Quality management input comprises the standard requirements from ISO 9001:2015 which are strategically 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 in balance with socio-economic needs.

EQMS Manual & Policy Doucment

ISO 9001:2015 & ISO 14001:2015

APPROVAL

The signatures below certify that this EQMS manual has been reviewed and accepted, 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 EQMS 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 EQMS manual is uncontrolled, except when provided with a document reference number and revision in the field below:

Document Ref.				Rev	
Uncontrolled Copy	✓	Controlled Copy		Date	

Table of Contents

1 INTRODUCTION 5

2 REFERENCES 5

3 DEFINITIONS 5

4 ABOUT OUR ORGANIZATION 6

4.1 ORGANIZATIONAL CONTEXT 6
4.2 RELEVANT INTERESTED PARTIES 7
4.3 INTEGRATED MANAGEMENT SYSTEM 7
4.3.1 EQMS Scope 7
4.3.2 EQMS Processes 8
4.3.3 Outsourced Processes 8
4.3.4 Documented Information 8

5 LEADERSHIP & GOVERNANCE 10

5.1 LEADERSHIP & COMMITMENT 10
5.1.1 Quality & Environmental Management 10
5.1.2 Customer Focus 11
5.1.3 Quality & Environmental Policies 11
5.2 ROLE, RESPONSIBILITIES & AUTHORITIES 13
5.3 COMMUNICATION 13
5.3.1 Internal Communication 13
5.3.2 External Communication 14

6 EQMS PLANNING 15

6.1 GENERAL 15
6.1.1 Risks & Opportunities 15
6.1.2 Environmental Aspects 16
6.1.3 Compliance Obligations 17
6.2 EQMS OBJECTIVES 18
6.3 EQMS OBJECTIVES & PLANS TO ACHIEVE THEM 19
6.4 PLANNING FOR CHANGE 20

7 SUPPORT 21

7.1 RESOURCES 21
7.1.1 General 21
7.1.2 People 21
7.1.3 Infrastructure & Natural Resources 22
7.1.4 Operational Environment 23
7.1.5 Monitoring & Measurement Tools 23
7.1.6 Organizational Knowledge 24

8 PRODUCT & SERVICE DEVELOPMENT 25

8.1 Operational Planning & Control 25
8.1.1 Environmental Management 25
8.1.2 Quality Management 26
8.2 Determining Requirements for Products 26
8.2.1 Customer Communication 26
8.2.2 Determining Requirements 27
8.2.3 Review of Requirements 27
8.2.4 Changes in Requirements 27
8.3 Design & Development 28
8.3.1 General 28
8.3.2 Planning 28
8.3.3 Inputs 29
8.3.4 Controls 29
8.3.5 Outputs 30
8.3.6 Changes 30
8.4 Control of Suppliers & External Processes 30
8.4.1 General 30
8.4.2 Purchasing Controls 31
8.4.3 Purchasing Information 31
8.5 Production & Service Provision 32
8.5.1 Control of Production & Service Provision 32
8.5.2 Identification & Traceability 32
8.5.3 3rd Party Property 33
8.5.4 Preservation 33
8.5.5 Post-delivery Activities 33
8.5.6 Control of Changes 34
8.6 Release of Products & Services 34
8.7 Control of Non-conforming Outputs 34
8.8 Control of Emergency Situations 35

9 PERFORMANCE EVALUATION 36

9.1 Monitoring, Measurement, Analysis & Evaluation 36
9.1.1 General 36
9.1.2 Customer Satisfaction 36
9.1.3 Analysis & Evaluation 37
9.1.4 Evaluation of Compliance 37
9.2 Internal Audit 38
9.3 Management Review 39
9.3.1 General 39
9.3.2 Inputs 39
9.3.3 Outputs 39

