

Quality management input comprises the standard requirements from ISO 9001:2015 which are deployed by our organization to achieve customer satisfaction through process control.

Environmental input comprises the standard requirements from ISO 14001:2015 which provides our organization with a framework to help protect the environment and respond to changing environmental conditions.

Occupational health and safety management input meets the requirements of ISO 45001:2018 to encourage a safe and healthy workplace and prevent work-related injury and ill-health.

# EHQMS System Manual

ISO 9001:2015, ISO 14001:2015 & ISO  
45001:2018



IMSGLOBAL  
STANDARDS



**APPROVAL**

The signatures below certify that this management system manual has been authorized and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by				
Reviewed by				
Approved by				

**AMENDMENT RECORD**

This management system manual is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date

**COMPANY PROPRIETARY INFORMATION**

The electronic version of this document is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this manual is uncontrolled, except when provided with a document reference number and revision in the field below:

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**Table of Contents**

<b>TABLE OF CONTENTS</b> .....	<b>1</b>
<b>1 INTRODUCTION</b> .....	<b>5</b>
<b>2 REFERENCES</b> .....	<b>6</b>
<b>3 DEFINITIONS</b> .....	<b>6</b>
<b>4 ABOUT OUR ORGANIZATION</b> .....	<b>7</b>
4.1 ORGANIZATIONAL CONTEXT .....	7
4.2 RELEVANT INTERESTED PARTIES .....	8
4.3 MANAGEMENT SYSTEM SCOPE .....	8
4.4 MANAGEMENT SYSTEM PROCESSES.....	9
<b>5 LEADERSHIP, COMMITMENT AND WORKER PARTICIPATION</b> .....	<b>10</b>
5.1 LEADERSHIP & COMMITMENT .....	10
5.1.1 <i>General</i> .....	10
5.1.2 <i>Customer Focus</i> .....	
5.2 MANAGEMENT SYSTEM POLICIES.....	
5.2.1 <i>Establishing our Policies</i> .....	
5.2.2 <i>Communicating our Policies</i> .....	
5.3 ROLES, RESPONSIBILITIES AND AUTHORITIES .....	
5.3.1 <i>Top Management</i> .....	
5.3.2 <i>QEHS Manager</i> .....	
5.3.3 <i>Quality Coordinator</i> .....	
5.3.4 <i>Environmental Coordinator</i> .....	
5.3.5 <i>Health &amp; Safety Advisors</i> .....	
5.3.6 <i>Managers &amp; Supervisors</i> .....	
5.3.7 <i>Workers &amp; Contractors</i> .....	
5.4 CONSULTATION & PARTICIPATION OF WORKERS AND CONTRACTORS.....	
<b>6 PLANNING</b> .....	
6.1 GENERAL .....	
6.1.1 <i>Risks &amp; Opportunities</i> .....	
6.1.2 <i>Environmental Aspects</i> .....	
6.1.3 <i>Hazard Identification &amp; Assessment</i> .....	
6.1.4 <i>Compliance &amp; Legal Requirements</i> .....	
6.1.5 <i>Planning Action</i> .....	
6.2 MANAGEMENT SYSTEM OBJECTIVES.....	
6.2.1 <i>Integrated Objectives</i> .....	
6.2.2 <i>Objectives &amp; Planning to Achieve Them</i> .....	
6.3 PLANNING FOR CHANGE.....	
<b>7 SUPPORT</b> .....	
7.1 RESOURCES .....	
7.1.1 <i>General</i> .....	
7.1.2 <i>People</i> .....	
7.1.3 <i>Infrastructure &amp; Natural Resources</i> .....	
7.1.4 <i>Operational Environment</i> .....	
7.1.5 <i>Monitoring &amp; Measurement Tools</i> .....	
7.1.6 <i>Organizational Knowledge</i> .....	
7.2 COMPETENCE .....	

