2025
- 3) Rail Med, Product: Medical/D and A, Questionnaire Issued: 01/07/2025, Employer Liability Insurance: 26/02/2026
- 4) Tec Training, Service: Rail Training and Medicals, Questionnaire Issued: 01/07/2025, RISQS: 09/07/2026, Employer Liability Insurance: 26/02/2026

Structural Repairs has a process in place to prevent adverse environmental impacts from emergency situations and the organisation has an emergency preparedness and response plan in place. The significant emergencies are, fire or explosion, chemical spillages and overspilling, vehicle, plant and equipment failure, floods, failure of services, asbestos and vandalism.

Structural Repairs has a process to manage emergencies for instance, whenever there is spillages, the organisation follows a spill control procedure when refuelling generators or spillages of cleaning substances. Spill drills are conducted on an annual basis and the last spill drill was conducted on 10/10/2024.

For fire emergency, the organisation conducts fire drills on an annual basis and the last fire drill dated 10/10/2024 was evidenced and the next test date is 10/10/2025. The fire drill conducted on 10/10/2024, start time was 14:30 and time taken to evacuate to the assembly point was 3 minutes

For asbestos emergency, the organisation has an asbestos management plan and an asbestos test was conducted on

13/03/2025 and the next test will be conducted on 13/03/2026

A site manager weekly safety and fire inspection checklist dated 01/08/2024 was evidenced and fire equipment has been inspected.

First Aiders and Fire Marshals are in place (as detailed in clause 7 of this report).

Clause 9: Performance Evaluation

Structural Repairs has identified their Environmental Aspects and Impacts and this has been further explored in clause 6 of this report.

Due to the management system being new, the organisation has not been able to provide any evidence of measurement of waste generated, fuel, energy and water used.

Structural Repairs intends to measure its fuel, energy bills, waste generated and water used on its premises. This will be further looked at during surveillance audit.

The organisation has a 12 fleet of company vehicles. 10 are leased and 2 are owned and they are fully maintained and MOT certificates were evidenced.

The organisation has customer satisfaction forms that they use to obtain customer feedback including complaints. The satisfaction form details the scoring used to evaluate the clients feedback and determine how satisfied they are and the following was evidenced:

Less than expected (1-4)

As expected (5-7)

Better than expected (8-10).

The following customer satisfaction questionnaire was evidenced were evidenced:

Company Name: Sika Limited.

Assignment: Didcot node- Network Rail

Scope:

Were all the resources assigned of the specified quality?

Did they fulfil the requirements in terms of: Skill (8), Experience (10), Qualifications (9), Attitude of Safety (10), Quality of Service (10), Productivity (9)

Time:

Were all the following to your satisfaction

Completion date to schedule (7)

Time keeping of employees (10)

Future:

Would you be willing to use Structural Repair Solutions again?: Yes

Would you recommend Structural Repairs?: Yes

Any other opportunities known, new contracts, etc?: Yes

Reviewed by: Marc Duffy

Date: 04/08/2025

Company Name: Network Rail

Customer Project: Didcote Node

Were all the resources assigned of the specified quality?

Did they fulfil the requirements in terms of: Skill (9), Experience (10), Qualifications (9), Attitude of Safety (10), Quality of Service (10), Productivity (9)

Structural Repair has a process in place for implementing internal audits and an internal audit schedule is in place covering all clauses of the standard. Internal audits are conducted on an annual basis and these are conducted by an external consultancy and the following internal audit report was evidenced at the time of the audit:

Date: 08/08/2025

Audit Team: David Eve (HSQE Advisor), Roger Line (Managing Director), Marc Duffy (Project Manager), team in Philippines

Clause 4.1: External and internal issues are identified within the SWOT analysis that is reviewed on an annual basis with top management and referenced within the Integrated Management System Manual. The whole management system is new and only recently implemented.

The company have now included updates to incorporate climate change

Clause 4.2: The needs and expectations of workers and interested parties that could be affected or could affect the company integrated management system have been identified as part of a review with top management and are referenced within the Integrated Management System Manual and in a separate Interested Parties Register.

Clause 4.3: Scope of the management system has recently been revised and extended to cover all activities. Design and development of products and services is included however this would be outsourced from the scope of the management system and referenced within the Integrated Management System Manual.