10 IMPROVEMENT 40

10.1 GENERAL 40
10.2 NON-CONFORMITY & CORRECTIVE ACTION 40
10.3 IMPROVEMENT 41

APPENDICES 42

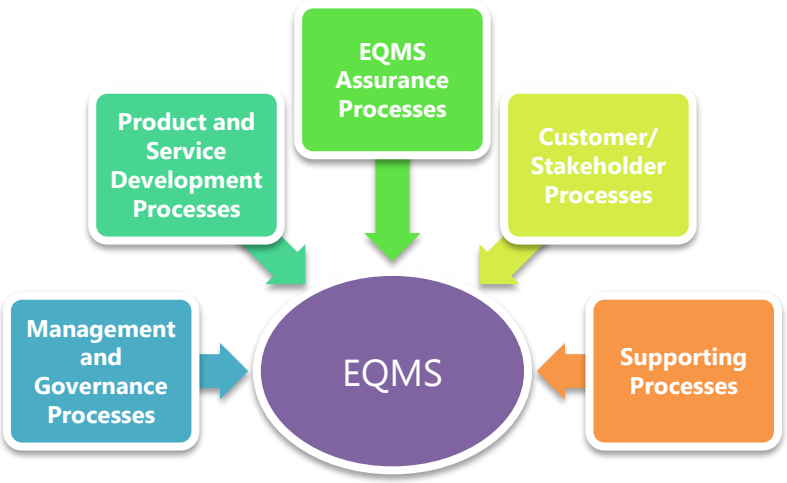
A.1 CORRELATION MATRIX 42
A.2 SEQUENCE & INTERACTION OF EQMS PROCESSES 44
A.3 ORGANIZATION CHART 45

4.3.2 EQMS Processes

Your organization has implemented an integrated management system that exists as part of a larger strategy that has established, documented and implemented our processes, integrated policies and objectives, whilst satisfying the requirements of ISO 9001:2015 of ISO 14001:2015. To achieve this, your organization has adopted the process approach advocated by the above management system standards.

Top management has determined the processes required for achieving the intended outputs. By defining five key process-groups and by managing their inputs, activities, controls, outputs and interfaces; our organization ensures that system effectiveness is established maintained. These process groups are described using tools such as procedures, process maps, activity flow diagrams, matrices, schedules, and charts, etc.

Figure 3 : Five Key EQMS Process Groups



Refer to Appendix A.2 for the sequence of our processes and interaction of the process groups within our EQMS. It is recognized that defining, implementing and documenting our integrated management system is only the first step towards fully implementing its requirements.

The effectiveness of the each process and its subsequent output is measured and evaluated through regular internal audits, inspections and data analysis. We use key performance indicators (KPIs) that are linked to our objectives to monitor our processes, as well as assessments to determine the risks and opportunities inherent to each process. We also use trends and indicators relating to non-conformities, objectives and corrective action, as well as; monitoring and measuring results, customer satisfaction and process performance data.

4.3.3 Outsourced Processes

Where your organization identifies the requirement to outsource any process, or part thereof, which affects conformity with the stated requirements; your organization identifies control criteria such as; the competence of personnel, inspection regimes, the provision of product conformity certificates, adherence to specifications and specific job files, etc. Refer to Section 8.4.

The controls identified do not absolve us of the responsibility to conform to client, statutory and regulatory requirements but instead they enhance our capacity to effectively manage our supply chain. The controls adopted are influenced by the potential impact of outsourcing on meeting customer or stakeholder requirements, and the degree to which control of the process is shared. Outsourced processes are controlled via purchasing and contractual agreements. Refer to Section 8.4.

4.3.4 Documented Information

4.3.4.1 Management System Documents

Your organization ensures that our EQMS includes the documented information which is required to be maintained and retained by ISO 9001:2015 and ISO 14001:2015, and additionally, any documented

information identified by our organization that demonstrates the effective operation of our EQMS. Refer to the *Master Document & Record Index*.

Your organization applies the following criteria to all types of documented information in order to assess whether the information is necessary for demonstrating the effectiveness of our EQMS, and whether it should be formally controlled. Should any of the criteria apply, your organization ensures that this information is retained and/or maintained as a form of 'documented information'

1. Communicates a message internally or externally;
2. Provides evidence of process and product conformity;
3. Provides evidence that planned outputs were achieved;
4. Provides knowledge sharing.

4.3.4.2 Creating, Updating & Issuing

Your organization ensures that when we create documented information it is appropriately identified and described (e.g. title, date, author, reference number) and is available in an appropriate format (e.g. language, software version, graphics, etc.) and on appropriate media (e.g. paper, electronic). All documented information is reviewed and approved for suitability and adequacy. Where permanent changes to a document are required, a *Document Change Request* form is completed and submitted for the document owner to consideration and implementation.

4.3.4.3 Controlling Documented Information

Documented information is retained to provide evidence of conformity to the requirements specified by ISO standards, customer requirements and of the effective operation of our integrated management system. We use *Document Issue Sheets* to record the transmittal of documents to external parties.