- 7.3 AWARENESS .....
- 7.4 COMMUNICATION .....
- 7.4.1 *General* .....
- 7.4.2 *Internal Communication* .....
- 7.4.3 *External Communication* .....
- 7.5 DOCUMENTED INFORMATION .....
- 7.5.1 *Management System Documents* .....
- 7.5.2 *Creating & Updating* .....
- 7.5.3 *Controlling Documented Information* .....
- 8 OPERATION .....**
- 8.1 OPERATIONAL PLANNING & CONTROL .....
- 8.1.1 *Quality Operational Planning & Control* .....
- 8.1.2 *Environmental Operational Planning & Control* .....
- 8.1.3 *OH&S Operational Planning & Control* .....
- 8.2 DETERMINING REQUIREMENTS FOR PRODUCTS .....
- 8.2.1 *Customer Communication* .....
- 8.2.2 *Determining Requirements* .....
- 8.2.3 *Reviewing Requirements* .....
- 8.2.4 *Changes in Requirements* .....
- 8.3 DESIGN & DEVELOPMENT .....
- 8.3.1 *General* .....
- 8.3.2 *Planning* .....
- 8.3.3 *Inputs* .....
- 8.3.4 *Controls* .....
- 8.3.5 *Outputs* .....
- 8.3.6 *Changes* .....
- 8.4 CONTROL OF SUPPLIERS, EXTERNAL PROCESSES AND CONTRACTORS .....
- 8.4.1 *General* .....
- 8.4.2 *Purchasing Controls* .....
- 8.4.3 *Purchasing Information* .....
- 8.5 PRODUCTION & SERVICE PROVISION .....
- 8.5.1 *Control of Production & Service Provision* .....
- 8.5.2 *Identification & Traceability* .....
- 8.5.3 *3<sup>rd</sup> Party Property* .....
- 8.5.4 *Preservation* .....
- 8.5.5 *Post-delivery Activities* .....
- 8.5.6 *Control of Changes* .....
- 8.6 RELEASE OF PRODUCTS & SERVICES .....
- 8.7 NON-CONFORMING OUTPUTS .....
- 8.8 EMERGENCY SITUATIONS .....
- 9 PERFORMANCE EVALUATION .....**
- 9.1 MONITORING, MEASUREMENT, ANALYSIS & EVALUATION .....
- 9.1.1 *General* .....
- 9.1.2 *Customer Satisfaction* .....
- 9.1.3 *Analysis & Evaluation* .....
- 9.1.4 *Evaluation of Compliance* .....
- 9.2 INTERNAL AUDIT .....
- 9.2.1 *General* .....

- 9.2.2 *Internal Audit Programme* .....
- 9.3 MANAGEMENT REVIEW .....
- 9.3.1 *General* .....
- 9.3.2 *Inputs* .....
- 9.3.3 *Outputs* .....
- 10 IMPROVEMENT**.....
- 10.1 GENERAL .....
- 10.2 INCIDENT, NON-CONFORMITY & CORRECTIVE ACTION.....
- 10.2.1 *Non-conformity & Corrective Action* .....
- 10.2.2 *Incident Investigation*.....
- 10.3 IMPROVEMENT.....
- APPENDICES**.....
- A.1 QEHS PROCESS INTERACTION.....
- A.2 ORGANIZATION CHART.....



