

# MANAGEMENT SYSTEM MANUAL

Certificate no.: GM2500

Certificate no.: **GMEN1001**

Certificate no.: **GMHS1001**



## Sutco RecyclingTechnik GmbH

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*QUALITY MANAGEMENT Manual for DIN EN ISO 9001:2015*

*ENVIRONMENTAL MANAGEMENT Manual for DIN EN ISO 14001:2015*

*INDUSTRIAL SAFETY MANAGEMENT Manual for DIN EN ISO 45001:2018*

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# 1 Applicability

**Sutco RecyclingTechnik GmbH in Bergisch Gladbach specialises in consulting, engineering, manufacturing, assembly, commissioning, training and servicing sorting and processing plants in the waste sector.**

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## Approval

Approved by: Michael Ludden  
Norbert Gravel

Position(s): Managing Director

Date of approval: 2019-02-11

by: \_\_\_\_\_  
Michael Ludden (Managing Director)

by: \_\_\_\_\_  
Norbert Gravel (Managing Director)

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## Distribution

Number of printed copies = 1 (considered uncontrolled)

Copy 1 = Management

Copy 2 = \*

CD/USB data stick = Quality officer  
= Environmental officer  
= Health and safety officer

*As printouts, all copies are considered uncon*

(\*)please enter further examples

### Note:

If only the masculine form is used hereafter with regard to persons, this is only for reasons of simplification. Of course, both genders meant equally.

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## 2 Document changes

All copies of the management system manual (MSH) must be strictly controlled in order to prevent the system becoming unreliable. The following checks ensure that the system remains up to date and valid.

1. All copies of the system are clearly numbered. The owners of each copy are recorded.
2. Each page of the manual is marked with its own number.
3. The quality officer(s) (QMB), **environmental officer(s) (UMB)** and **health and safety officer(s) (ASB)** are responsible for the recording of all revisions and additions.
4. Changes can be suggested by any employee but must be approved in writing before being entered in the MSH.
5. All changes must be recorded in the change table below and the corresponding pages in each MSH changed. Important changes will be shaded so that they can be easily identified. (If an existing piece of the test is changed or restructured, such changes will not be shaded.)

### Table for changes

Doc. no.	Page no.	Issue	Date	Description of change	Approval
M01	7	1 v.1	2020-02-18	Ethisches Verhalten bei Bestechung und Korruption	M. Ludden
MS HB	Cover sheet	3 v.1	2020-10-27	SINGAPORE subsidiary added	M. Ludden
MS HB	15	2 v.1	2021-01-06	Company organigram updated	M. Ludden
HSF 19	2	2 v.1	2021-01-07	Safety Management goals expanded	M. Ludden
M02	7	1 v.1	2021-01-07	Safety Management policy expanded	M. Ludden

### 3 Terms

#### 3.1 List of abbreviations used

Kürzel	Bezeichnung
QXX*	Management chapter in the MSH
QM	Quality management
QMS	Quality management system
QMB	Quality officer
MH	Management manual
MS	Management system
QM	Quality management
MSH	Management system manual
GF	Management
VT	Sales
PD	Production
TL	Technical management
F/B	Finance/accounting
QMF	Management forms
Prod.	Product
DL	Service
VA	Procedural instruction
Dok.-Nr.	Document number
AA	Work instruction
MXX*	Management procedural instructions M01 to M13
P & D	Product and/or service
KPI	Key performance indicator; degree of implementation in % or fixed number
nb/n.b.	Document or similar is considered present but "not used"
CRM	Customer relations management (IT software)
ERP	
UMB	Environmental officer
QMF	Quality management forms
UMF	Environmental management forms
HSF	Health and safety forms
A&G	Health and safety
ASB	Health and safety officer
MK	Marketing
PR	Production/dispatch
VT	Sales

(\* XX = represents the chapter numbering)

### 3.2 List of terms

Interested parties	Are customers, suppliers, employees, cities/towns, municipalities, organisations, etc.
Inherent	Intrinsic/included
Compliant	In agreement with, the same as
Not compliant (non-conformity)	Not adapted to the standard, not in compliance with the specifications of the standard
Consistent	Cohesive
Significance	Relevance/importance
Regulatory	Regulating, controlling
Verification	Checking of the compliance with planning
Validation	First article inspection / final inspection
Variance	Deviation





## 4 Context of the organisation

### 4.1 Understanding the organisation and its context

For more than 28 years Sutco has specialised in the development, production and maintenance of sophisticated waste management systems.

Sutco supplies processing and sorting plants for the waste industry.

Concept, planning, production, assembly, commissioning and service from a single source.

In addition, for existing plants we offer you concepts and planning for modernisation, optimisation, the associated conversion, dismantling and also reconstruction at a new location.

The result is a well thought-out technique for extracting valuable materials from waste for recycling into the economic cycle. In the continuous further development of our products we have two goals in mind: the economic efficiency and the benefit of the plants for our customers. And the advantage for our environment through the processing of valuable residual materials, their recycling and the associated conservation of resources.

Founded in 1985 as Sutco Maschinenbau GmbH, our company now operates as Sutco RecyclingTechnik GmbH under the umbrella of Ludden & Mennekes Entsorgungs-Systeme GmbH, (L&M) Meppen.

