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

Management Systems for Quality, Health & Safety, Environment.

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Revision History

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1	IMS Implementation	Mar. 2020
2	Revision with ISO 45001:2018 standard change	Aug. 2022
3	Climate change consideration in 4.1, 4.2 & 7.1.4	Feb. 18, 2025

This Management System and its associated/applicable procedures, work instructions, method statements, are electronically controlled documents and upon printing considered as un controlled when issuing to interested parties, Process owners, management team, employees and staff those required will receive online controlled copy through network. Un authorized use without approval from Top management are strictly not allowed and not entertained.

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NOTE: As this is an integrated management system of three standard, we have listed the Quality, Environment management system clause requirements in the content and its link to the OHSMS clause requirements in the last section of this manual after clause 10.3 referred to this content.

Details of terms are detailed in last section of this management system.

Relevant clause requirements of OHSMS 45001:2018 will be reflected in the respective areas as detailed in this system.

Introduction

General

CEO Message

Greetings!!!

It gives me immense pleasure to welcome you to our company Integrated Technology for Industrial Services Co. Ltd. (ITIS), an ISO 9001:2015, ISO 14001:2015, OHSMS 45001:2018 certified company, that has been active in the NDT Inspection Services in the Kingdom of Saudi Arabia since 2008. We are also in to allied engineering Services, such as PHWT Hardness Testing and we envisage to have our name in Lifting Equipment Inspection and Calibration Services.

We are proud that we are one of the fastest growing NDT and Allied Engineering Inspection Services such as PHWT and Hardness Testing Service Provider in the Kingdom both Project and Turnover wise. We are also proud to mention that we are providing our Inspection Services such as Lifting Equipment Inspection and Calibration Services of Industrial Inspection Equipment to many renowned Clients in the Kingdom of Saudi Arabia.

We ensure that our clients are getting the best services available in the market through our expertise in Inspection Services and we are keen to improve the same by analyzing the valuable feedbacks from our clients.

We value our clients and suppliers as partners in our growth and we always look forward about the mutual growth we can have through the dedication and technology we achieve through the work experience.

Ali Hussein Alanazy

Vice President

VISION & MISSION

Our Mission

Integrated Technologies for Industrial Services Co. Ltd. is one of the fastest growing NDT and Inspection Companies in the Kingdom of Saudi Arabia formed by a group of well experienced NDT professionals with a very clear objective of gathering a wide area of Conventional and Advance NDT Services at very reasonable cost without compromising the quality and time.

Our Vision

We envisage being the most professional, committed, growth oriented and reliable service provider in the field of Non-Destructive Testing & Lifting Inspection, Calibration Services.

Our Commitment

We are committed to deliver our best Quality Services to all our valuable clients at the right time, by giving the most value for money through the most environment friendly methods.

Introduction:

INTEGRATED TECHNOLOGIES FOR INDUSTRIAL SERVICES CO. LTD., (ITIS) was established in the year 2008 has been implemented several projects to provide specialty services – NDT (Non-Destructive Testing) and inspection for the refining and petrochemical industries which is approved by ARAMCO, SABIC, KJO, SATORP, SEC etc. as an NDT Company.

ITIS Began in mid-2008 working in the NDT Field, during the past years ITIS have gained sufficient experience and qualified technicians and equipment to begin in the NDT activities, individually.

ITIS continued to expand its operations participating in the Kingdom's rapid growth during this period. Today, ITIS desire to stand as one of the major inspection companies in the Kingdom of Saudi Arabia by introducing Lifting Equipment Inspections and Calibrations of Industrial Inspection Equipment.

ITIS operates from the main office in Dhana- Dhahran- KSA, where an integrated multi-disciplinary team of executives, inspectors, welding, painting API, NDT like RSO, RTFI, RT, & UT etc., Instructors, QA/QC and Safety supervisors, Lifting Inspectors and Calibrations Engineers undertake the most challenging and complex assignments.

ITIS is currently operating QA/QC as a third party for the Major clients for ARAMCO and SEC and SABIC projects.

This **Quality, Health & Safety, Environment Management System**, hereafter referred as **QHSE MS** specifies requirements that ITIS uses to address customer satisfaction, to meet customer and applicable regulatory and statutory requirements and to meet ISO 9001:2015, ISO 14001:2015, OHSMS 45001:2018 requirements, and is supported by additional procedures where necessary.

This QHSEMS specifies the general requirements ITIS competence towards a management system for quality, health & Safety Environment management, and the administrative and technical operations of IT IS.

1 Scope

This QHSE System specifies requirements for a QHSEMS where ITIS:

a) Needs to demonstrate its ability to consistently provide product and services that meet customer and applicable statutory and regulatory requirements, and,

b) Aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

c) To Meet the environment management system requirements as per the standard of ISO 14001:2015, and the health & safety requirements of OHSMS 45001:2018.

All the requirements of this ISO 9001:2015, ISO 14001:2015, OHSMS 45001 2018, are taken in to consideration and ensured and applicable to ITIS with the nature of business and the products and services we offer.

2 Normative References

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9001:2015, Quality management systems — Fundamentals and vocabulary

ISO 14001:2015 Environment Management System

OHSMS 45001: 2018 – Occupational Health & Safety Management System.

3 Terms and Definitions

For the purposes of this document, the terms and definitions given in ISO 9000:2015, ISO 14001:2015, OHSMS 45001:2018 will apply as required and/or if necessary.

4   Context of the Organization

4.1   Understanding the Organization and its Context

ITIS has determined external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its QHSEMS. This includes factors such as economic conditions, technological advancements, regulatory requirements, and climate change considerations.

ITIS acknowledges that climate change can influence various aspects of its operations, including regulatory requirements (e.g., emission limits), supply chain disruptions, shifts in consumer behavior, and the introduction of new technologies. As such, climate change is considered a key external factor in the assessment of risks and opportunities within the QHSEMS.

ITIS monitors and reviews information about these external and internal issues to ensure continuous alignment with strategic objectives and compliance with applicable regulations.

4.2   Understanding the Needs and Expectations of Interested Parties

Due to their effect or potential effect on ITIS 's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, ITIS has determined:

a)   The interested parties that are relevant to the QHSEMS, including regulatory bodies, customers, suppliers, employees, and investors, while also recognizing the growing importance of climate-related stakeholders.

b)   The requirements of these interested parties that are relevant to the quality and environmental management system, including sustainability expectations, climate-related regulations, and environmental performance criteria.

c)   ITIS monitors and reviews the information about these interested parties and their relevant requirements, ensuring that climate change considerations are integrated into strategic decision-making processes.