Clause 4.4: The management system has been developed to cover the scope of ISO9001, 14001 and 45001 and is aligned to the plan, do, check, act model. This has included review and revision of Policies and Procedures and standard templates. Quality processes remain unchanged and are still implemented but now as part of a wider IMS.

Currently the Company are only accredited externally for ISO9001 and 14001. The Company has set an objective of achieving 45001 by end of 2026 The management system has improved the way the company operate the business the Company have access to all necessary documents .

Clause 5: Top management play a significant role in all aspects of the business from the planning or products and services through to delivery and client satisfaction. This includes an active role in the development and application of the effectiveness of the management system in line with the strategic direction of the business. It is clearly evident that top management demonstrate leadership and commitment which cascades throughout the company and has resulted in a positive health and safety culture being established.

The CEO and COO are fully committed to the management system and promote the benefits throughout the business and have implemented training to all key office staff.

Clause 5.1.2 Customer focus is lead from top management and is developed from the contract review stage, through to the service delivery and service completion. The Company will issue Customer Feedback Surveys at the end of each project. The feedback sheets are a scoring survey that determines performance and are evaluated at the management review stage.

The Company is in constant contact with their clients regarding customer feedback and ways of improving their services there has been no negative feedback.

Customer feedback forms have now been received from a number of clients and will be looked at in a later section of the audit.

Clause 5.2: Individual Health, Safety, Environmental and Quality Policies (dated July 2025) are established, implemented and maintained and are appropriate to the strategic direction and context of the organisation. Policies capture all ISO requirements.

Clause 5.3: The company organisational structure (SR/ORG/001 - Org Chart v1), defines the assigned company roles and position holder, job descriptions are developed and issued and accepted by each allocated post holder. IMS manual incorporates the IMS appointments and defines responsibilities and authorities. Management system – Current Organisation Chart has all roles filled.

Clause 6.1: The company management system has been based on an analysis of the business risks with controls defined and implemented proportionate to the degree of risk identified, to confirm that it continues to be effective the management has established a Business Risk Analysis which is reviewed at least annually during the Management Review.

Clause 6.1.2: All environmental risks, aspects and impacts are communicated during risk assessment and method statement task briefings

STRUCTURAL REPAIRS have various documented environmental procedures in place. Envi-ronmental Aspects and Impacts STRUCTURAL REPAIRS.IAA.001 have also been documented, last reviewed July 25. Which identifies environmental risk levels by the use of a 5 x 5 matrix identify frequency and severity. The company demonstrated the current Aspects and Impacts registers in place which had identified the significant environmental risks associated with its activities

Clause 6.1.3: The management of legal and other requirements is captured within procedure SR/TL/01 and Legal Register SR/LEG/01 Technical Library is maintained via a quarterly review of legislation, standards, rules books via RSSB, HSE and GOV.UK websites. Access to NR and Railway Group Standards is via appointed HSQE Advisors, updates are also provided via HSQE Advisor quarterly newsletters. NR Standards Catalogue is reviewed on a quarterly basis, changes are recorded on the 'Review of Documents and Standards' form.

SR/TL/01 Technical Library maintained and reviewed quarterly

- H and S Legislation
- Environmental Legislation

- Network Rail Company Standards
- Rule Books
- IRSE Standards

Clause 6.2 Objectives process has been revised and streamlined to ensure objectives plan is linked to the IMS and to consolidated HSEQ risks, opportunities and performance criteria. Objectives are determined for various levels including the development and effectiveness of the IMS, the implementation of the HSEQ Policies, compliance with legal and other requirements, conformity and delivery of services, and customer satisfaction. Objectives are determined as part of the company management review process and are subject to monitoring and review during monthly internal meetings.

Clause 6.3: Planning of Changes: The management system has recently been developed to incorporate the requirements of ISO14001 and 45001 and taking into account the needs of interested parties following a review. All changes are planned to identify all legal and other requirements and the strategic direction of the company. All changes are determined and agreed with top management to ensure adequate resource is available as well as the allocation of any additional roles, responsibilities and authorities.

Clause 7.1 Resources: Resources are reviewed as an ongoing process, for each project and for the needs of the business to sustain operations. The allocation of adequate resource is determined with the input from top management.