The guarantee for our success is our experienced, highly qualified employees and modern production facilities within the LM-GROUP. Within the group of companies, more than 400 employees ensure the smooth running of every project, from project planning to its operative realisation.

The committed team at Sutco RecyclingTechnik GmbH, consisting of experienced engineers, technicians as well as installation and maintenance specialists, is at your side with expert knowledge and creativity. With our four subsidiaries Sutco UK, Sutco Polska, Sutco Brasil and Sutco Iberica, our customers benefit from the synergy effects of a powerful network. Through consistent networking of skills and comprehensive transfer of expertise we can offer you comprehensive complete solutions.

Sutco RecyclingTechnik GmbH -- TECHNOLOGY FOR A BETTER ENVIRONMENT !

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## 4.2 Understanding the requirements and expectations of interested parties

Sutco RecyclingTechnik GmbH has identified and determined interested parties and their requirements for its products and services, especially the quality of the products. For this purpose a process has been introduced in the company to determine the legal requirements with regard to activities, products and services which are relevant for the scope of the management system.

At the same time, the company has recognised the need for an environmental management system and occupational health and safety management and has introduced a corresponding process based on DIN EN ISO 14001:2015 or the requirements of DIN EN ISO 45001:2018.

Through regular project meetings with the customer, the products and the features of their performance and quality, environmental management and occupational health and safety management are defined and the mutual flow of information is ensured. Customer satisfaction can also be regularly assessed within this framework.

Document: M01, QMF 25

## 4.3 Provisions of the scope of the quality management system

The requirements of DIN EN ISO 9001:2015, DIN EN ISO 14001:2015 and DIN EN ISO 45001:2018 (current versions) are reflected in this MSH. This MSH describes the QMS of Sutco RecyclingTechnik GmbH and applies to the entire company.

Document: M01

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#### 4.3.1 Company profile

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#### 4.4 The management system and its processes

Sutco RecyclingTechnik GmbH has developed and introduced this management system, and maintains and improves it continuously. The MS system includes the necessary processes and their interactions to achieve the requirements of the international standard.

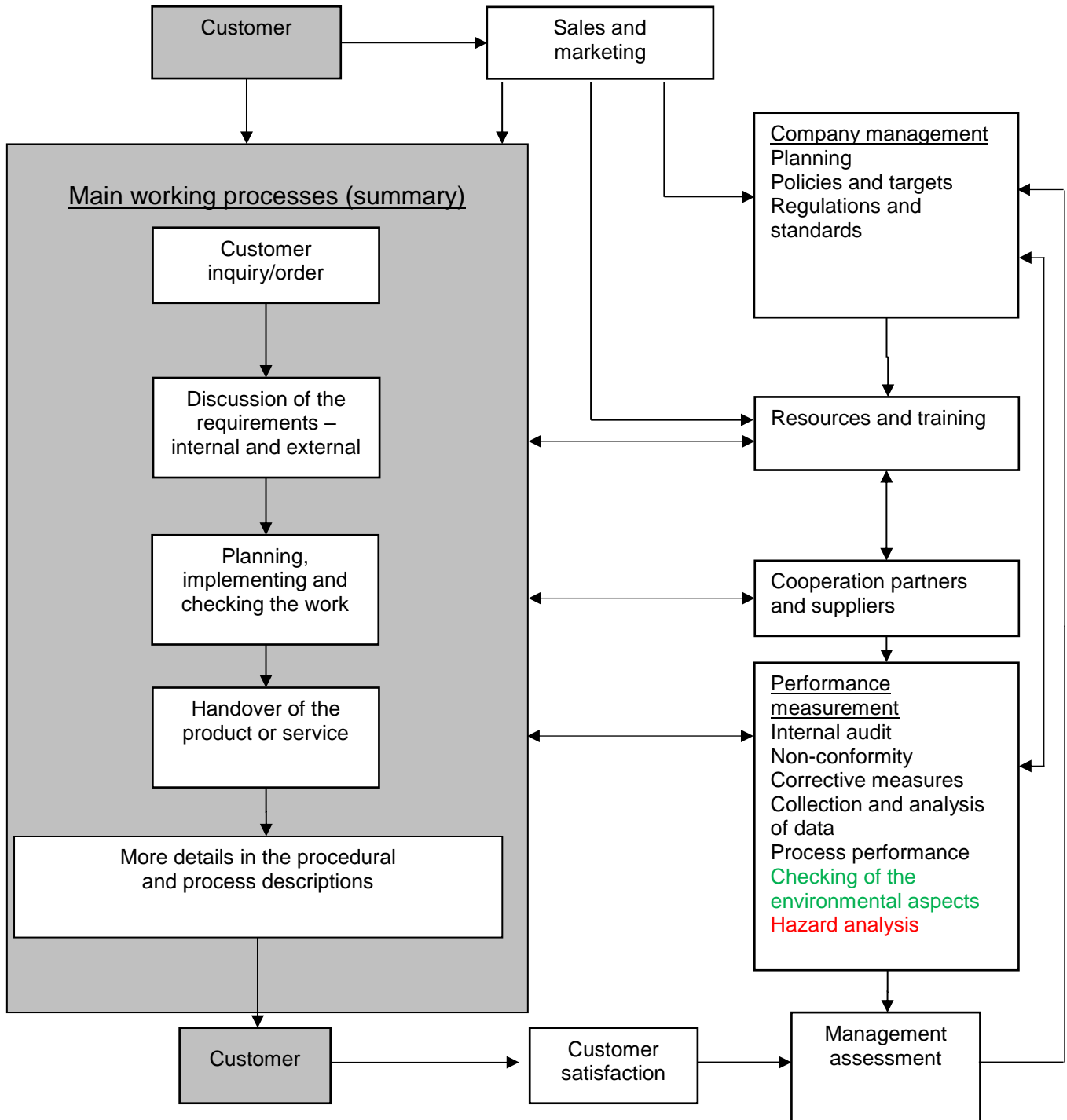
To fulfil the requirements Sutco RecyclingTechnik GmbH has defined:

- the processes required for the introduction, operation and maintenance of the management system and the possibilities for its improvement within the company,
- the required and expected inputs and outputs of these processes,
- the sequences and interactions of these processes,
- the criteria and methods to ensure that the operation and control of these processes are effective,
- the availability of resources and information required to carry out and monitor these processes,
- the risks and opportunities within the management system and how these are countered.
- The environmental aspects were checked and documented.
- A hazard analysis was been carried out and documented.
- Quality management, environmental management and health and safety management policies were determined.
- Quality management, environmental management and health and safety targets were determined.
- The monitoring, measurement and analysis of these processes and the measures required to achieve planned results and continuous improvement.
- To support these processes, the necessary information is documented and stored.

These regulations apply to the quality management system as well as to the environmental management system and the occupational health and safety management system.

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## MS process diagram





## 5 Leadership

### 5.1 Leadership and commitment

#### 5.1.1 General

The management is primarily responsible for the implementation of the management system and ensures the implementation of the management system with leadership and commitment. The management has the duty to account for the effectiveness of the management system. By creating a quality, **environmental and occupational health and safety** policy and quality, **environmental and occupational health and safety** management objectives which are compatible with the orientation of Sutco RecyclingTechnik GmbH, the management ensures that the policy and objectives can be communicated, understood and applied in the company. For this purpose, management system requirements are integrated into the business processes and the awareness of a process-oriented approach and risk management is promoted.

The management provides the necessary resources for the management system. It also involves all interested parties in such a way that improvements to the management system are promoted and QM officers, **environmental management officers** and **health and safety management officers** are supported in fulfilling their responsibilities within their own areas of responsibility.

#### 5.1.2 Customer focus

Our goal is to always meet the expectations of our customers. The management of Sutco RecyclingTechnik GmbH uses its leadership and commitment to ensure that customer requirements and applicable regulatory and legal requirements are met. Risks and opportunities that could influence products and services are dealt with and always taken into account.

Our customer relationships are geared towards long-term relationships, which we maintain through stable and reliable performance. We create recognisable additional benefits for our customers through our services and products.

Our focus is on achieving continuous customer satisfaction.

### 5.2 Policy

The management has developed a quality policy, an **environmental** policy and an **occupational health and safety** policy that complies with the requirements of the established standard. This policy is available as documented information, is communicated throughout the company and is also available to interested parties if required.

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## 5.2.1 Values

In addition to the customer focus described under 5.1.2, excellence and integrity are the foundation of our work and are the cornerstones of our success.

### Excellence

We strive for the highest quality and timely results in everything we do. To do so, we employ the most appropriate techniques and methods.

We encourage new ways and creative thinking to improve our products and services and to achieve a continuous increase in the quality of our processes and results.

### Integrity

The trust of business partners, customers, authorities and competitors in the responsible, law-abiding and ethical conduct of our employees is a fundamental prerequisite for growth and success.

We demand and encourage respectful behaviour towards all customers and employees at all times.

## 5.2.2 Vision

The path into the future continues along the same lines as in the past (technology-leading, customer-based, independent, open to products, cooperative).

This secures references, contacts and services as well as company growth in a changing business environment.

We see the following potential opportunities in particular:

In the attention of large industry to small and medium-sized enterprises.

*Document: M02, QMF 19, UMF 19, HSF 19*

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### 5.3 Organisational roles, responsibilities and authorities

Management ensures that responsibilities and authorities for relevant roles are assigned and communicated throughout the company.