## 1 Introduction

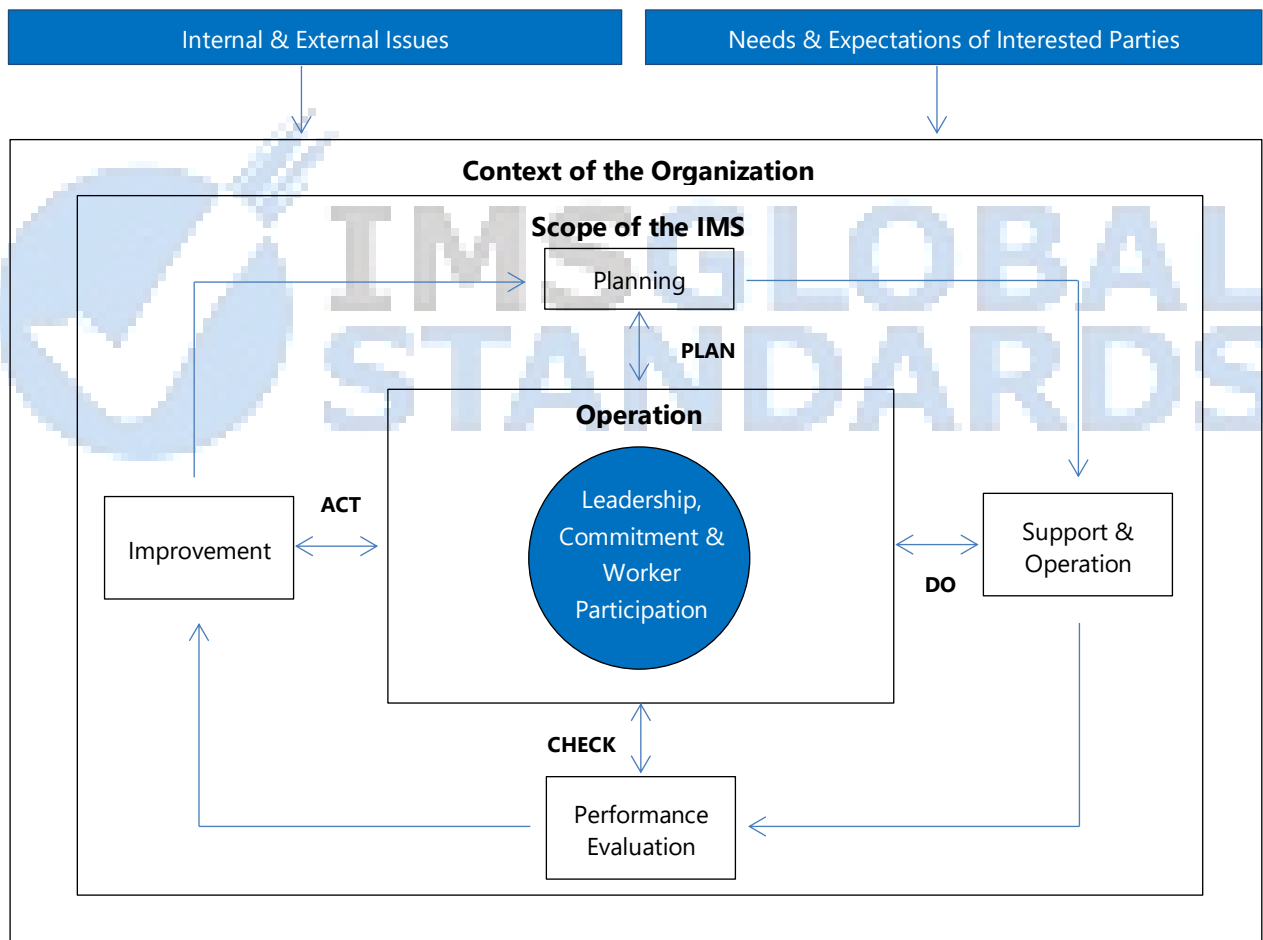
The company has developed and implemented an integrated Quality, Environmental and Occupational Health & Safety Management System, which uses ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 as framework for our organization to document and improve our operational practices in order to better satisfy the needs and expectations of our workers, customers, stakeholders and interested parties.

This management system manual is used to familiarise our workers, customers, interested parties, or individuals with the controls that have been implemented and to assure them that the integrity of our management system is maintained and is focused on meeting its intended outcomes.

This manual also describes the structure and interactions of our management system, delineates authorities, inter relationships and responsibilities of personnel who operate within the boundaries of the companies integrated management system (IMS), whilst providing reference to the procedures, process and activities that comprise it.