Your organization uses standard forms and templates that are accessed via a local area network computer system. An electronic document management system, which is backed up and updated as required, is used to retain documented information ensuring only the current versions are available to users. All management system documents are controlled and communicated according to the *Control of Documented Information* procedure which defines the process for:

1. Approving documents for adequacy prior to issue;
2. Reviewing and revising as necessary and re-approving documents;
3. Ensuring that changes and current revision status of documents are identified;
4. Ensuring that relevant versions of applicable documents are available at points of use;
5. Ensuring that documents remain legible and readily identifiable;
6. Ensuring that documents of external origin are identified and their distribution controlled;
7. Preventing the unintended use of obsolete documents;
8. Ensuring that documents of external origin are identified and their distribution controlled.

Supporting documentation:

Ref.	Title & Description
01	Control of Documented Information Procedure

5 Leadership & Governance

5.1 Leadership & Commitment

5.1.1 Quality & Environmental Management

Your organization's leadership is responsible for implementing our EQMS, including the development and deployment of our quality and environmental policies, subsequent objectives and targets, and product or project-specific plans which are customer and environmentally focused. Top management provides accountability and governance to all activities related to the lifecycle processes including defining the strategic direction, responsibility, authority, and communication to assure the safe and effective performance.

Top management have delegated the responsibility and authority for managing our environmental processes to the Environment & Sustainability Manager. All quality related processes used to deliver customer satisfaction are implemented and maintained by the Quality Manager.

Your organization's governance structure provides necessary support for creating and establishing processes that are important for achieving our quality and environmental objectives, targets and policies by using the PDCA approach.

Governance activities include the systematic verification of EQMS effectiveness by undertaking internal audits and analyzing performance data, reviewing trends and KPIs. Regular reviews and reporting ensure that our EQMS is effective and has the ability to react emerging issues.

Top management is committed to implementing and developing the EQMS and this commitment is defined by our corporate policies and objectives.

Figure 4: Leadership PDCA Cycle

Your organization ensures that our policies are understood, implemented and maintained throughout at all levels of the organization through printed distribution of our policy statements and through periodic management review of the policy statements and corporate level improvement objectives. Your organization communicates our mission, vision, strategy, policies and processes to all employees 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 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.

5.1.2 Customer Focus

Your organization strives to identify current and future customer needs, to meet their requirements and to exceed their expectations. Top management ensures that the focus on improving customer satisfaction is maintained by setting objectives related to customer satisfaction at management review meetings.

Top management also ensures that customer requirements are understood and met. Customer requirements are understood, converted into internal requirements and communicated to appropriate personnel within the organization. Customer complaints and other customer feedback are continually monitored and measured to identify opportunities for improvement. We continually look for ways to interact directly with our customers to ensure that we focus on their unique needs and expectations.

5.1.3 Quality & Environmental Policies

5.1.3.1 Establishing & Communicating

Your organization's quality and environmental policies act as a compass by providing the direction and framework for establishing key corporate level performance measures, as well as related objectives and targets. Top management ensures that our corporate policies are established and documented, and that the policies are available to all interested parties via our website.

The Top management has overall responsibility for defining, documenting, implementing and reviewing our quality and environmental policies in consultation with the management teams and other personnel, or their representatives. The policies are reviewed at least annually, as part of the management review programme or at a frequency determined by:

1. The changing needs and expectations of relevant interested parties, Section 4.2.
2. The risks and opportunities that are presented through the risk management process, Section 6.1.1.
3. The impacts which are presented through the environmental aspect process, Section 6.1.2.
4. Any mandatory and voluntary compliance obligations identified in Section 6.1.3.

Our policies are communicated to all employees at all levels throughout our organization via training, regular internal communications and reinforcement during annual employee performance reviews. Employee understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate.

5.1.3.2 Policy Statement

Your organization is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate.