4.3   Determining the Scope of the QHSEMS.

ITIS has determined the boundaries and applicability of the QHSEMS, establish its scope.

When determining this scope, ITIS considered:

a)   The external and internal issues referred to in 4.1;
b)   The requirements of relevant interested parties referred to in 4.2; as applicable by the law,
c)   The products and services of ITIS.

ITIS applies all the requirements of this International Standard if they are applicable within the determined scope of its quality, environment management system.

The scope of ITIS 's QHSEMS is available and maintained as documented information. The scope states the types of products and services covered, and provides justification for any requirements that ITIS has determined is not applicable to the scope of its quality management system.

Conformity to ISO 9001 are only claimed if the requirements determined as not being applicable do not affect ITIS 's ability to ensure the conformity of its product and services and the enhancement of customer satisfaction.

We have taken to consideration as below to define the scope of system,

a) the external and internal issues referred to in 4.1;
b) the compliance obligations referred to in 4.2;
c) ITIS functions and physical boundaries;
d) Our activities, products and services;

e) Our authority and ability to exercise control and influence.

Refer – Register for issues, interested parties, risk and opportunity for more details.

4.3.1 Hazard Identification, Risk Assessment and Determining Control (OHS)

A. ITIS has established and maintained procedures for the ongoing identification of hazards, the assessment of risks, and the implementation of necessary control measures. These shall include:

- routine and non-routine activities;

- activities of all personnel having access to the workplace (including subcontractors and visitors);

- human behaviour, capabilities and other human factors;

- identified hazards originating outside the workplace or neighbors capable of adversely affecting the health and safety of workers under the control of the organization;

- hazards created in the vicinity of the workplace by work-related activities under the control of the organization;

- infrastructure, equipment and materials at the workplace, whether provided by the organization or others;

- changes, including temporary changes, in the organization, its activities, materials and HSMS management systems wherein associated hazards and risks shall be identified prior to the introduction of such changes;

- designs of work areas, processes, installations, machinery/equipment, operating procedures and workorganizations, including their adaptation to human capabilities;

- any legal obligations relating to risk assessment and implementationof necessary controls.

B. We ensure that the results of these assessments are considered when determining controls and setting its health and safety objectives. The organization's Management Representative (MR) shall document and keep this information up to date.

C. Our methodology for hazard identification and risk assesment will,

- be defined with respect to its scope, nature and timing to ensure it is proactive rather than reactive; and

- provide for the identification, prioritization and documentation of risk, and the application of controls,as appropriate.

D. When determining controls, or considering changes to existing controls, consideration shall be given to reducing risk according to the following hierarchy:

- elimination;

- substitution;

- engineering controls;
- signage/warnings and/or administrative controls;
- personal protective equipmnent.

Refer procedure for hazard and risk assessment for more details. SOP 07

Scope of Registration

Scope of this Management System is applicable with the processes including the below detailed Scope.

The Scope associated with ITIS activities and certification of IMS is:

1. Conventional and Advanced Non-Destructive Testing Services (Onshore and Offshore),

2. Third Party Inspection Services, Manpower Consultancy Services,

3. Allied Engineering Services including Heat Treatment and Hardness Testing

4. Lifting Equipment Inspection and Industrial inspection equipment calibration services

This Scope is applicable for the system certification process for ITIS Company.

4.4   Quality, HSE Environment Management System and its Processes

4.4.1   ITIS has established, implemented, maintains, and continually improves a QHSEMS including the processes needed and their interactions, in accordance with the requirements of this International Standard.

ITIS has determined the processes needed for the QHSEMS and their application throughout ITIS, and

   a) Determined the inputs required and the outputs expected from these processes;
   b) Determined the sequence and interaction of these processes;
   c) Determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
   d) Determined the resources needed for these processes and ensure their availability;
   e) Assigns the responsibilities and authorities for these processes;
   f) Addresses the risks and opportunities as determined in accordance with the requirements of 6.1;
   g) Evaluates these processes and implement any changes needed to ensure that these processes achieve their intended results.
   h) Determine and Improves the processes, its sequences of the QHSEMS.
   i) ITIS Knowledge gained form section 4.1 and 4.2 to meet the environment management system.

4.4.2   To the extent necessary, ITIS:

   a) Maintains documented information to support the operation of its processes (See procedure list Procedure for control of documents & records)

b) Retain documented information to have confidence that the processes are being carried out as planned (see procedure for control of records).
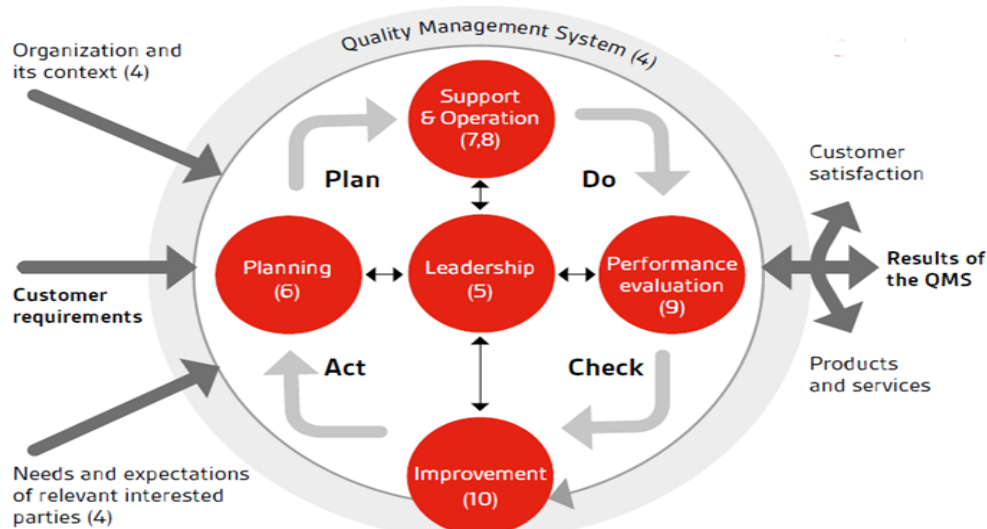
5 Leadership