Latest training matrix is below

Clause 7.1.3 The company infrastructure has been and continues to be developed in line with the needs of the business, such as I.T backup investment into DropBox. As part of the new IMS, automation will be a key objective in areas where efficiency can be achieved across the business.

Clause 7.1.4: The Company have now carried out a fire risk assessment and fire drill for the main offices

Clause 7.1.6 Operational knowledge forms part of the company's IMS and is outlined within Competence Management procedure, operational knowledge is also achieved by the company maintaining a technical library which defines all legal and other requirements, which is subject to review on a quarterly basis.

Clause 7.2: Competence: STRUCTURAL REPAIRS have adequate arrangements for the recruitment and induction of employees and others under its control including sub-contractors and self-employed personnel within the procedure SR/CP/014 Recruitment, and Induction Training. Arrangements were seen to include recruitment, sponsorship withdrawal, rail competencies and track safety and engineering competency standards. The company used a training and competency database titled Training Matrix. On-going Competence Management-The Training and Competence procedure – SR/CP/018 This is to be updated HSQE Advisor as there have been significant changes following the new risks protocol.

Clause 7.3: Awareness: Personnel have received internal previous quality awareness training on various quality processes via induction. The company has undertaken a training day which incorporates ISO Quality and Environmental.

Clause 7.4: Communication: Good levels of communication is maintained across the business with regular meetings taking place on a weekly basis between all personnel levels and input from the director levels. The Company has delivered various tool box talks and other briefings including briefings for most recent hsqe newsletters. All staff have been subject to inductions.

Clause 7.5: Document control process has been modified and amended to incorporate the changes to an IMS, a new Master List of Internal Documents has been established as a reference and control, all standard templates have been centralised within a designated folder on the SharePoint.

Clause 8.1: Service and product requirements are determined and agreed at the planning stage with input from the managing director and relevant project manager. The client generally work under clients documentation, however do produce project documentation.

Clause 8.2- Environment: The Company demonstrated appropriate emergency and contingency planning arrangements recorded within the management system procedures . The Company have produced a business continuity plan

Clause 8.2 – Quality: Requirements for products and services: All quotes and tenders are prepared and reviewed by the Managing Director with input from various parties to capture all HSQE requirements. Effective methods of communications are maintained with clients and includes information regarding services, enquiries, contract reviews, changes to service

specification.

Clause 8.3: Design and development of products and services: The Company has no in house design team. Design is externally procured and the management team is currently ensuring the designer.

Clause 8.4: The Managing Director is appointed within the company to manage and control the procurement of external products and services, An approved supplier list is maintained with suppliers that have successfully been deemed as competent.

Clause 8.5: Remedial work proposal at Smithers was evidenced and it details the quote and attachments for the project.

Clause 8.5.2: STRUCTURAL REPAIRS ensure that various means are used to identify outputs to ensure the conformity of services in line with the IMS and client requirements.

Clause 8.5.3: Property belonging to external providers includes hired in plant and equipment such as plant, specialist plant and cable avoidance equipment. These items are selected and hired in from the companies approved suppliers, only operated by personnel that are deemed competent, and subject to internal maintenance such as pre use formal inspections

Clause 8.6: All services are agreed and approved between clients and the company prior to project go live, the managing director has final approval for project go ahead.

Clause 8.7: All projects are subject to final sign off upon completion and agreed between a client representative and the company, usually the managing director. No reports of nonconforming services in 2024.

Clause 9.1: Performance is monitored on a continuous process through service delivery and any problems or improvements required are discussed and actioned during the delivery stage. All previous KPI's are in the process of being reviewed and reassigned to capture objectives relating to the IMS.

Clause 9.1.2: Procedure SR/CP/023 'Safety Inspection Audits' identifies monitoring and inspection scope and criteria

Clause 9.1.2: Customer Satisfaction: Customer satisfaction is gauge by the managing director during personal dialogue with client representatives and project completion meetings, any report of dissatisfaction would be reviewed and actioned by the managing director.

Clause 9.2 Internal audit conducted by HSQE Advisor accompanied by internal representa-tives on an annual basis. Internal audit plan identifies frequency and content of audit schedule

Management Review meetings are completed at least annually and cover the requirements of the IMS. Records of evaluation are recorded. The company will maintain a programme to carry out periodic IMS audits to determine if the IMS: Conforms to planned arrangements for HSQE management, including the requirements of ISO 9001:2015 and has been properly implemented and maintained.