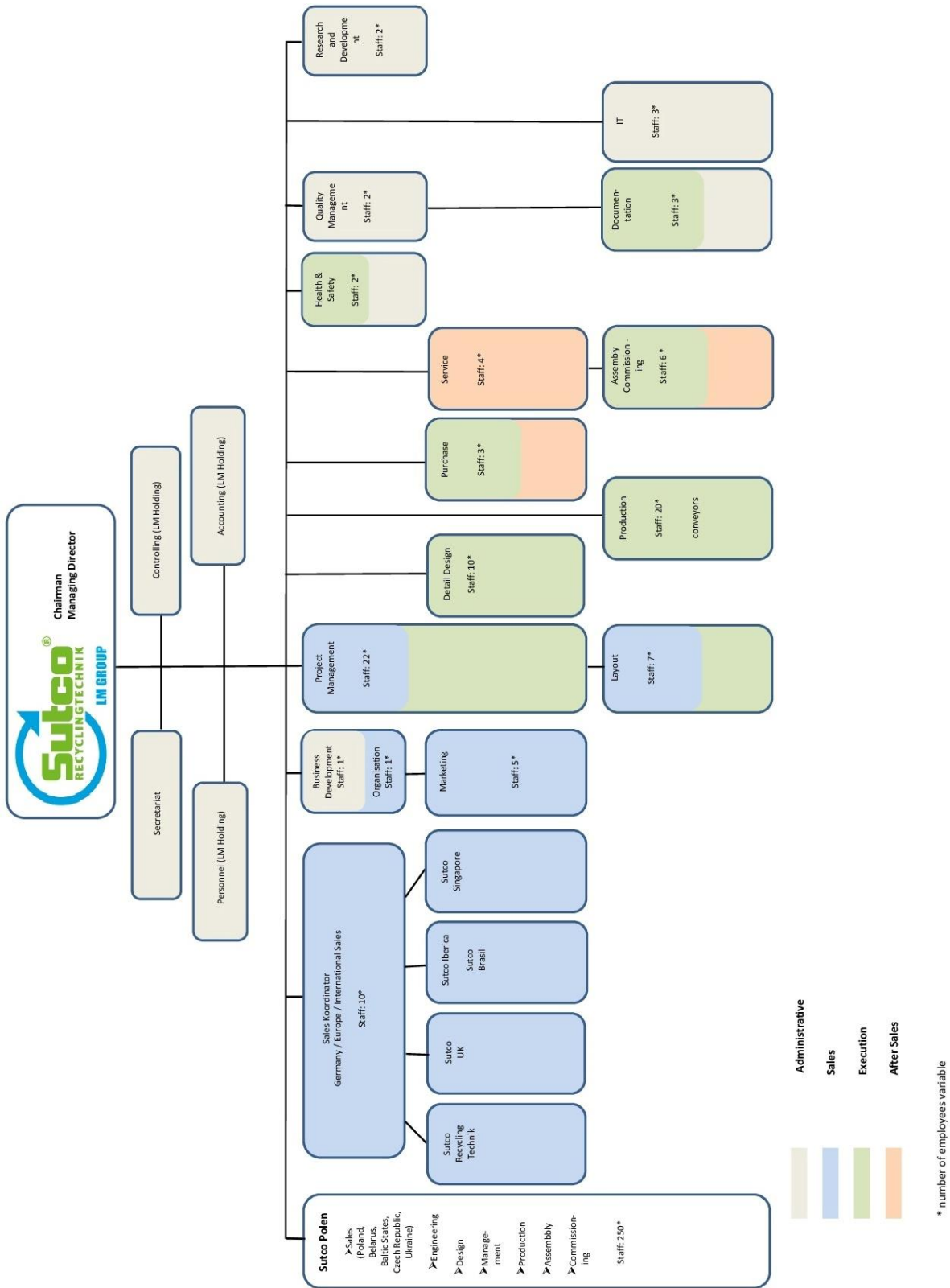
Sutco RecyclingTechnik GmbH has defined, documented and communicated the roles, responsibilities and authorities of those involved in the management system as well as their interrelationships within the company.

*Document: QMF 15, UMF 15, HSF 15, responsibility matrix*

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### 5.3.1 Company organigram



Bergisch Gladbach, 10/2020

### 5.3.2 Responsibility matrix

	Designation/chapter of the standard	Responsible						
		GF	Q	VT	MK	T	PLV	AB
4.1	Understanding the organisation	X	X					
4.2	Understanding interested parties	X	X					
4.3	Scope of services of the MS	X	X					
4.4	Management process	X	X					
5.1	Management & commitment	X	...					
5.1.2	Customer focus	X	X	X				
5.2	Quality policy	X						
5.3	Roles, responsibilities and authorities	X						
6.1	Measures for dealing with risks & opportunities	X	X					
6.2	Quality objectives	X						
6.3	Planning changes	X	X					
7.1.1	Resources - General	X						
7.1.2	Employees	X						
7.1.3	Infrastructure	X	X					
7.1.4	Environment for operating the processes	X						
7.1.5	Monitoring & measurement resources	X				X		
7.1.6	Operational know-how	X	X					
7.2	Competence	X						
7.3	Awareness	X	X					
7.4	Communication	X	X	X				
7.5	Documented information	X	X			X		X
8.1	Operational planning & control	X						
8.2.1	Customer communication	X		X				
8.2.2	Determination of the requirements for P & S	X		X				
8.2.3	Examination of the requirements for P & S	X		X				
8.2.4	Changes to P & S requirements	X		X				
8.3	Development	X			X	X		
8.4	Analysis of the data	X	X			X		
8.4.1	Steering of externally supplied P & S	X				X		X
8.4.2	Type & extent of steering	X						
8.4.3	Information on external providers	X			X			
8.5.1	Control of production & service provision	X		X				
8.5.2	Identification & traceability	X				X		
8.5.3	Ownership of customers & external suppliers	X						X
8.5.4	Maintenance	X				X	X	