5.1 Leadership and Commitment

5.1.1 General

Top management demonstrates leadership and commitment with respect to the quality management system by:

a) Taking accountability for the effectiveness of the quality, environment HSE management system;

b) Ensuring that the quality, environment, HSE policy and quality, environment HSE objectiveness are established for the quality, environment management system and are compatible with the context and strategic direction of ITIS;

c) Ensuring the integration of the quality, environment, HSE management system requirements into ITIS 's business process;

d) Promoting the use of the process approach and risk-based thinking;

e) Ensuring that the resources needed for the QHSE system are available;

f) Communicating the importance of effective QHSE and of conforming to the quality management system requirements;

g) Ensuring that QHSE achieves its intended results;

h) Engaging, directing and supporting persons to contribute to the effectiveness of the quality, environment management system;

i) Promoting improvement; and

j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

To meet the requirements of these standard requirements we adopted the PDCA cycle as detailed below to achieve the intended results and to improve our performance in Quality and Environment Managements (hereafter referred as QEMS)

5.1.2   Customer Focus

Top management demonstrates leadership and commitment with respect to customer focus by ensuring that:

a)   Customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
b)   The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed; and
c)   The focus on enhancing customer satisfaction is maintained.

5.2   Policy (OHS Clause 4.3.3)

5.2.1   Developing the QHSEMS Policy,

Top management has established, implemented and maintains a QEMS quality policy that:

a)   Is appropriate to the purpose and context of ITIS and supports its strategic direction;
b)   Provides a framework for setting QHSEMS objectives;
c)   Includes a commitment to satisfy applicable legal and other requirements; and
d)   Includes a commitment to continual improvement of the HSEMS
e)   includes a commitment to the protection of the environment, including prevention of pollution and other specific commitment(s) relevant to the context of ITIS.

5.2.2   Communicating the QEMS Policy

The QEMS Policy:

a)   is available and maintained as documented information;
b)   is communicated, understood and applied within the organization; and
c)   is available to relevant interested parties, as appropriate.

Quality, Health & Safety, Environment Policy: Ref Annexures for details

5.3   Organizational Roles, Responsibilities, and Authorities (OHS Cl 4.4.1)

Top management ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood within ITIS.

Top management assigns the responsibility and authority for:

a)   Ensuring that the quality, environment management system conforms to the requirements of this International Standard;
b)   Ensuring that the processes are delivering their intended outputs;
c)   Reporting on the performance of the QEMS and on opportunities for improvement (see 10.1), to top management;
d)   Ensuring the promotion of customer focus throughout ITIS; and
e)   Ensuring that the integrity of the QEMS is maintained when changes to the QEMS are planned and implemented.
•   The ultimate responsibility and authority for Health and Safety management system rests with Top Management through the Managing Director.

- To monitor the OHS requirements, Top Management will assign a management representative with detailed job description and the same shall be documented.
    - Top management of ITIS has ensured that HS roles are defined, responsibilities and accountabilities are allocated, and authorities are delegated with respect to the organization's HSMS.
    - ITIS Organization Chart is placed in annexures,
- f) The responsibilities and authorities of key persons who manage, perform and verify work affecting HSE requirements of IT IS products and services are described in annexures.

    Refer Annexures for more details.

6   Planning

6.1   Actions to Address Risks and Opportunities

6.1.1   When planning for the QEMS, ITIS considered the issues referred to in 4.1 and the requirements referred to in 4.2 and determined the risks and opportunities that need to be addressed to:
- a) Give assurance that the QEMS can achieve its intended results;
- b) Enhance desirable effects;
- c) Prevent, or reduce, undesired effects; and
- d) Achieve improvement.
- e) Taken in to account of the potential emergencies that can have an environmental impact.

6.1.2   **ITIS plans:**

- a) Actions to address these risks and opportunities;
- b) How to:
    1. Integrate and implement the actions into its QEMS processes (See 4.4)
    2. Evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities are proportionate to the potential impact on the conformity of products and services as stated below.

Refer POP 4 for more details.

Environment Aspect & Impacts

Within the defined scope of the EMS the We determine the environmental aspects of its activities, products and services that we can control and those that we can influence, and their associated environmental impacts, considering a life cycle perspective.

When determining environmental aspects, we consider,

a) change, including planned or new developments, and new or modified activities, products and services;
b) abnormal conditions and reasonably foreseeable emergency situations.

We ensure those aspects that have or can have a significant environmental impact, i.e. significant environmental aspects, by using established criteria.

We communicate our significant environmental aspects among the various levels and functions of the organization, as appropriate.

We maintain documented information of our,

— environmental aspects and associated environmental impacts;
— criteria used to determine our significant environmental aspects;

— significant environmental aspects.

To active these QEMS, ITIS has defined below processes which are integral part of the organization and with these below listed process the entire organization activities are addressed, controlled, monitored and maintained.

Note: As applicable, Safety requirements will be incorporated in thus system and its associated procedures as and where required or deemed necessary.

- Customer & Contracts, Business Related Process
- Human Resource Management Process
- Purchase& Logistics Related Process
- Project /Operations Execution Process
- Technical Compliance & Training related process
- NDT Conventional & Advanced Inspections Process
- PWHT and Hardness Testing Process
- Manpower consultancy and Supply process
- Lifting Equipment Inspections Process
- Calibration process of industrial inspection equipment
- Equipment & Stores management process
- Occupational and radiation safety compliance process
- Environment Aspect, Impact Management and Controls
- Health & Safety Hazards, Risk Assessments, Control Measures.
- Emergency Response and incident investigations process

Refer SOP 07 for more details

6.1.3   Compliance obligations

ITIS
a) determine and have access to the compliance obligations related to its environmental aspects;
b) determine how these compliance obligations apply to the organization;
c) take these compliance obligations into account when establishing, implementing, maintaining and continually improving its environmental management system.

We maintain documented information of its compliance obligations.

Legal and other requirements of OHSMS, (4.3.1)

We have established, implemented and maintained a procedure

- to identify and have access to the applicable legal requirements and other requirements to which the organization subscribes related to its health and safety requirements and
- to determine how these requirements, apply to its health and safety hazards

We ensure that these applicable legal requirements and other requirements to which the organization subscribes are considered in establishing, implementing and maintaining its HSMS.

We keep this information up-to-date. It shall communicate relevant information on legal and other requirements to its employees and other relevant interested parties.