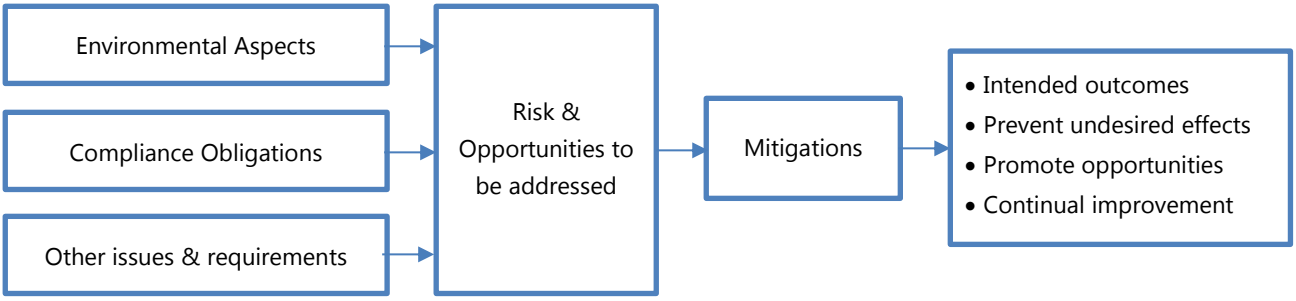
Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

6 EQMS Planning

6.1 General

In order for our organization to have a successful EQMS, we consider and manage the risks and opportunities relating to our stakeholders, our external and internal context and from our quality and environmental aspects. This process uses the information collected during our context evaluation (SWOT & PESTLE), stakeholder and interested party analysis and from the evaluation of our aspects. Top management then consider the risks and opportunities that we manage to ensure that our EQMS meets its intended outcomes, manages external environmental conditions and achieves continual improvement.

Figure 5 Sources of Risk & Opportunity

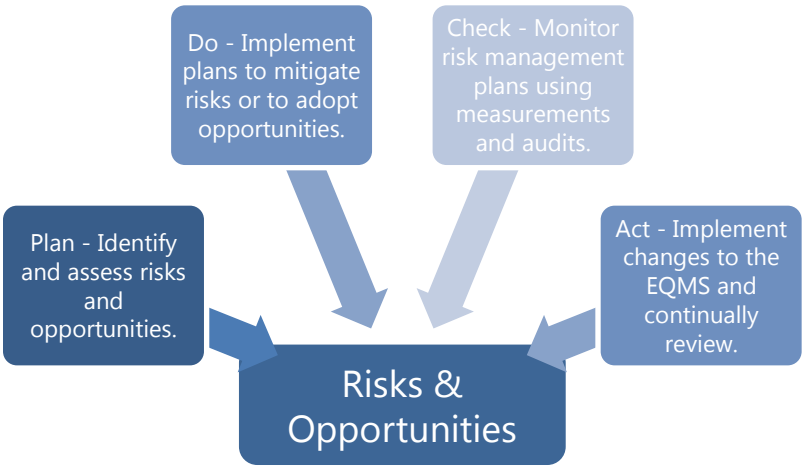


Once the significant or material risks and opportunities are identified our organization plans actions to mitigate perceived risk, or take advantage of opportunities. Action is taken in a variety of ways using our EQMS system processes via setting objectives, targets policies, operational control or emergency preparedness, supplier evaluation or other business processes.

6.1.1 Risks & Opportunities

The aim of risk and opportunity management within your organization is to ensure that organizational capabilities and resources are employed in an efficient and effective manner to take advantage of opportunities and to mitigate risks.

Figure 6: Risk & Opportunities PDCA Cycle



Top management are responsible for incorporating risk based thinking in to our organization's culture. This includes the establishment of risk management policies and targets to ensure effective implementation of risk and opportunity management principles throughout the lifecycle of our products, activities or services by:

1. Providing sufficient resources to carry out risk and opportunity management activities;
2. Assigning responsibilities and authorities for risk and opportunity management activities;
3. Reviewing information and results from audits and risk and opportunity management activities.

