



Detailed Assessment Report

OSY Group

Assessment dates	4 th , 5 th , 6 th , 17 th , 19 th and 21 st March 2025
Assessment Location(s)	OSY Group (carried out remotely on TEAMS and on site at XRO)
Report author	Liz Green & Janet Henesy
Report reviewer	Peter Hickmott
Assessment Standard(s)	ISY, XRO, Rumexo & Green Tick Sustainable Requirements
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Executive summary

OSY via their supply partner, Rumexo LTD, have developed a technical cleaning range for use by professional cleaners. The products have been developed and supplied as concentrates where possible to minimise delivery impact, reduce the plastic usage from ready to use (RTU's) and primary packaging is 100% recyclable. OSY supply directly as a wholesaler to the B2B market predominantly via a drop shipment mechanism.

Information supplied by XRO and Rumexo have positively impacted the assessment and therefore at the stage one assessment a number of positive areas have been noted a small number of opportunities for improvement have been noted.

At the stage two assessment positive findings have been raised along with one major and one minor non-conformance, evidence has subsequently been provided and the major non-conformance closed.

A positive recommendation can be provided for the Green Tick Sustainability award for the following products: OSY Micro Power Clean, OSY Multi- Purpose Bio Cleaner, OSY Washroom Cleaner, OSY Bio Spot & Stain Remover, OSY Cleaner Disinfectant, OSY Glass & Mirror Cleaner, OSY Descaler, OSY Stay Fresh, OSY Multi Action Toilet Cleaner

Assessment objective, scope, and criteria

The objective of the assessment was to ascertain the organization's progress towards implementing a management system that meets the Green Tick Sustainability requirements. The scope of the assessment will be XRO and OSY manufacturing process and associated documentation required by Green Tick Sustainability standards.

Product scope

OSY Micro Power Clean, OSY Multi- Purpose Bio Cleaner, OSY Washroom Cleaner, OSY Bio Spot & Stain Remover, OSY Cleaner Disinfectant, OSY Glass & Mirror Cleaner, OSY Descaler, OSY Stay Fresh, OSY Multi Action Toilet Cleaner

Assessment participants

Name	Position	Opening meeting	Closing meeting	Interviewed(processes)
Richard Elliott	CCO, OSY Group	X	X	
Dr Neil Smith	Owner/ Director Rumexo	X	X	X
Dr Roger Cox	Owner/ Director XRO	X	X	
Tom Bass	GM, XRO	X	X	
Adam Lamb	Senior Chemist XRO	X	X	X



BSI assessment team

Name	Position
Elizabeth Green	Team Leader
Janet Henesy	Team Leader

Assessment conclusion

The audit objectives have been met. The auditor concludes that the XRO management system is being implemented as intended however XRO have discussed that the organisation has outlined plans to gain ISO14001:2015 in 2025 / 2026.

The XRO management system has been sampled in part against the requirements of Green Tick Sustainability Scheme and assessed in line with the Green Tick workbook and checklist – which was specifically developed to audit the implementation of the XRO’s management system requirements on behalf of XRO.

The 2nd stage audit has been conducted on site with XRO production facility to review the blending process.

The Green Tick should be awarded as the major non-conformance raised had been actioned and closed in a timely manner.

The company currently meets the requirements the requirements of the Green Tick sustainability as required.

One minor non-conformance and opportunities for improvement have been identified, these will be required to be closed at the Q2 2026 surveillance visit for implementation.

Findings from this assessment

Summary of Good Practice and Opportunities for Improvement

Good Practice:

XRO have provided records of positive safety data for the last 12 months for 2024, supported by the health and safety policy statement.

Packaging and material origin sampled: AF, AFE, AJ, AR, HO, MP, QP, RS products manufactured by XRO on behalf of OSY, all products are manufactured in the UK by XRO on behalf of CSY.

The company currently have a supply from a renewable energy source of 91% - Environmental Benefits: Renewable energy sources, such as solar, wind, and hydroelectric power, produce little to no greenhouse gas emissions. This helps combat climate change and reduces air pollution, leading to cleaner air and water.

Reducing reliance on fossil fuels enhances energy security by promoting the use of local renewable energy sources. This reduces dependence on imported fuels and increases resilience to energy market fluctuation

XRO are currently benchmarking energy data in 2025 for planned reduction in 2026.



Opportunities for improvement:

XRO have provided supporting documentation for the assessment towards the Green Tick Sustainability scheme, opportunities have been identified as part of the assessment process.