Refer SOP 5 for more information

We apply the concept of PDCA cycle to achieve the intended results, as detailed below,
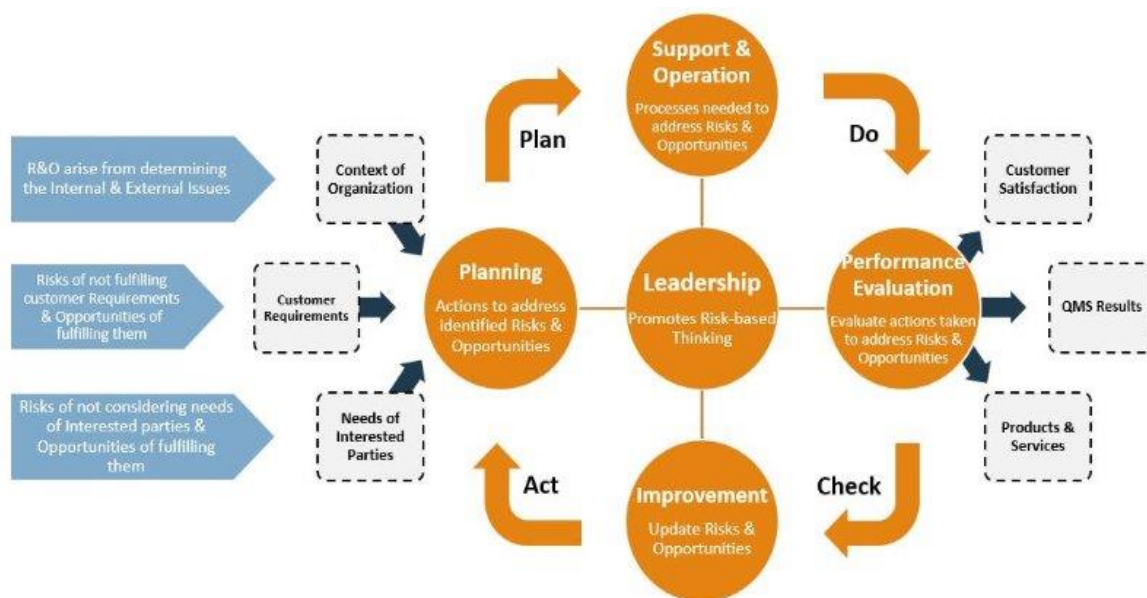
6.2   Quality, HSE, EMS Objectives and Planning to Achieve Them

6.2.1   ITIS has established QHSE objectives at relevant functions, levels and processes needed for the QHSE

The QHSE objectives are:

a) Consistent with the quality policy;
b) Measurable;
c) Considered applicable requirements;
d) Relevant to conformity of products and services and to enhancement of customer satisfaction;
e) Monitored;
f) Communicated; and
g) Updated as appropriate.

ITIS maintains documented information on these objectives.

See Annexures for details.

6.2.2 When planning how to achieve its quality objectives, ITIS has determined:

  a) What will be done;
  b) What resources will be required;
  c) Who will be responsible;
  d) When it will be completed; and
  e) How the results will be evaluated.

6.3 Planning of Changes

When ITIS determines the need for changes to the QHSEMS the changes are carried out in a planned manner (see 4.4).

ITIS considers:

  a) The purpose of the changes and their potential consequences;
  b) The integrity of QHSE management system;
  c) The availability of resources; and
  d) The allocation or reallocation of responsibilities and authorities.

7   Support
7.1   Resources

7.1.1   General

ITIS determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the QHSEMS.

ITIS considers:

  a) The capabilities of, and constraints on, existing internal resources; and
  b) What needs to be obtained from the external provider.

7.1.2   People

ITIS determines and provides the persons necessary for the effective implementation of its QHSEMS and for the operation and control of its processes.

7.1.3   Infrastructure

ITIS determines, provides, and maintains the environment necessary for the operation of its processes and to achieve conformity of products and services.

  a) Buildings and associated utilities;
  b) Equipment, including hardware and software;
  c) Transportation resources; and
  d) Information and communication technology.

7.1.4   Environment for the Operation of Processes

ITIS determines, provides and maintains the environment necessary for the operation of its processes and to achieve conformity of products and services. This includes considerations of:

a) Social (e.g. non-discriminatory, calm, non-confrontational);
b) Psychological (e.g. stress reducing, burnout prevention, emotionally protective);
c) Physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise and climate change impacts).

ITIS recognizes that climate change can affect the working environment, including temperature regulation, energy efficiency, and overall workplace safety. Measures will be implemented to mitigate climate-related risks, ensuring a stable and sustainable operational environment.

These factors can differ substantially depending on the products and services provided, and ITIS will continuously evaluate and adapt to climate-related risks and opportunities to maintain compliance and operational efficiency

7.1.5 Monitoring and Measuring Resources
7.1.5.1 General

ITIS determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

ITIS ensures that the resources provided:

a) Are suitable for the specific type of monitoring and measurement activities being undertaken; and
b) Are maintained to ensure their continuing fitness for their purpose.

ITIS retains appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

7.1.5.2 Measurement Traceability

When measurement traceability is a requirement, or is considered by ITIS to be an essential part of providing confidence in the validity of measurement results, measuring equipment are:

Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standard exists, the basis used for calibration or verification is retained as documented information; Identified to determine their status; and

Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

ITIS determines if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and takes appropriate action as necessary.

ITIS uses appropriate, suitable, approved and latest calibration procedures, with respective codes and standards as applicable to realize internal calibrations.

In case of External Calibration services, we perform the services of calibration under an approved work instructions/method statement and calibration facility arrangement with approved and competent manpower as per the applicable procedures/legislations/legal and other requirements.

Calibrations Services are in the initial stages at this level and ITIS is planning to establish detailed set up of calibration services and during that stage necessary changes to this system and its associated procedures/processes and other applicable documents will be made to meet the requirements as applicable.

Refer POP 05, 10 for more details

7.1.6 Organizational Knowledge

ITIS determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge is maintained and made available to the extent necessary.

When addressing changing needs and trends, ITIS considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates

7.2   Competence

ITIS:
a) Determines the competence of person(s) doing work under its control that affects the performance and effectiveness of the QHSEMS.

b) Ensures that these persons are competent based on appropriate education, training, or experience;
c) Where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken; and
d) Retain appropriate documented information as evidence of competence.

To ensure competency in OHS, Clause, 4.4.2,

Personnel performing work that have potential to cause significant health and safety impacts in the workplace shall be competent based on appropriate education, training, skills and experience determining the sequence and interaction of these processes.

Competence for personnel performing work affecting conformity to HSMS requirements is stated above.
Where applicable, ITIS shall provide trainings or take actions to achieve the necessary competence and evaluate the effectiveness of the training or actions taken.