(\*P & S = Production & services)

GF = Management

Q = Quality officer

MK = Marketing

VT = Sales

T = Technology

AB = Order processing

PLV = Production/stores/dispatch

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	Designation/chapter of the standard	Responsible						
		GF	Q	VT	MK	T	PLV	AB
8.5.5	Activities after dispatch	X						
8.5.6	Control of changes	X						
8.6	Release of products & services	X	X					
8.7	Control of non-conforming outputs	X		X	X		X	
9.1.1	Monitoring & measurement, analysis & evaluation - general	X	X	X	X			
9.1.2	Customer satisfaction	X	X	X				X
9.2	Internal audit		X					
9.3	Management assessment	X				X	X	
10.1	Improvement - General	X	X	X	X	X	X	X
10.2	Non-conformity & corrective measures	X	X	X	X	X		X

(\*P & S = Production & services)

GF = Management

VT = Sales

AB = Order processing

Q = Quality officer

T = Technology

PLV = Production/stores/dispatch

MK = Marketing

## Functional matrix - environmental management

(\*only the deviations from DIN EN ISO 9001:2015 are marked in green here)

	Designation/chapter of the standard	Responsible						
		GF	UMB	VT	MK	T	PLV	AB
4.1	Understanding the company	X						
4.2	Understanding interested parties	X						
4.3	Scope of services of the MS	X	X					
4.4	MS process	X	X	X	X			
5.1	Management & commitment	X						
5.1.2	Customer focus	X	X	X	X	X	X	X
5.2	Quality policy	X						
5.3	Roles, responsibilities and authorities	X						
6.1	Measures for dealing with risks & opportunities	X	X	X	X			
6.2	Environmental objectives	X						
7.1	Resources	X						
7.2	Competence	X	X					
7.3	Awareness	X	X	X	X			
7.4	Communication	X				X	X	X
7.5	Documented information	X	X	X	X			
8.1	Operational planning & control	X		X	X			
8.2	Emergency precautions and response	X	X		X	X		
9.1	Monitoring & measurement, analysis & evaluation - general	X	X			X		
9.2	Internal audit		X					
9.3	Management assessment	X	X			X	X	
10.1	Improvement - General	X	X	X	X	X	X	X
10.2	Non-conformity & corrective measures	X	X	X	X	X		

GF = Management  
MK = Marketing  
AB = Order processing

UMB = Quality officer  
VT = Sales  
PLV = Production/stores/dispatch

T = Technology

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## Functional matrix - occupational health and safety management

(\*only the deviations from DIN EN ISO 9001:2015 are marked in red here)

	Designation/chapter of the standard	Responsible					
		GF	ASB	VT	PD	TL	F/B
4.1	Understanding the company	X					
4.2	Understanding interested parties	X					
4.3	Definition of the scope of the occupational health & safety management system	X	X				
4.4	MS process	X	X	X	X		
5.1	Management & commitment	X					
5.2	Health & safety policy	X					
5.3	Roles, responsibilities and authorities	X					
6.1	Measures for dealing with risks & opportunities	X	X	X	X		
6.2	Health & safety objectives	X	X				
7.1	Resources	X					
7.2	Competence	X	X				
7.3	Awareness	X	X	X	X		
7.4	Communication	X				X	X
7.5	Documented information	X	X	X	X		
8.1	Operational planning & control	X		X	X		
8.2	Emergency planning and response	X			X	X	X
9.1	Monitoring & measurement, analysis &	X	X			X	
9.2	Internal audit		X				
9.3	Management assessment	X				X	X
10.1	Improvement - General	X	X	X	X	X	X
10.2	Non-conformity & corrective measures	X	X	X	X	X	

GF = Management

MK = Marketing

AB = Order processing

ASB = Health and safety officer

VT = Sales

PLV = Production/stores/dispatch

T = Technology

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## 6 Planning for the management system

### 6.1 Measures for dealing with risks and opportunities

Taking into account sections 4.1 and 4.2, Sutco RecyclingTechnik GmbH has determined the risks and opportunities as well as the necessary measures to achieve the intended results of the management system, to prevent or reduce undesirable effects and thus to achieve continuous improvements.

Sutco RecyclingTechnik GmbH has drawn up a plan for dealing with risks and opportunities and a plan for integrating and implementing these measures in the MS and evaluating their effectiveness. Sutco RecyclingTechnik GmbH has established a risk assessment register to show what has been achieved.

*Document: M03, QMF 21*

#### 6.1.1 Identification of hazards

Taking into account sections 4.1 and 4.2, Sutco RecyclingTechnik GmbH has defined a hazard analysis as well as the necessary measures to achieve the intended results of the management system, to prevent or reduce undesired effects in order to achieve continuous improvements.