Provide audit results and information for Management Review for IMS improvement

The audit programme, including the schedule, is based on the importance of the activities concerned and results from previous audits. The audit procedures cover the audit criteria, scope, frequency and methods, as well as responsibilities and requirements for conducting audits and reporting results and retaining associated records.

The internal audit was undertaken 08/08/25 however not as per audit schedule due to lim-ited remote meetings.

Clause 9.3: Management Review: The company commits to act and review the IMS to ensure its suitability, adequacy and effectiveness. Before the Review, top management schedule the Management Review and inform all the participants, gather all relevant records/requirements (such as change in legal requirements) and prepare a summary report (if necessary) for discussion. They shall assess the work done in the last period regarding HSQE management and evaluate the existing HSQE aspects with respect to changes in legislation, concerns of interested parties, recruitment and training fields, technology requirements, and lessons gained from previous experience, non-conformities, etc. The review initiates improvements in the company HSQE performance and further enhancement of the IMS. Findings from the management review are recorded.

Clause 10.1: Performance is continuously monitored by various personnel including the managing director, project director and project managers, site supervisors to identify possible areas for improvement and the detailed monthly analysis of each job is

used to identify problems that are investigated, and corrective actions implemented.

Clause 10.2: Continual improvement of the IMS is achieved by identifying non-conformity, correcting non-conformity, and preventing non-conformity from occurring again. Regarding non-conformity and its subsequent corrective action, the company coordinated by the Management System Compliance Representatives:

- Record and retain Non-conformities.
- Handle and investigate non-conformity.
- Act to mitigate the impacts caused.

Clause 10.3: The company considers all outputs from the various results of analysis and evaluation, including management review process. Needs and opportunities are then determined and planned for.

Structural Repair Senior Leadership Team conducts management review meeting at least once a year to ensure the continuing suitability, adequacy and effectiveness of the integrated management system.

A Management Review Agenda and minutes dated 08/08/2025 was evidenced and the following were noted:

Time: 10.00am

Chair Review: David Eve

Participants: Roger Lines (Managing Director), Laura Flynn (CEO), Marc Duffy (Project Manager), David Eve (DE) – HSQE Consultant (Crusader Health and Safety Consulting Ltd)

Actions from previous management review:

The Company has not had a management review raised as a NCR in stage 1 audit, not all of the requirements of the ISO9001 Standard were covered. Therefore, a new Management Review template has been established as part of the changes and development of the company management system to incorporate the requirements of ISO14001 and 45001, as well as ISO9001.

Changes in external and internal issues that are relevant to the management system, including;

Context of the organization

- As part of the development of the IMS, our starting point was to review the context of our organisational to ensure that the development of the IMS is in line with the strategic direction of the business, this included a SWOT analysis so we could consider and identify all SWOT categories relating to HSQE rather than previously just quality management. A number of new areas of SWOT were identified and our objectives and management system development will incorporate the outcomes from the SWOT.
- Current Business Activities - some examples of current projects and feedback, RAAC repairs, Sea wall reinforcement, Bridge Repairs, Yacht Club concrete repairs, Flood defense's
- Future work and planned industries you hope to break into - Thames Water, South-ern Water, both tank/concrete repairs, UK Power - Telegraph pole strengthening, RAAC repairs nationally. Dockland Light Railway and London Underground RAAC and concrete repairs
- The management system is a new integrated management system introduced by HSQE Advisor David Eve since Crusader Health and Safety Consulting Ltd was contracted to provide HSQE support.

The needs and expectations of interested parties;

QE Process performance and conformity of services;

Although we continue to meet client requirements with input from various parties to capture all HSQE requirements. Effective methods of communications are maintained with clients and includes information regarding services, enquiries, contract reviews, changes to service specification.

A review was conducted between RL, DE and LF and MD as part of the development of the company management system, of the needs and expectations of workers and other interested parties. A number of additional interested parties were identified as well as needs and expectations, this now forms part of the new company integrated management system manual.

legal and other requirements;

The company Technical Library is reviewed by DE on a quarterly basis, the only legislative changes that have come into force that could affect the IMS and delivery of services. The Legislation Register is to be reviewed annually or following new legislation

HSQE risks and opportunities;

Risks:

The Company has introduced a new Business Risk Register within the management system

Opportunities:

The Company have started the RISQS process with a view to working within the rail industry includes TFL, DLR and Network

Rail.