ITIS shall ensure that its concerned personnel are aware of
the relevance and importance of their activities and how they contribute to the achievement of the Health and Safety (HS) objectives,

- the importance of conformity with the HS policy and procedures and with the requirements of the HSMS,
- the significant HS hazards and related actual or potential impacts associated with their work, and the HS benefits of improved personal performance,
- their roles and responsibilities in achieving conformity with the requirements of the HSMS, including emergency   preparedness and response requirements, and
- the potential consequences of departure from specified procedures.

ITIS shall maintain appropriate records of education, training, skills and experience.
Training shall consider different levels of responsibility, ability, language skills and literacy, and risk.

Refer SOP 08 for more information

7.3   Awareness

ITIS ensures that persons doing work under the ITIS 's control are aware of:

a) The QHSE policy;
b) Relevant QHSE objectives;
c) Their contribution to the effectiveness of the QHSEMS, including the benefits of improved performance; and
d) The implication of not conforming with the QHSEMS.

7.4   Communication

ITIS determined the internal and external communications relevant to the QHSEMS, including:

   a)   On what it will communicate;
   b)   When to communicate;
   c)   With whom to communicate;
   d)   How to communicate; and
   e)   Who communicates?

To ensure effective communications, consultations and participation of employees, Clause requirements in OHSMS,

Communication (4.4.3.1)

Internal Communication (4.3.3.1.1)

ITIS has established an effective two-way communication system.

Communication from employees to management covers the following subjects
   i.   Identification of risk and hazards by any individual and working team.
   ii.   Detection of any nonconformities or abnormality related to HSMS.
   iii.   Identification of incidents, non-conformity and near misses.
   iv.   Information about new available technologies to eliminate or to reduce the degree of identified hazards.

Communication from management to concerned employees include the following subjects:

   i.   Information about the legal requirements.
   ii.   Diffusion of policies, objectives and targets and HSMS program.
   iii.   Detection of non-conformities.
   iv.   Information about the new available technologies.
   v.   HSMS document changes (e.g. policies, objectives & targets, HSMS programs, procedures, risk assessment, aspect identification, HS controls, etc.)
   vi.   Major organizational changes

External Communication

External communication includes as follows:

   i.   Communication with regulatory bodies related to HSMS.

       o   Obtaining the changes in the legal requirements
       o   Informing and submitting notification of serious and over three days incident injury to Mini
       o   Making company policy and any HSMS reports publicly available.
       o   Responding to communication from any external interested party
       o   In the event of an HS emergency, certain information regarding the risk shall be released to public authority whenever required.
       o   HS communications, induction and awareness with contractors and visitors of the workplace.

Participation and Consultation

Workers, through their heads and MR are required to participate in
   i.   Hazard identification, risk assessments and determination of controls.

    ii.   Incident investigation.

    iii.   Development and review of OH&S policies and objectives

    iv.   Changes that could affect the OH&S

Contractors shall be consulted where there are changes that affect their OH&S.

When appropriate, relevant external interested parties. shall be consulted about pertinent OH&S matters.

7.5 Documented Information OHSMS CL:(4.4.4 & 4.4.5)

7.5.1 General

ITIS 's quality QHSEMS includes:
- a) Documented information required by ISO 9001:2015; ISO 14001:2015, OHSMS 45001:2018 and
- b) Documented information determined by ITIS as being necessary for the effectiveness of the QHSEMS.

7.5.2 Creating and Updating

When creating an updating documented information, ITIS ensures appropriate:

- a) Identification and description (e.g. title, date, author, or reference number);
- b) Format (e.g. language, software version, graphics) and media (e.g. paper, electronic); and
- c) Review and approval for suitability and adequacy.

Refer QSP-01 for more information.

7.5.3 Control of Documented Information

7.5.3.1 Documented information required by the QHSEMS and by ISO 9001:2015, ISO 14001:2015, OHSMS 45001 2018 are controlled to ensure:
- a) Availability and suitable for use, where and when it is needed; and
- b) It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, ITIS has addressed the following activities, as applicable.
- a) Distribution, access, retrieval and use;
- b) Storage and preservation, including preservation of legibility;
- c) Control of changes (e.g. version control); and
- d) Retention and disposition.

Documented information of external origin determined by ITIS to be necessary for the planning and operation of QHSEMS is identified as appropriate and controlled.

Documented information retained as evidence of conformity are protected from unintended alterations.

Refer SOP-01 for more information

8   Operation

8.1   Operational Planning and Control

ITIS planned, implemented and controls the processes (see 4.4) needed to meet the requirements for the provision of products and services, and implemented the actions determined in Clause 6, by:

a) Determining the requirements for the products and services;
b) Establishing criteria for:

1. The processes;
2. The acceptance of products and services;

c) Determining the resources needed to achieve conformity to the product and service requirements;
d) Implementing control of the processes in accordance with the criteria; and
e) Determining and keeping documented information to the extent necessary:

1. To have confidence that the processes have been carried out as planned;
2. To demonstrate the conformity of products and services to their requirements.

The output of this planning is in a form suitable to ITIS 's method of operations. ITIS ensures that

outsourced processes are controlled (See 8.4).

IT IS uses appropriate, suitable, approved and latest technical procedures, codes and standards as applicable to execute the operational the requirements of testing and inspections services. Such procedures are not coming directly under this system and separately, initiated, developed, categorized, controlled, implemented, maintained and documented by the Technical team.

Operational Control Clause 4.4.6 OHS

ITIS has identified those operations and activities that are associated with identified hazards where control measures need to be applied. The organization shall plan these activities, including maintenance and management of change, to ensure that they are carried out under specified conditions by

- establishing and maintaining documented procedures to cover situations where their absence could lead to deviations from the safety and health policy and the objectives,
- stipulating operating criteria in the procedures,
- establishing and maintaining procedures related to identified safety and health risks of goods, equipment and services purchased and/or used by the organization and communicating relevant procedures and requirements to suppliers and contractors,
- establishing and maintaining procedures for the design of workplace, process installations, machinery, operating procedures and work instructions, including their adaption to human capabilities, in order to eliminate or reduce safety and health risks at their source.

Emergency preparedness and response 4.4.7

ITIS has established, implemented and maintained a procedure to identify the potential for, and responses to, emergency situations, incidents and accidents that cancause illness and injury.

The organization shall respond to actual emergency situations, incidents and prevent or mitigate associated illness and injury.