8 Product & Service Development

8.1 Operational Planning & Control

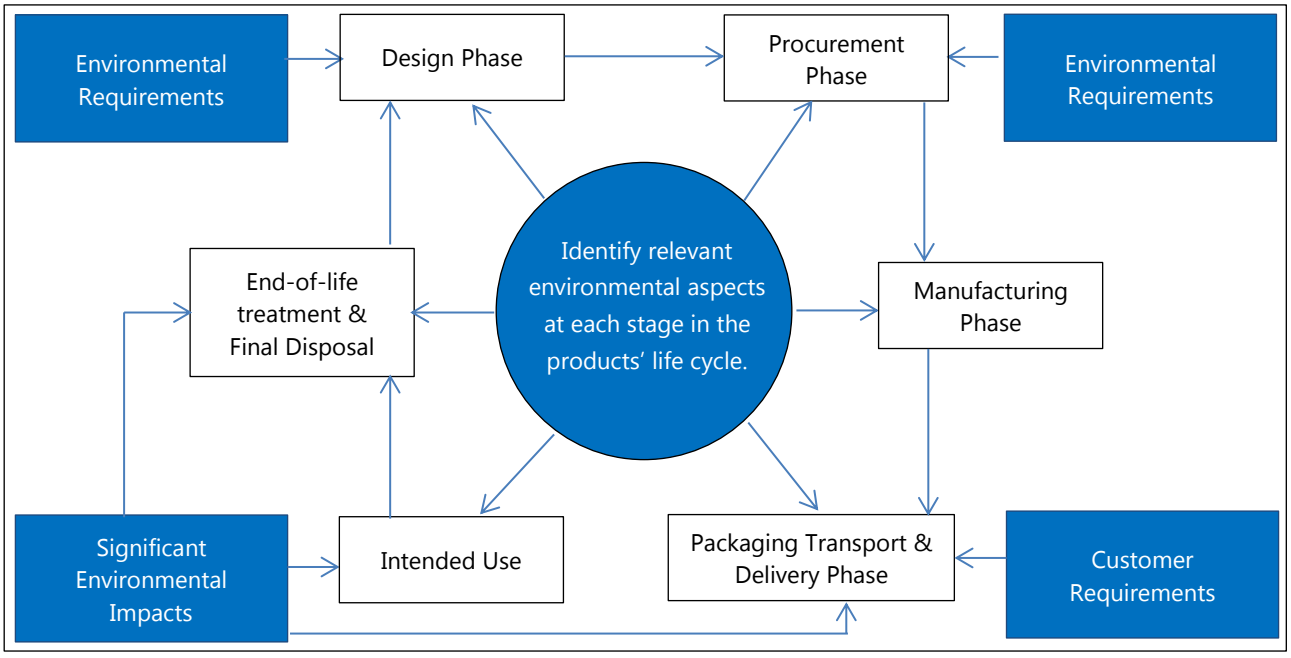
8.1.1 Environmental Management

Your organization has grouped its identified significant environmental aspects into six categories. Overarching environmental management operational procedures have been created for each of the six summary categories;

1. Use of Natural Resources Management Procedure;
2. Sustainable Procurement Management Procedure;
3. Land & Buildings Management Procedure;
4. Waste Management Procedure;
5. Travel and Transport Management Procedure;
6. Pollution Prevention Management Procedure.

The environmental management operational procedures document the approach that our organization uses to manage and mitigate its significant environmental aspects. They are implemented by the Environment & Sustainability Manager in conjunction with interfacing managers and departments. The relevant environmental management operational procedures are also applicable to outsourced processes including those undertaken by contractors. The level and extent of control or influence is defined within the relevant procedure.

Figure 8 The Lifecycle & Environmental Requirements



Your organization also considers the environmental requirements and impacts that can be controlled and influenced during each phase of the product lifecycle:

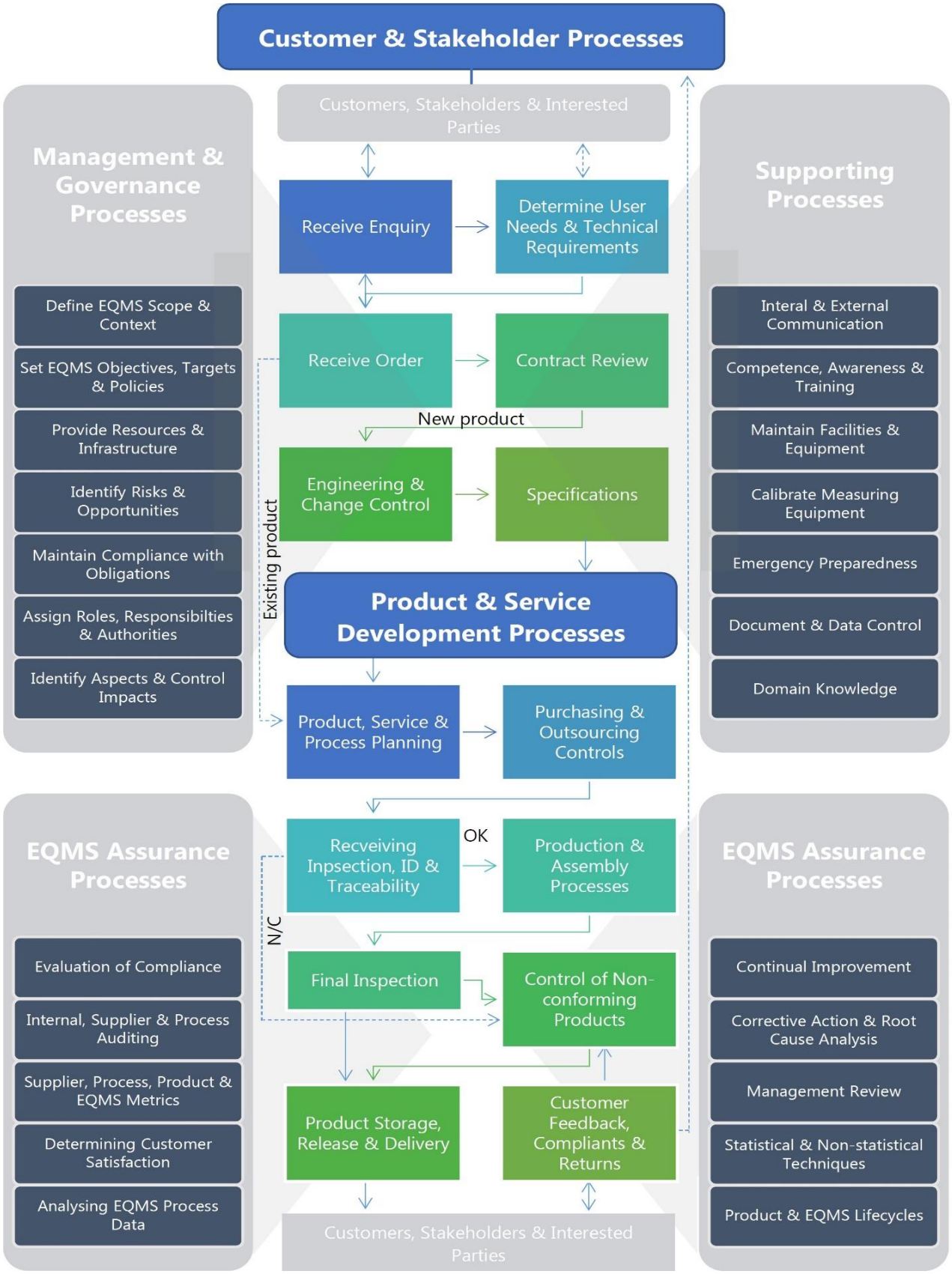
1. Design phase;
2. Procurement phase;

Appendices

A.1 Correlation Matrix

This section provides a matrix to correlate the requirements of ISO 9001:2015 and ISO 14001:2015 against the relevant sections in this document to determine where the relevant clauses are located.

ISO 9001:2015 & ISO 14001:2015		This Document	
4.0	Context of the Organization	4.0	About our Organization
4.1	Understanding the Organization and its Context	4.1	Organizational Context
4.2	Needs and Expectations of Interested Parties	4.2	Relevant Interested Parties
4.3	Scope of the Management System	4.3.1	EQMS Scope
4.4	E/Q Management System	4.3.2	EQMS Processes
5.0	Leadership	5.0	Leadership & Governance
5.1	Leadership and Commitment	5.1	Leadership and Commitment
5.1.1	Management System	5.1.1	Quality & Environmental Management
5.1.2	Customer Focus	5.1.2	Customer Focus
5.2	Environmental/Quality Policy	5.1.3	Quality & Environmental Policy
5.2.1	Establishing the Policy	5.1.3.1	Establishing & Communicating
5.2.2	Communicating the E/Q Policy	5.1.3.2	Policy Statement
5.3	Roles, Responsibilities and Authorities	5.2	Roles, Responsibilities and Authorities
6.0	Planning for the E/Q Management System	6.0	EQMS Planning
6.1	Actions To Address Risks and Opportunities	6.1.1	Risk & Opportunities
6.1.1	General	6.1	General
6.1.2	Environmental Aspects	6.1.2	Environmental Aspects
6.1.3	Compliance Obligations	6.1.3	Compliance Obligations
6.1.4	Planning Action	6.3	EQMS Objectives & Plans to Achieve Them
6.2	E/Q Objectives & Planning To Achieve Them	6.3	EQMS Objectives & Plans to Achieve Them
6.3	Planning of Changes	6.4	Planning for Change
7.0	Support	7	Support
7.1	Resources	7.1	Resources
7.1.1	General	7.1.1	General
7.1.2	People	7.1.2	People
7.1.3	Infrastructure	7.1.3	Infrastructure
7.1.4	Environment for the Operation Of Processes	7.1.4	Operational Environment
7.1.5	Monitoring and Measuring Resources	7.1.5	Monitoring and Measuring Tools
7.1.6	Organizational Knowledge	7.1.6	Organizational Knowledge
7.2	Competence	7.1.2.1	Competence
7.3	Awareness	7.1.2.2	Awareness
7.4	Communication	5.3	Communication
7.5	Documented Information	4.3.4	Documented Information
7.5.1	General	4.3.4.1	Management System Documents
7.5.2	Creating and Updating	4.3.4.2	Creating and Updating
7.5.3	Control of Documented Information	4.3.4.3	Controlling Documented Information
8.0	Operation	8.0	Product & Service Development
8.1	Operation Planning & Control	8.1	Operational Planning & Control