*Document: Gefährdungsanalyse*

### 6.2 Quality objectives and planning to achieve them

Sutco RecyclingTechnik GmbH has established quality targets in various areas of the company in accordance with the requirements of DIN EN ISO 9001:2015, **DIN EN ISO 14001:2015** and **DIN EN ISO 45001:2018** sections 6.2.1 and 6.2.2. A document recording these objectives and the procedures to establish these objectives have been drawn up.

*Document: M04, QMF 19, UMF 19, HSF 19*

### 6.3 Planning changes

Whenever changes are made to the management system described in this manual or the applicable documentation, this is done in a planned and systematic manner. Sutco RecyclingTechnik GmbH will consider the purpose of each change, its expected consequences, the integrity of the MS, the availability of resources and the allocation or reallocation of responsibilities and authorities.

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## 7 Support

### 7.1 Resources

#### 7.1.1 General

Sutco RecyclingTechnik GmbH has determined and provided the resources required for the development, implementation, maintenance and continuous improvement of the management system. Sutco RecyclingTechnik GmbH has checked the capabilities of their own existing resources.

#### 7.1.2 Employees

The employees of Sutco RecyclingTechnik GmbH contribute to the quantitative and qualitative control of all operational processes. A sufficient number of competent employees is provided by the management. See also section 7.2.

#### 7.1.3 Infrastructure

Sutco RecyclingTechnik GmbH provides the necessary determined infrastructure for the realisation of the processes and achievement of conformity of the products and services.

#### 7.1.4 Environment for the operation of the processes

Sutco RecyclingTechnik GmbH has suitable premises available. Furnishings and equipment comply with applicable regulations and are regularly checked and adapted with regard to their functionality and appropriateness.

#### 7.1.5 Resources for monitoring and measurement

**(Area not applicable, Sutco has not documented any measuring equipment that has to be monitored as a precautionary measure for activation)**

Sutco RecyclingTechnik GmbH has determined that measuring and monitoring resources are not required to prove the conformity of the products and services and has prepared specifically documented information describing how Sutco RecyclingTechnik GmbH will handle these requirements.

*Document: M05, QMF 08, QMF 09, QMF 09a*

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### 7.1.6 Operational knowledge

Sutco RecyclingTechnik GmbH has determined which knowledge is necessary to enforce the processes to achieve conformity of products and services. Sutco RecyclingTechnik GmbH has set up corresponding systems in order to be able to react to customer requirements, their changes and possible market changes. The knowledge is recorded and stored in the form of documented information and is available to those who need it.

*Document:* QMF 02b

## 7.2 Competence

Sutco RecyclingTechnik GmbH determines the competences of the employees who work in the respective area of responsibility and whose performance has an impact on the quality of the products and/or services. This ensures that the employees, on the basis of their education, further education, training or experience, have the skills necessary to fulfil their tasks in accordance with the requirements or to decide which measures are necessary to provide them with the required skills.

At the same time, training is provided in **environmental management** and **occupational health and safety**.

*Document:* QMF 02a, QMF 02b, QMF 03, QMF 03a

## 7.3 Awareness

Sutco RecyclingTechnik GmbH ensures that employees are aware of the management policies and the set targets. Employees make their own contribution to the effectiveness of the system and are aware of the implications of non-compliance with the management system requirements.

*Document:* QMF 02a, QMF 03, QMF 03a, QMF 19, UMF 19, HSF 19

## 7.4 Communication

Sutco RecyclingTechnik GmbH has determined the need for internal and external communication relevant to the system, also under the aspects of what for, when, with whom to communicate, as well as who communicates and how.

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## 7.5 Documented information

Sutco RecyclingTechnik GmbH has a written policy and procedures which are appropriate to meet the requirements of the MS and DIN EN ISO 9001:2015, **DIN EN ISO 14001:2015** and **DIN EN ISO 45001:2018** standards. Details of how Sutco RecyclingTechnik GmbH creates and controls its documented information are listed in M06.

*Document:* M06

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## 8 Company

### 8.1 Operational planning and control

Sutco RecyclingTechnik GmbH has identified the processes necessary to meet the requirements for the supply of the products and services as well as the processes for implementing the measures as listed in section 6.1 of this document.

The acceptance of the products and services should be planned and controlled through determining the requirements for the company's products and services and the processes for establishing criteria for these processes. Sutco RecyclingTechnik GmbH has also determined the resources required to achieve conformity of the products and services and has implemented controls in the process in accordance with the criteria described.

Sutco RecyclingTechnik GmbH evaluates processes to ascertain whether they were carried out as planned in order to show the conformity of the products and services. Sutco RecyclingTechnik GmbH stores documented information in such a way that it is safely stored and protected against unintentional destruction.

Sutco RecyclingTechnik GmbH controls planned changes, checks the consequences of unintentional changes and takes measures to reduce negative effects if necessary. We ensure that outsourced processes are controlled.

### 8.2 Requirements for products and services

#### 8.2.1 Customer communication

Sutco RecyclingTechnik GmbH communicates with customers as required with regard to information on products and services. This also applies to enquiries, contracts or order processing as well as changes, customer ownership, obtaining customer feedback, complaints and emergency measures.

#### 8.2.2 Identifying requirements for products and services

When identifying requirements for products and services that the company offers to potential customers, the company ensures that regulatory and legal requirements have been identified and that the company has the ability to meet those requirements and to ensure that all requirements for the products and services are met.