In planning its emergency response the organization shall take account of the needs of relevant interested parties, e.g. emergency services and neighbors.

The organization shall periodically review and, where necessary, revise its emergency preparedness and response procedures, in particular, after the occurrence of accidents or emergency situations.

The organization shall also periodically test such procedures where practicable, involving relevant parties as appropriate.

Incident investigation OHS CL: 4.5.3

ITIS having established, implemented and maintained procedure for defining responsibility and authority for

- the timely handling, investigation and analyzation of HS incidents, non-conformances, and HS near misses.
- taking action to mitigate any consequences arising from incidents and non-conformances,
- the initiation and completion of corrective and preventive actions,
- identification of opportunities for continual improvement,
- confirmation of the effectiveness of corrective and preventive actions taken, and
- communication the results of such investigations.

These procedures shall require that all proposed corrective shall be reviewed through the risk assessment process prior to implementation.

Refer SOP 10 for more information

8.2 Requirements for Products and Services

8.2.1 Customer Communication

Communication with Customers includes:

a) Providing information relating to products and services;
b) Handling inquiries, contracts or orders, including changes;
c) Obtaining customer feedback relating to products and services, including customer complaints;
d) Handling or controlling customer property; and

For EMS, we ensure

a) prepare to respond by planning actions to prevent or mitigate adverse environmental impacts from emergency situations;
b) respond to actual emergency situations;
c) act to prevent or mitigate the consequences of emergency situations, appropriate to the magnitude of the emergency and the potential environmental impact;
d) periodically test the planned response actions, where practicable;
e) periodically review and revise the process(es) and planned response actions, after the occurrence of emergency situations or tests;
f) provide relevant information and training related to emergency preparedness and response, as appropriate, to relevant interested parties, including persons working under its control.

We maintain documented information to the extent necessary to have confidence that the process(es) is (are) carried out as planned.

a) Establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the Requirements Related to Products and Services

When determining the requirements for the product and services to be offered to customers, ITIS ensures that:
a) The requirements for the product and services are defined, including:
  a) Any applicable statutory and regulatory requirements;
  b) Those considered necessary by ITIS;
b) ITIS can meet the claims for the product and services it offers.

ITIS uses appropriate, suitable, approved and latest Technical procedures, codes and standards as applicable to determine the requirements of testing and inspections services. Such procedures are not coming directly under this system and separately, initiated, developed, categorized, controlled, implemented, maintained and documented by the Technical team.

8.2.3   Review of Requirements Related to Products and Services

8.2.3.1 ITIS ensures that it can meet the requirements for products and services offered to customers. ITIS conducts a review before committing to supply products and services to a customer, to include:

   a) Requirements specified by customer, including the requirements for delivery and post-delivery activities;
   b) Requirements not stated by the customer, but necessary for the specified intended use, when known;
   c) Requirements specified by ITIS;
   d) Statutory and regulatory requirements applicable to the products and services; and
   e) Contract or order requirements differing from those previously expressed.

ITIS ensures that the contract or order requirements differing from those previously defined are resolved.

The customer's requirements are confirmed by ITIS before acceptance, when the customer does not provide a documented statement of their requirements.

   IT IS uses appropriate, suitable, approved and latest Technical procedures, codes and standards as applicable to determine the requirements of testing and inspections, Calibrations, Lifting Inspection services. Such procedures are not coming directly under this system and their links are detailed with as applicable and separately, initiated, developed, categorized, controlled, implemented, maintained and documented by the Technical team.

8.2.3.2 ITIS retains documented information, as applicable:

   a) On the results of the review; and
   b) On any new requirements for the products and services;

8.2.4   Changes to Requirements for Products and Services

ITIS ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

Refer POP 4 for more information

8.3   Design and Development of Products and Services (NOT APPLICABLE)

By its nature of business ITIS does not design and development any drawing or such of a kind and we fully depends on client specifications, drawings to deliver r inspection services.

8.4   Control of Externally Provided Processes, Products, and Services

8.4.1   General

ITIS ensures that externally provided processes, products, and services conform to requirements.

ITIS determines the control applied to externally provided processes, products, and services when:
   a) Products and services from external providers are intended for incorporation into ITIS 's own products and services;

b) Products and services are provided directly to the customer(s) by external providers on behalf of ITIS; and

c) A process, or part of a process, is provided by an external provider because of a decision by ITIS.

ITIS determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. ITIS retains documented information of these activities and any necessary actions arising from the evaluations.

8.4.2 Type of Extent Control

ITIS ensures that externally provided processes, products and services do not adversely affect ITIS 's ability to consistently deliver conforming products and services to its customers.

ITIS:
a) Ensures that externally provided processes remain within the control of its quality management system;

b) Defines both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;

c) Takes into consideration:
   1. The potential impact of the externally provided processes, products and services on ITIS 's ability to consistently meet customer and applicable statutory and regulatory requirements;
   2. The effectiveness of the controls applied by the external provider;

d) Determines the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3 Information for External Providers

ITIS ensures the adequacy of requirements prior to their communication to the external provider.

ITIS communicates to external providers its requirements for:

a) The processes, products and services to be provided;
b) The approval of:
   1. Products and services;
   2. Methods, processes and equipment;
   3. The release of products and services;
c) Competence, including any required qualification of persons;
d) The external providers' interactions with ITIS;
e) Control and monitoring of the external providers' performance to be applied by ITIS; and
f) Verification or validation activities that ITIS, or its customer, intends to perform at the external providers' premises.

Refer POP 01 for more details

8.5   Production and Service Provision

8.5.1   Control of Production and Service Provision

ITIS implements production and service provision under controlled conditions. Controlled

conditions include, as applicable:

a) The availability of documented information that defines:
   1. The characteristics of the services to be provided, or the activities to be performed;
   2. The results to be achieved;
b) The availability and use of suitable monitoring and measuring resources;
c) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services have been met;
d) The use of suitable infrastructure and environment for the operation of processes;
e) The appointment of competent persons, including any required qualification;
f) The validation and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
g) The implementation of actions to prevent human error; and
h) The implementation of release, delivery and post-delivery activities.

ITIS uses appropriate, suitable, approved and latest Technical procedures, codes and standards as applicable to determine the requirements of testing and inspections, Calibrations, Lifting Inspection services. Such procedures are not coming directly under this system and their links are detailed with as applicable and separately, initiated, developed, categorized, controlled, implemented, maintained and documented by the Technical team.