ISO 9001:2015 & ISO 14001:2015		This Document	
8.2	Requirements for Products and Services	8.2	Determining Requirements for Products
8.2	Emergency Preparedness and Response	8.8	Control of Emergency Situations
8.2.1	Customer Communication	8.2.1	Customer Communication
8.2.2	Determining Requirements Related to Products	8.2.2	Determining Requirements
8.2.3	Review of Requirements Related to the Products	8.2.3	Review of Requirements
8.2.4	Changes to Requirements for Products/Services	8.2.4	Changes in Requirements
8.3	Design and Development of Products	8.3	Design & Development
8.3.1	General	8.3.1	General
8.3.2	Design and Development Planning	8.3.2	Planning
8.3.3	Design and Development Inputs	8.3.3	Inputs
8.3.4	Design and Development Controls	8.3.4	Controls
8.3.5	Design and Development Outputs	8.3.5	Outputs
8.3.6	Design and Development Changes	8.3.6	Changes
8.4	Externally Provided Products & Services	8.4	Control of Suppliers & External Processes
8.4.1	General	8.4.1	General
8.4.2	Type & Extent of Control of External Provision	8.4.2	Purchasing Controls
8.4.3	Information for External Providers	8.4.3	Purchasing Information
8.5	Production and Service Provision	8.5	Production & Service Provision
8.5.1	Control of Production and Service Provision	8.5.1	Control of Production & Service Provision
8.5.2	Identification and Traceability	8.5.2	Identification & Traceability
8.5.3	Customer or External Provider's Property	8.5.3	3rd Party Property
8.5.4	Preservation	8.5.4	Preservation
8.5.5	Post-Delivery Activities	8.5.5	Post-Delivery Activities
8.5.6	Control of Changes	8.5.6	Control of Changes
8.6	Release of Products and Services	8.6	Release of Products and Services
8.7	Non-conforming Process Outputs and Products	8.7	Control of Non-conforming Outputs
9.0	Performance Evaluation	9.0	Performance Evaluation
9.1	Monitoring, Measurement, Analysis & Evaluation	9.1	Monitoring, Measurement, Analysis & Evaluation
9.1.1	General	9.1.1	General
9.1.2	Customer Satisfaction	9.1.2	Customer Satisfaction
9.1.2	Evaluation of Compliance	9.1.4	Evaluation of Compliance
9.1.3	Analysis and Evaluation	9.1.3	Analysis and Evaluation
9.2	Internal Audit	9.2	Internal Audit
9.2.1	General	9.2	Internal Audit
9.2.2	Internal Audit Programme	9.2	Internal Audit
9.3	Management Review	9.3	Management Review
9.3.1	General	9.3.1	General
9.3.2	Management Review Inputs	9.3.2	Inputs
9.3.3	Management Review Outputs	9.3.3	Outputs
10.0	Improvement	10.0	Improvement
10.1	General	10.1	General
10.2	Non-Conformity and Corrective Action	10.2	Non-Conformity & Corrective Action
10.3	Continual Improvement	10.3	Continual Improvement

A.2 Sequence & Interaction of EQMS Processes