The Figure below illustrates our methodology for the development of our integrated management system, which uses the plan, do, check and act cycle to implement the process approach that delivers management system objectives, stakeholder requirements and customer satisfaction.

**Figure 1: Integrated Management System Process Model**



Certification to the international standard ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 will help achieve these intended outcomes and demonstrates that the IMS is effective, provides value for our company and its interested parties. Our management system addresses and supports our wider strategies for the design, development, manufacturing, installation of our products and similarly for services we provide.

Insert your scope statement here. This should succinctly summarize what your business does and what your products and or services are. A couple of sentences and some bullet points is all that is required, as this text will be shown the certificate.

The scope of this IMS includes all the products and services currently provided by XXXXXX. These include:

- Structures and systems to prevent falls from height
- Electrical Energy Transmission
- Service & Repair
- Building construction
- Etc

The following table identifies any ISO 9001:2015 requirements, from Section 8.0, that are not applicable to our organization as well as providing a brief narrative to justify their omission from the scope of our IMS:

Clause	Justification for Exclusion

## 2 References

In addition to ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018, we also make reference to other relevant national or International standards as well as customer specifications appropriate to our context.

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9004:2000	Quality management systems	Guidelines for performance improvements
BS EN ISO 19011:2011	Auditing management systems	Guidelines for auditing
BS EN ISO 14004:2016	Environmental management systems	Guidelines for implementation
BS ISO 45002:2019	Occupational Health & Safety Management Systems	Guidelines for application

## 3 Definitions

This document does not introduce any new definitions but rather relies on the following:

1. Definitions typically used by our customers, stakeholders or marketplace;
2. Terms typically used in standards and regulations as they relate to our products and services;
3. Standard business terminology;
4. Terms and vocabulary commonly used in quality practices.

## 4 About Our Organization

### 4.1 Organizational Context

The company is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our organizational context.

The company identifies, analyzes, monitors and reviews factors that may affect our ability to satisfy our customers and stakeholders, as well as; factors that may adversely affect the stability of our processes and the integrity of the management system.

To ensure that our management system is aligned with our strategy, whilst taking account of relevant internal and external factors; we initially collate and analyze pertinent information in order to determine potential impact on our context and subsequent business strategy.

Such issues include factors that are affected by our organization or are capable of affecting our organization. Broadly, these issues are defined as:

1. **Internal issues** – conditions related to our organizational activities, products, services, strategic direction, culture, people, knowledge, processes and systems. Using SWOT analysis provides our organization with framework for reviewing and evaluating our strategies, and the position and direction of our organization, business propositions and other ideas;
2. **External issues** – conditions related to cultural, social, political, legal, regulatory, financial, technological, economic, competition at local, national or international levels. Using PESTLE analysis provides our organization with framework for measuring our market and growth potential.

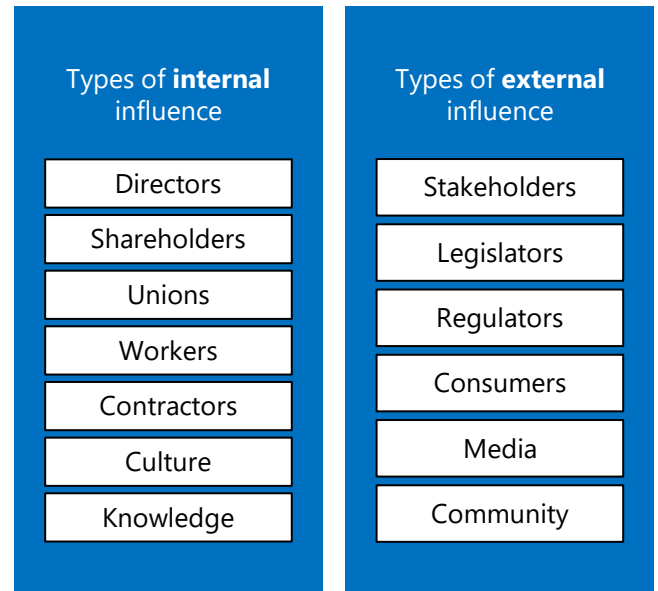
The company then monitors and reviews this information to ensure that a continual understanding of each group's requirements is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our context during management review meetings using the Context & Interested Parties analysis template. The results of which are conveyed via minutes and business planning documents. We maintain and retain; in addition to this document, the following documented information to describe our organizational context and decisions relating to it:

1. Context & Interested Parties analysis underpins our **policies** and drives our **future goals**;
2. SWOT Analysis to help understand **internal issues**;
3. PESTLE Analysis to help understand **external issues**;
4. Analysis of business plans, strategies, and statutory and regulatory commitments;
5. Analysis of technology and competitors;
6. Economic reports from relevant business sectors;
7. Technical reports from technical experts and consultants;
8. Minutes of meetings (Management and design review minutes), process maps and reports, etc.

The outputs from these activities are evident as an input to determining the scope of our management (4.3) and its processes (4.4), as well as, the consideration of risks and opportunities that may affect the IMS, and the resulting actions that we take to address them (6.1). See the company Business Risk Register

SWOT analysis provides our organization with framework for reviewing and evaluating our strategies, and the position and direction of our organization, business propositions and other ideas. Similarly, PESTLE analysis provides our organization with framework for measuring our market and growth potential according to external political, economic, social, technological, legal and environmental factors.

Figure 2: Examples of Internal & External Influences





## 5 Leadership, Commitment and Worker Participation

### 5.1 Leadership & Commitment

#### 5.1.1 General

Top Management are actively involved in maintaining the quality, environmental and OH&S management system. It provides the vision and strategic direction for growth of our integrated management system, and establishes the necessary objectives and policies taking into account the context and strategic direction of our organization.

To continue to provide leadership and show commitment to the improvement of our quality, environmental and OH&S management system, Top management communicates the importance of fulfilling customer, legal and regulatory compliance requirements through periodic communication meetings as well as by conducting management reviews to ensure the availability of resources, that risk assessments are understood and the integrated management system achieves its intended results.

Top management provides accountability and governance to all activities related to the lifecycle of our processes and products. This includes defining the appropriate responsibilities, authorities, and methods of communication to ensure the safe and effective performance. Top management ensures that all necessary resources, responsibilities and accountabilities are allocated for the continual improvement of the management system. Refer to **Appendix A.2** for a copy of our Organization Chart.

Top management have appointed the QEHS Manager to ensure that the necessary financial, technological and organizational resources, including the services of specialists and competent Health & Safety Advisors, Environmental Coordinators and Quality Inspectors are available to implement monitor, maintain and report upon the status of the management system.

Cross-functional coordination mechanisms that includes our various organizational levels, functions and work areas are established to support the active management of our integrated system. The functional managers oversee the implementation of improvement plans. The functional managers report to Top management and the QEHS Manager.

Regular reviews and data reporting ensure that our management system is effective and has the ability to react to emerging issues. Top management is committed to implementing and developing the management system and this commitment is defined by our corporate policies and objectives. Top management's involvement and commitment may be found in:

1. Business strategy plans and meetings;
2. Management system goals, their communication and their incentivization;
3. Information provided on our website or social media channels;
4. Annual reports;
5. Management meeting minutes.

Top management ensures that our corporate policies are understood, implemented and maintained throughout at all levels of the organization through printed distribution of policy statements and through periodic management reviews of the policy statements, functional objectives, and corporate level improvement objectives. The company communicates our mission, vision, strategy, policies and processes to all workers in order to:

1. Create and sustain shared values of fairness and ethical behavior;
2. Establish a culture of trust and integrity;
3. Encourage commitment to quality;
4. Provide people with the required resources, training and authority to act with accountability;
5. Inspire, encourage and recognize people's contribution.

In addition, our corporate policies, objectives and targets are communicated and deployed throughout the business via individual, team and department performance objectives which are established and discussed during employee performance reviews.