*Document: QMF 02a, QMF 02b, QMF 03*

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### 8.2.3 Review of requirements for products and services

Sutco RecyclingTechnik GmbH checks customer requirements, also with regard to delivery activities, activities after delivery and all legal and regulatory requirements with regard to delivered products and services.

Sutco RecyclingTechnik GmbH also checks requirements which are not set by the customer as well as contract or order requirements which differ from the original request.

Sutco RecyclingTechnik GmbH carries out tests before the obligation to deliver the products and services and always issues a documented confirmation of the order (order confirmation), even if the customer does not do so. Details of all orders are electronically recorded in the company's CRM system.

### 8.2.4 Changes for product and service requirements

Sutco RecyclingTechnik GmbH ensures that in the event of changes to products and services, our customers and employees are informed and appropriate documentation is adapted to record these changes.

## 8.2 Emergency precautions and response per DIN EN ISO 14001:2015

The company has established and implemented a process that defines how to respond to emergency situations that may arise.

The required prevention of environmental damage is considered and documented in this process. The corresponding documented information is documented via deviation report, corrections and possible improvements are taken into account in this report.

If necessary, internal or external training courses are held for this situation.

If necessary, in the event of emergency situations, the affected interested parties are informed about the situation and the corresponding measures. (This of course also concerns the information of public authorities).

*Document: UMF 11*

## 8.2 Emergency planning and response per DIN EN ISO 45001:2018

The company has set up and implemented a process that defines how to react to any emergency situations that may arise in the area of occupational health and safety.

The required prevention of danger for personal injury is considered and documented in this process.

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The corresponding documented information is documented via deviation report, corrections and possible improvements are taken into account in this report.

If necessary, internal or external training courses are held for this situation.

If necessary, in the event of emergency situations, the affected interested parties are informed about the situation and the corresponding measures. (Of course, this also includes informing the employers' liability insurance association and/or similar institutions).

### 8.3 Development of products and services

Sutco RecyclingTechnik GmbH has determined that development resources are necessary to achieve conformity of products and services and has prepared specific documented information describing how this requirement is handled.

*Document: M07, QMF 22, QMF 23, QMF 24*

#### 8.3.1 Control of externally outsourced processes, products and services

The company, Sutco RecyclingTechnik GmbH has developed a procedure (M08) which describes how the control of externally supplied products and services is carried out in the company. This also applies to all external products and services which are required for the development process.

*Document: M08, QMF 11*

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## 8.4 Production and provision of services

### 8.4.1 Control of production and service provision

Sutco RecyclingTechnik GmbH has created controlled conditions for production and service provision. This includes the delivery activities and the activities after delivery in accordance with section 8.5.1 of the DIN EN ISO 9001:2015, **DIN EN ISO 14001:2015** and **DIN EN ISO 45001:2018** management system standards.

### 8.4.2 Identification and traceability

Where necessary, the company has put in place a system to uniquely identify products and services for traceability purposes. The company determines the status of the products processed. The company will keep appropriately documented information to maintain identification and traceability.

### 8.4.3 Ownership by customers or external suppliers

If parts or materials are provided by the customer for further processing, they will be treated in accordance with the same guidelines and with the same care as the products we have created ourselves. Upon delivery of the goods by the customer, a goods inspection is carried out in the incoming goods department (warehouse/dispatch) to check that the goods are complete and undamaged.

In special cases, workpieces/materials of the customer will be marked with the corresponding order number. This is done so that the customer can distinguish the materials provided by them and assign them to the corresponding orders.

Should, despite careful handling of the goods, the customer's property nevertheless be accidentally damaged or become unusable, the customer will be informed immediately by the management and the further course of action will be agreed with them.

Special customer requirements - this also includes the confidentiality of intellectual property - can be stipulated in separate contracts. If necessary, these are then directly implemented in corresponding internal instructions.

### 8.4.4 Maintenance

Suitable storage areas are available for all workpieces and materials. Storage is carried out in such a way that quality losses or damage are avoided and clear identification is guaranteed, provided that it is a workpiece for which traceability must be guaranteed.

The release of the finished products for storage or dispatch is only given when all necessary work steps have been checked off and countersigned in the workbook.

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Instructed employees who are familiar with the company's practices are responsible for storage and dispatch. The workpiece is checked at the appropriate places and handed over from one department to another in accordance with the process overview. All transport and lifting equipment as well as all machines in the production area are checked and maintained by competent personnel at regular intervals. If the customer requires a special type of packaging, this is recorded by the responsible party, noted in the production documents and agreed verbally with the employees concerned.

#### **8.4.5 Activities after delivery**

Sutco RecyclingTechnik GmbH ensures that the requirements for the activities after delivery are fulfilled to the extent specified with regard to the products and/or services. At the same time Sutco RecyclingTechnik GmbH ensures that the risks of the products and/or services, the type of use and the service life of the products and/or services, customer feedback, legal and regulatory requirements are also taken into account.