Company Risk and Opportunities process too be developed further consolidating Health and Safety Risk Register, Aspects and Impacts Register and Business Risk Register by creating one central HSEQ Register and uniforming Risk Rating Matrix across all risk assessment and risk management processes.

Performance and effectiveness of the management system:

Customer satisfaction and feedback;

Customer satisfaction is generally managed by the project teams and the admin staff in Sin-gapore. A new customer feedback form has been developed, and evidence of customer feedback has been received as part of the audit preparation.

The feedback is scored, and objectives set to monitor and measure results.

The extent to which the HSQE Policies and objectives have been met;

HSEQ Objectives process has been revised and streamlined to ensure objectives plan is linked to the IMS and to consolidated HSEQ risks, opportunities and performance criteria. Due to COVID, objective timescales have been revised, which majority relate to the devel-opment of the IMS. Although objectives from Q1 have been achieved such as the recertifi-cation of our RISQS accreditation.

Monitoring and measurement results;

Internal monitoring and measuring processes have continued to improve, with regards to our site inspection regime. Although many sites are subject to an inspection regime con-ducted by the Principal Contractor, it has been agreed that a minimum of 1 x site inspection should be undertaken by each project team, the HSQE Advisor to undertake 1 x site inspec-tion bi-monthly.

One of the areas we are looking to develop is an electronic format for site packs and site inspections, such as the use of iPads and readily available software. Many of the benefits going electronic would be in reducing the administration burden of site hard copy paper-work. It would prevent having to conduct inspections only to then have to type them up, all project information would be accessible and 'live' with SharePoint.

Several monitoring and measuring records have been developed to assist the company and our management system, the company now maintain a Plant Order Log and Purchase Order Log which is a good improvement on the management of Plant and material Ordering

Audit results;

Internal audit was completed on the 8th August, led by David Eve. A number of opportuni-ties for improvement have been identified for the continual improvement of the company and the development of our management system. These are referenced below and within the revision of our HSQE objectives, once our external ISO audit has been completed, we will schedule in a separate review to we can review the all outcomes from internal and ex-ternal audits to update our objectives and assign actions and responsibilities.

Performance of external providers

No issues with external providers have been identified, our approved supplier process re-mains effective, however, we are looking to develop and enhance our approved supplier process to determine different supplier type, risk category based on service type, environ-ment services are being sourced for. This will also determine the level of assessment for each new and existing supplier. Currently the Approved Supplier Register has only just re-cently been introduced and the team have made great process in introducing a number of suppliers to the approval process.

Adequacy of resources for maintaining an effective HSQE management system;

It was agreed that the company is currently sufficiently resourced to maintain the HSQE management system, with continued investment provided by Roger and Lynn for devel-op-ment within a number of areas such as an electronic platform for site document control and management, automation for a number of site-based processes and interfaces. The compa-ny is adequately resourced with personnel in regard to maintaining the management sys-tem, although it was agreed that additional 'refresher type' training will be carried out with key personnel on various responsibilities in relation to functions and processes.

Relevant communication(s) with interested parties;

Various methods of communication with the companies interested parties continues to be effective. One of the positive outcomes form the COVID pandemic is due to the restrictions and social distancing measures, a number of client and project meetings have been hosted online using technologies such as Microsoft Teams, Zoom etc. This has actually minimized the downtime that would usually be needed to attend these types of meeting in person so saving the company time but ensuring the essential communication is maintained. This method of communication is one that will be utilized more where possible.

Opportunities for continual improvement.

The development of the company's management system and processes continues to evolve within a number of areas, these have also been identified within the recent internal audit as well as the development of our HSQE objectives.

The Company is looking at up-skilling the Singapore team who are looking to take on addi-tional responsibilities.

Next Management Review Date: To be schedules following external ISO audit completion.

Clause 10: Improvement

Structural Repairs has process to manage any non-conformities arising from service provision, internal and external audits. The organisation has implemented a Non-conformity procedure. Where necessary, any material, product or service output that does not conform to specified requirements is properly identified and controlled to prevent unintended use or delivery. Improvements are then implemented to ensure the non-conformance does not reoccur. The controls and related responsibilities and authorities for dealing with non-conforming products are defined in the Nonconformity Procedure.