Refer SOP 02 for more information

8.5.2   Identification and Traceability

ITIS uses suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

ITIS identifies the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

ITIS controls the unique identification of the outputs when traceability is a requirement and retains the documented information necessary to enable traceability.

8.5.3   Property Belonging to Customers or External Providers

ITIS exercises care with property belonging to customer or external providers while it is under ITIS 's control or being used by ITIS.

ITIS identifies, verifies, protects and safeguards customer's or external providers' property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, ITIS reports this to the customer or external provider and retains documented information on what has occurred.

8.5.4   Preservation

ITIS preserves the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

8.5.5   Post-delivery Activities

ITIS meets requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that are required, ITIS considers:
   a)   Statutory and regulatory requirements;
   b)   The potential undesired consequences associated with its products and services;
   c)   The nature, use and intended lifetime of its products and services;
   d)   Customer requirements; and
   e)   Customer Feedback.

8.5.6   Control of Changes

ITIS reviews and controls changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

ITIS retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

8.6   Release of Products and Service

ITIS has implemented planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer, do not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

ITIS retains documented information on the release of products and services. The documented information includes:

   a) Evidence of conformity with the acceptance criteria;
   b) Traceability to the person(s) authorizing the release.

8.7   Control of Nonconforming Outputs

8.7.1   ITIS ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

ITIS takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This also applies to nonconforming products and services detected after delivery of products, during or after the provision of services.

ITIS deals with nonconforming outputs in one or more of the following ways:

   a) Correction;
   b) Segregation, containment, return or suspension of provision of products and services;
   c) Informing the customer; and
   d) Obtaining authorization for acceptance under concession.

Conformity to the requirements are verified when nonconforming outputs are corrected.

Refer SOP-02 for more information.

8.7.2   ITIS retains documented information that:

   a) Describes the nonconformity;
   b) Describes the actions taken;
   c) Describes any concessions obtained; and
   d) Identifies the authority deciding the action in respect of the nonconformity.

9   Performance Evaluation

9.1   Monitoring, Measurement, Analysis and Evaluation
9.1.1   General

ITIS determines:
   a) What needs to be monitored and measured;
   b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
   c) When the monitoring and measuring is performed;
   d) When the results form monitoring and measurement are analyzed and evaluated. ITIS evaluates

the performance and the effectiveness of the quality management system. ITIS retains appropriate

documented information as evidence of the results.

9.1.2   Customer Satisfaction

ITIS monitors customers' perceptions of the degree to which their needs and expectation have been fulfilled. ITIS determines the methods for obtaining, monitoring and reviewing this information.

9.1.3   Analysis and Evaluation

ITIS analyzes and evaluates appropriate data and information arising from monitoring and measurement.

The results of analysis are used to evaluate:

a) Conformity of products and services;
b) The degree of customer satisfaction;
c) The performance and effectiveness of the quality management system;
d) If planning has been implemented effectively;
e) The effectiveness of actions taken to address risks and opportunities;
f) The performance of external providers; and
g) The need for improvements to the quality management system.

Evaluation of EMS and OHS

We monitor, measure, analyses and evaluate its environmental performance, we determine,

a) what needs to be monitored and measured;
b) the methods for monitoring, measurement, analysis and evaluation, as applicable, to ensure valid results;
c) the criteria against which the organization will evaluate its environmental performance, and appropriate indicators;
d) when the monitoring and measuring shall be performed;
e) when the results from monitoring and measurement shall be analyzed and evaluated.

We ensure that calibrated or verified monitoring and measurement equipment is used and maintained, as appropriate & we evaluate its environmental performance and the effectiveness of the QHSEMS.

We communicate relevant environmental performance information both internally and externally, as identified in its communication process and as required by its compliance obligations and we retain appropriate documented information as evidence of the monitoring, measurement, analysis and evaluation results.

9.1.2 Evaluation of compliance (OHS Clause 45.2)

The organization shall establish, implement and maintain the process(es) needed to evaluate fulfilment of its compliance obligations and we,

a) determine the frequency that compliance will be evaluated;
b) evaluate compliance and act if needed;

To Evaluate the Legal compliances, we ensure,

ITIS has established, implemented and maintained a procedure for yearly evaluation of compliance with applicable legal requirements.

We also evaluate compliance with other applicable requirements in combination with the evaluation of legal compliance.

We keep records of the results of the yearly evaluations. MR, in coordination with different departments, are jointly responsible for evaluation of applicable legal and other requirements
Refer SOP 05 for more information

9.2 Internal Audit

9.2.1 ITIS conducts internal audits at planned intervals to provide information on whether the QHSEMS,

- a) Conforms to:
  1. ITIS 's own requirements for its QHSEMS,
  2. The requirements of ISO 9001:2015, ISO 14001:2015, OHSMS 45001:2018.
- b) Is effectively implemented and maintained.

9.2.2 ITIS has:
- a) Planned, established, implemented and maintains an audit program including the frequency, methods, responsibilities, planning requirements and reporting, which is taken into consideration the importance of the processes concerned, changes affecting ITIS, and the results of previous audits;
- b) Defined the audit criteria and scope of each audit;
- c) Selected auditors and conducts audits to ensure objectively and the impartiality of the audit process;
- d) Ensured that the results of the audits are reported to relevant management;
- e) Take appropriate correction and corrective actions without undue delay; and
- f) Retain documented information as evidence of the implementation of the audit program and the audit results.

Refer Sop 03 for more information

9.3 Management Review (OHS Cl 4.6)

9.3.1 General

Top management reviews ITIS 's QHSEMS, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of ITIS.

9.3.2 Management Review Inputs

Management review is planned and carried out taking into consideration:

- a) The status of actions from previous management reviews;
- b) Changes in external and internal issues that are relevant to the quality management system;
- c) Information on the performance and effectiveness of the quality management system,

including trends in:

1. Customer satisfaction and feedback from relevant interested parties;
2. The extent to which quality objectives have been met;
3. Process performance and conformity of products and services;
4. Nonconformities and corrective actions;
5. Monitoring and measurement results;
6. Audit results;
7. The performance of external providers;
- d) The adequacy of resources;
- e) The effectiveness of actions taken to address risks and opportunities (see 6.1); and
- f) Opportunities for improvement

To meet HSE requirements,

Follow-up actions from previous management reviews.

HS performance of the organization.
Meeting of HS objectives and targets.
Results of internal and external audits, including customer and regulatory audits.
Communications from external parties, including HS complaints.
Incident investigation, status of preventive and corrective actions.
Results of participation and consultation.
Changes that could affect the HSMS including legal and other requirements.

