



BUSINESS SERVICES IMS MANUAL

ISO 45001 | ISO 14001 | ISO 9001

Abstract

This Integrated Management System (IMS) Manual establishes the framework for implementing, maintaining, and continually improving our Health, Safety, Environmental & Quality Management System in accordance with the requirements of ISO 45001 | 14001 | 9001.

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Disclaimer: This document contains material to assist in addressing HSEQ obligations. Although every effort is made to ensure the accuracy of this information at the time of publication, it is provided as guidance only and does not provide legal advice.

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6 Planning

During the planning phase, {company_name} will consider management issues and determine:

- The HSEQ risks and mitigation strategies that negatively impact our operations.
- The opportunities that the company can leverage to improve the HSEQMS by adapting the work, organisation, or the work environment.
- The opportunities that the company can leverage to ensure growth and sustainability.

The processes developed will ensure that our practices will mitigate, as much as practicable, our HSEQ impacts with the goal of:

- Enhance the desired effects of the opportunities that may occur.
- Prevent, mitigate, and reduce the effects of undesired outcomes.
- Achieve planned improvements.

6.1 Products and Services Requirements

CUSTOMER COMMUNICATION

We will communicate with our customers and suppliers to ensure that the products and services we deliver meet the specified requirements. In talking with our suppliers and customers, the communication will include (but are not limited to):

- Supplying information on our products and services, so the correct product and service requirements are understood.
- Handling inquiries, orders, documenting contracts, and developing and variations to these if required.
- Gaining feedback from our customers and suppliers relating to our products and services, including customer complaints.
- How we handle and maintain control of customers' property while it is at our company.
- Communicating with our suppliers and customers on any requirements for contingency actions, if required.

DETERMINATION OF PRODUCTS AND SERVICES REQUIREMENTS

We will define, develop, process, and dispatch our product against the developed criteria. In determining the requirements for our products and services, we will:

- Meet applicable statutory requirements.
- Ensure that we meet the requirements necessary to deliver our products and services against the customer's needs.

PRODUCTS AND SERVICES REQUIREMENTS REVIEW

Before commitment to supply products or services, a review of the requirements will be undertaken to ensure that:

- The customer has defined product requirements, and they include what is required to deliver the product or service what the post-delivery activities are.
- Requirements not strictly stated by the customer, but necessary to complete the processes are specified and documented when they become known.

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8 Operation

8.1 Operational Planning and Control

POLICY

The {company_name} Management Team are responsible for planning, implementing, controlling all the processes needed to meet the company and customer's requirements for delivering our products and services. Actions to deliver these inputs, processes and outputs will consider:

- the customer's requirements for the products and services,
- the output criteria are for the processes and what performance indicators are required for accepting the product and services by the customer,
- what resourcing is required to achieve and exceed the conformity for the output criteria for the products and services,
- required controls and how they are to be implemented to deliver against the output criteria and within our internal criteria,
- maintained and retained records to assure interested parties that measures have been carried out as per requirements and as planned,
- the potential impacts of environmental factors, including climate change, on operational processes.

RESPONSIBILITIES

The HSEQ Management Representative is responsible for:

- overseeing and implementing the development of the initial HSEQ risk assessment utilising the HSEQ Management Team,
- identifying and engaging competent Internal or external assessors where necessary to identify the business practices and processes that may impact the health and safety of others and determine the effect of that impact,
- provide guidance when necessary.

Managers are responsible for actively participating to ensure:

- the appropriate resources for the HSEQ risk assessments are available, including the release of HSEQ Management Team members as required,
- all line personal for which they are responsible informed that the HSEQ risk assessment is being undertaken,
- they attend review meetings as required.

Operational staff are responsible for:

- providing all assistance as determined by the HSEQ Management Team or HSEQ Management Representative.

OPERATIONAL PLANNING AND CONTROL PROCEDURE

To understand and manage actual and potential HSEQ impacts, we will systematically identify business processes that will, or could, affect the health and safety of others. This allows objectives for HSEQ improvement and develops targets to be set, and action plans implemented.

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