A non-conformity register was evidenced and the following were noted:

Date of NCR: 09/04/2025

NCR No: 1

Description of NCR: 7.2 Finding- Training in the standard, evidence: None.

Root Cause: Previously the company has a compliance manager managing all accreditations. Training was overlooked when this position was vacated.

Corrective Action: The company has undertaken a training and briefing day and addressing the clauses of the standards and allocating responsibilities.

By Whom: David Eve

Date Closed: 08/08/2025

Status of NCR: Closed

Date of NCR: 09/04/2025

NCR No: 3

Description of NCR: 9.1.1 Finding: No environmental measurements evidenced: none

Root Cause: Environmental Objectives were set but no measurement.

Corrective Action: The company have introduced a new management system and will be implementing new environmental objectives and measurement tools.

By Whom: David Eve

Date Closed: Objectives have been recently set but will be measured at end of Dec 2025

Status of NCR: Open

Legal Compliance

Structural Repairs have identified legal requirements applicable to their business operations and Roger Line (CEO) is responsible for evaluation of compliance and an external consultant also provide advice on legal compliance. The organisation has a legal register in place and the following were evidenced:

Water Industry Act 1991

Hazardous Waste Regulations 2004,

Control of Substances hazardous to Health 2002,

Water Resources Act 1991,

The Sulphur Content of Liquid Regulations 2000

Road Vehicles (Construction and Use) Regulations 1986

Environmental Protection Act 1990

Hazardous Waste Regulations 2004

Water Resources Act 1991

Control of Pollution (Oil Storage) Regulations 2001

The organisation also uses Bright HR system to get access to employment advice and HSE and Environmental Agency website for health and safety and environmental legislation.

The organisation has an Employer Liability Insurance in place:

Policy Number: B0241GC153015AB

Assured Name: Structural Repair Solutions Ltd

Date of Commencement of Insurance: 19 March 2025

Date of Expiry of Insurance: 18 March 2026

The minimum amount of cover provided by this policy is no less than £5,000,000

Marc Duffy (Project Manager) was interviewed and confirmed that, the organisation has not received any enforcement action against themselves.

Use of the Certification Mark

The auditor explained the use of the certification mark and all the terms and conditions to be followed.

Closing Meeting

The closing meeting was attended by:

Roger Line (Founder/CEO)

Marc Duffy(Project Manager)

Daniel Mlambo (BAB ISO Auditor)




The findings were, 3 OFI, 0 Majors and 0 Minors, The client accepted the findings as an accurate representation of the audit. The timeline of the reporting was explained. The client was satisfied that the audit duration was a true reflection of the entire process-based activity. 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.




All participants were thanked for their time and hospitality throughout the audit.

As part of the closing meeting, a discussion was held in regard to 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 next surveillance audit is 14 August 2026

Non-Conformities and Opportunities for Improvement

Type	Clause	Summary
No Non-Conformances Found		
OFI-1  OFI	6.1	(9001) An Opportunity for Improvement was raised: It may be beneficial to clearly state the internal and external issues and interested parties when determining the risks and opportunities.
OFI-2  OFI	6.1.2	(14001) An Opportunity for improvement was raised, it may be beneficial to the organisation to expand its aspects and impact register and consider other abnormal conditions for instance flooding and snow and their environmental impacts.
OFI-3  OFI	7.3	(ALL) An Opportunity for Improvement was raised, it may be beneficial to the organisation to ensure all employees have updated training certificates. It was evidenced that Founder had some of his training certificates that expired.

-  = 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 2026 to 2029)

Business function/Process	Stage Two Audit	1st Surveillance Audit	2nd Surveillance Audit	Recertification Audit
Context of the organisation		P	P	P
Leadership		P	P	P
Planning		P	P	P
Support		P	P	P
Operation		P	P	P
Performance Evaluation		P	P	P
Improvement		P	P	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
	Control of externally provided products and services
	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.

PIN: 263785	Date: 14 August 2025	Organisation: Structural Repair Solutions Ltd
CONFIDENTIAL	Document: Audit Summary Report	Version 27