Objectives are detailed within the H&S policy however a management plan could not be demonstrated

No formal process could be found to manage legal compliance - a more formal process to manage legal compliance could be beneficial

Objective are detailed within the Environmental policy however a management plan could not be demonstrated

Although positive and negative feedback is recorded within the customer satisfaction survey no process for root cause investigation and corrective actions could be demonstrated - A formal procedure for this process could provide a positive impact

Stage 2 of the assessment- Onsite Audit findings at XRO

Product packs and country of origin information evidenced for the following products:

- OSY Micro Power Clean -XRO Code -MP
- OSY Multi- Purpose Bio Cleaner -XRO Code -QP
- OSY Washroom Cleaner -XRO Code - AR
- OSY Bio Spot & Stain Remover -XRO Code - QP
- OSY Cleaner Disinfectant -XRO Code -UL
- OSY Glass & Mirror Cleaner -XRO Code -HO
- OSY Descaler -XRO Code -AJ
- OSY Stay Fresh -XRO Code - RS
- OSY Multi Action Toilet Cleaner -XRO Code - AF

Product pack information for all the above products was sampled and reviewed including customer orders (PO from Romexo), XRO POs for purchase of raw materials (with supplier details) for the materials within the formulation for the product. Delivery notes for incoming raw materials (confirming goods from the suppliers) Batch/working sheet (stating raw materials used and delivery date, and where applicable small fill work sheets.

Within the factory the raw materials used in the above products (ones that were in stock) were all observed for labelling – which confirmed the supplier information and in some cases the country of origin.

Whilst the Country of origin was not stated on some products or on the accompanying paperwork, XRO have received confirmation from the suppliers of the country of origin and created a list of these materials stating the country of origin.



Assessment Report.

OFI- for clarity it would be useful to have information supplied with each delivery either on paperwork and/or product labelling stating the country of origin.

XRO are still awaiting information for some of the raw materials used only in OSY Cleaner Disinfectant (XRO code UL) as this has only recently been added to the scope of this audit and as such a minor non conformity has been identified NCR identified- now closed

Finding Reference	Minor 001	Certificate Reference	Green Tick
Certificate Standard	Green Tick Sustainability	Clause	2.1.1.d
Location reference	XRO- Ashbourne		
Assessment Number	30382282		
Category	Minor		
Area/process:	Origin		
Details:	Origin of a small amount of the raw materials has not been obtained		
Objective Evidence:	XRO are still awaiting information on origin for some of the raw materials used in OSY Cleaner Disinfectant. (XRO code UL) noting that this has only recently been added to the scope of this audit		
Cause			
Correction/containment			
Corrective action			
Closed?			
Justification			



QUALITY

The organisation is always looking at sustainable alternatives and suppliers and several of its raw materials have been validated eg. Through COSMOS approval, EcoCert Approval, ECHA Biodegradability Statement or Ecolable/Nordic Swan

OFI-

- 1) Sustainability information is available for 6 of 32 raw materials used in the products. There is potential to validate information for all raw materials to confirm sustainably sourced.
- 2) There is scope to include more reference in the purchasing procedure to sustainability and the validation process

LABELLING

Labelling process in place and defined in procedure PRM 24 issue 4 and confirmed during site tour and review of product packs

Positive comment:

The process uses NiceLabel 6 system and ExESS for ensuring that the labelling meets with current classification, labelling and Packaging (CLP) regulations.

RESOURCES USE

OFI:

XRO have only been in the current premises for about 12 months and are currently obtaining baseline information from which a programme/management plan will be created

CHEMICAL USE

The process of manufacture is a blending of raw materials which in the main are chemicals for which MSD Sheets are available.

WASTE MANAGEMENT

General

Currently the organisation does not have information on the exact quantities of waste streams as collections are not invoiced on quantity, but uplift/ skips etc.

Records are available in the form of invoices and waste transfer notes and consignment notes

OFI:

The organisation is working towards having information on waste quantities which could then inform an improvement plan



Waste Water: -

This includes wash water from vessel cleaning- however there is no Consent to Discharge /documented permission in place with the Water Authority for this. (legal requirement) - this is considered to be a major nonconformity

Finding Reference	Major 001	Certificate Reference	Green Tick
Certificate Standard	Green Tick Sustainability	Clause	2.8a
Location reference	XRO- Ashbourne		
Assessment Number	30382282		
Category	Major		
Area/process:	Manufacturing Area		
Details:	Vessel Washings are being discharged to the sewer with no consent to discharge in place/ authorised permission with the local water authority – Severn Trent		
Objective Evidence:	Through discussion and observation during the site tour it was confirmed that chemical mixing vessels are washed out with hot water which is then discharged to the sewer.		
Cause			
Unaware of requirement			
Correction/containment			
No water discharged, all collected and transferred from site via approved waste carrier Water sampling analyses undertaken for BOD, COD, TSS, NH3, Temp and Ph.			
Corrective action			
Application for licence created with Seven Trent Water Seven Trent visit XRO on the 27 th March 2025 and confirmed that the licence will be issued.			
Closed?			
Documented information provided and now closed			

Non-Hazardous Waste

All non-hazardous solid waste is taken by Peak Waste (B&M) under an annual waste transfer note- covers mixed municipal waste, cardboard and glass - WTN CDOC90776 - covering the year 2025

Hazardous Waste

All hazardous/chemical waste is taken by Red Industries e.g. Consignment note XRO/97185



Next visit

TBC

Notes

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This audit was conducted through document reviews, interviews, and observation of activities. The audit method used was based on sampling the organization's activities and it was aimed to evaluate the fulfilment of the audited requirements of the relevant management system standard or other normative document and confirm the conformity and effectiveness of the management system and its continued relevance and applicability for the scope of the management system.

As this audit was based on a sample of the organization's activities, the findings reported do not imply to include all issues within the system.