#### **8.4.6 Checking the changes**

Sutco RecyclingTechnik GmbH checks and controls the changes necessary for the production and service provision in order to guarantee continuous conformity of the products and services. Sutco RecyclingTechnik GmbH documents these records using form QMF 14 (unless excluded by the management).

*Document: QMF 14*

### **8.5 Release of products and services**

Sutco RecyclingTechnik GmbH has defined procedures (M09) in the production or service provision at appropriate levels to ensure that products or services meet the requirements.

Products and services are not released to customers before the release criteria are fulfilled. An exception is permitted if this is approved by the management or by the customer themselves. Appropriate records of who has approved the release are documented by product and service records.

*Document: M09*

### **8.6 Control of non-compliant results**

All employees of Sutco RecyclingTechnik GmbH are responsible, within the scope of their respective functions, for the immediate correction of any errors that may have occurred.

*Document: M10*

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## 9 Performance evaluation

### 9.1 Monitoring, measurement, analysis and evaluation

#### 9.1.1 General

Sutco RecyclingTechnik GmbH stores all process results on the central computer, this includes all software releases, data on customer satisfaction, error and fault developments as well as supplier reliability.

Sutco RecyclingTechnik GmbH keeps documented information about the results of such monitoring and measurement so that Sutco RecyclingTechnik GmbH can evaluate the effectiveness of its MS.

*Document: M11*

#### 9.1.2 Customer satisfaction

Sutco RecyclingTechnik GmbH has established procedures for obtaining information about how our customers perceive the company in terms of meeting or exceeding requirements in relation to the provision of our products and services. The data collected is reviewed as part of the management evaluation process.

*Document: M11, QMF 12, QMF 12a*

#### 9.1.3 Analysis and evaluation

Sutco RecyclingTechnik GmbH analyses and evaluates data collected in the course of monitoring and measuring activities and used as part of our management evaluation process. Results are used in the context of our management evaluation process.

*Document: M11, QMF 12a*

### 9.1 Monitoring, measurement, analysis, evaluation per DIN EN ISO 14001:2015

The company monitors the existing results from the environmental management system in accordance with the requirements of DIN EN ISO 14001:2015 within the framework of internal audits.

### 9.1 Monitoring, measurement, analysis, evaluation per DIN EN ISO 45001:2018

The company monitors the existing results from the environmental management system in accordance with the requirements of DIN EN ISO 45001:2018 within the framework of internal audits.

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## 9.2 Internal audit

Sutco RecyclingTechnik GmbH carries out internal audits at planned intervals to obtain information on whether the MS meets its requirements and the requirements of the DIN EN ISO 9001:2015, DIN EN ISO 14001:2015 and DIN EN ISO 45001:2018 standards, whether these are effectively implemented and whether the system is maintained. The internal audit also considers the importance of the procedures concerned. Sutco RecyclingTechnik GmbH has implemented a procedure (M12) which covers the process of the internal audit process in detail.

*Document: M12, QMF 05 MS-M01 - QMF 05 M12,*

## 9.3 Management assessment

The management will audit the organisation's MS at fixed intervals, **at least once every 12 months**, to ensure its continued suitability, adequacy and effectiveness. Each assessment will take into account the status of actions resulting from previous management assessments and any changes in internal or external matters relevant to the MS and performance information, including trends and indicators, as described in EN ISO 9001:2015 clauses 9.3.1 and 9.3.2, EN ISO 14001:2015 clause 9.3 and EN ISO 45001:2015 clause 9.3. Information relating to each of these assessments is provided with the management assessment document: QMF 01 Agenda n.b. and QMF 13 Protocol recorded.

*Document: M13, QMF 01, QMF 13,*

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## 10 Improvement

### 10.1 General

The constant intensive contact with customers and suppliers as well as the observation of the market contribute to the improvement of our QM system.

This includes the improvement of products and services as well as the correction, prevention or reduction of undesirable effects and the improvement of the performance and effectiveness of the MS.

### 10.2 Non-conformity and corrective measures

Corrective measures are to be taken to eliminate identified deficiencies and errors. All employees are obliged to eliminate recognised errors as far as this is possible in their area of responsibility. If errors cannot be eliminated by their own efforts, the respective higher authority must be called in.

Sutco RecyclingTechnik GmbH will evaluate the necessity of measures to eliminate the causes of non-conformity so that it does not occur again or elsewhere in the company. Sutco RecyclingTechnik GmbH will implement the necessary measures and check the effectiveness of the corrective measures taken, update the risks and opportunities identified during planning (if necessary) and make changes to the MS where necessary.

Sutco RecyclingTechnik GmbH will record all non-conformities and all measures taken as well as the results of corrective measures with the corresponding documentation.

*Document: M10, QMF 06, QMF 07,*

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### 10.3 Continuous improvement

As part of a continuous quality improvement process, preventive measures are taken to prevent the recurrence of a fault once detected.

Sutco RecyclingTechnik GmbH will continue to improve the suitability, appropriateness and effectiveness of the system. Sutco RecyclingTechnik GmbH will consider the results of the analysis and its assessments as well as the results of management assessments.

*Document: QMF 05d*

The improvement area also applies 1:1 to the environmental management system.

The improvement area also applies 1:1 to the occupational health and safety management system.

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