9.3.3 Management Review Outputs

The outputs of the management review include decisions and actions related to:
- a) Opportunities for improvement;
- b) Any need for changes to the QHSEMS; and
- c) Resource needs.

ITIS retains documented information as evidence of the results of management reviews.

Refer SOP 03 for more information.

10   Improvement

10.1   General

ITIS determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These include:

- a) Improving products and services to meet requirements as well as to address future needs and expectations;
- b) Correcting, preventing or reducing undesired effects; and
- c) Improving the performance and effectiveness of the quality management system.

10.2   Nonconformity and Corrective Action (OHS CL:4.5.3)

10.2.1 When a nonconformity occurs, including any arising from complaints, ITIS:
- a) Reacts to the nonconformity and, as applicable:

  1. Acts to control and correct it;
  2. Deals with the consequences;
- b) Evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:

  1. Reviewing and analyzing the nonconformity;
  2. Determining the causes of the nonconformity;
  3. Determining if similar nonconformities exist, or could potentially occur;

- c) Implements any action needed;
- d) Reviews the effectiveness of any corrective action taken;
- e) Updates risks and opportunities determined during planning, if necessary; and
- f) Makes changes to the quality management system, if necessary.

- g) Corrective actions are appropriate to the effects of the nonconformities found.

Refer SOP 04 for more information

10.2.2 ITIS retains documented information as evidence of:

      a) The nature of the nonconformities and any subsequent actions taken; and

      b) The results of any corrective action.

10.3   Continual Improvement

ITIS continually improves the suitability, adequacy and effectiveness of the quality management system.

ITIS considers the results of analysis and evaluations, and the outputs from the management review, to determine if there are needs or opportunities that are addressed as part of the continual improvement

ISO 9001:2015 & ISO 14001:2015		OHSMS 45001:2018	
4.0	Context of the Organization	4.	OH&S Management Systems
4.1	Understanding the Organization and its Context		
4.2	Needs and Expectations of Interested Parties		
4.3	Scope of the Management System	4.1	General HSMS Requirements
4.4	E/Q Management System	4.3	Planning
5.0	Leadership		
5.1	Leadership and Commitment	4.3.3	Objectives and programs
5.1.1	Management System		
5.1.2	Customer Focus		
5.2	Environmental/Quality Policy	4.2	OH&S Policy
5.2.1	Establishing the Policy		
5.2.2	Communicating the E/Q Policy		
5.3	Roles, Responsibilities and Authorities	4.4.1	Resources, roles, responsibility and authority
6.0	Planning for the E/Q Management System		
6.1	Actions to Address Risks and Opportunities		
6.1.1	General	4.3.1	Hazard Identification, Risk Assessment & Control
6.1.2	Environmental Aspects		
6.1.3	Compliance Obligations	4.3.2	Legal and other requirements
6.1.4	Planning Action		
6.2	E/Q Objectives & Planning to Achieve Them		
6.3	Planning of Changes	4.5	Checking
7.0	Support		
7.1	Resources		
7.1.1	General	4.4.3.2	Participation and consultation
7.1.2	People		
7.1.3	Infrastructure		
7.1.4	Environment for the Operation of Processes		
7.1.5	Monitoring and Measuring Resources		
7.1.6	Organizational Knowledge		
7.2	Competence	4.4.2	Competence, training and awareness
7.3	Awareness	4.4.2	Competence, training and awareness
7.4	Communication	4.4.3.1	Communication
7.5	Documented Information	4.4.4	Documentation
7.5.1	General	4.4.5	Control of documents
7.5.2	Creating and Updating		
7.5.3	Control of Documented Information	4.5.4	Control of records
8.0	Operation	4.4	Implementation and operation
8.1	Operation Planning & Control	4.4.6	Operational control

8.2	Requirements for Products and Services	4.4.7	Emergency preparedness and response
8.2	Emergency Preparedness and Response	4.4.7	Emergency preparedness and response
8.2.1	Customer Communication	4.4.3	Communication, participation and consultation
8.2.2	Determining Requirements Related to Products		
8.2.3	Review of Requirements Related to the Products		
8.2.4	Changes to Requirements for Products/Services		
8.3	Design and Development of Products		
8.3.1	General		
8.3.2	Design and Development Planning		
8.3.3	Design and Development Inputs		
8.3.4	Design and Development Controls		
8.3.5	Design and Development Outputs		
8.3.6	Design and Development Changes		
8.4	Externally Provided Products & Services		
8.4.1	General		
8.4.2	Type & Extent of Control of External Provision		
8.4.3	Information for External Providers		
8.5	Production and Service Provision		
8.5.1	Control of Production and Service Provision		
8.5.2	Identification and Traceability		
8.5.3	Customer or External Provider's Property		
8.5.4	Preservation		
8.5.5	Post-Delivery Activities		
8.5.6	Control of Changes		
8.6	Release of Products and Services		
8.7	Non-conforming Process Outputs and Products		
9.0	Performance Evaluation	4.5.1	Performance measurement and monitoring
9.1	Monitoring, Measurement, Analysis & Evaluation	4.5.3	Incident investigation, nonconformity, corrective
9.1.1	General	4.5.3.1	Incident investigation
9.1.2	Customer Satisfaction		
9.1.2	Evaluation of Compliance	4.5.2	Evaluation of compliance
9.1.3	Analysis and Evaluation	4.5.6	Analysis of Data
9.2	Internal Audit	4.5.5	Internal audit
9.2.1	General		
9.2.2	Internal Audit Program		
9.3	Management Review	4.6	Management review
9.3.1	General		
9.3.2	Management Review Inputs		
9.3.3	Management Review Outputs		
10.0	Improvement	4.5.6	Analysis of Data

10.1	General	4.5.6	Analysis of Data
10.2	Non-Conformity and Corrective Action	4.5.3.2	Nonconformity, corrective action and preventive
10.3	Continual Improvement	4.5.7	Continual improvement

The QHSE management principles are based on 8 focuses

— customer focus;
— leadership;
— engagement of people;
— process approach;
— improvement;
— evidence-based decision making;
— relationship management.

The PDCA cycle can be briefly described as follows:

— **Plan**: establish the objectives of the system and its processes, and the resources needed to deliver results in accordance with customers' requirements and the organization's policies, and identify and address risks and opportunities;

— **Do**: implement what was planned;

— **Check**: monitor and (where applicable) measure processes and the resulting products and services against policies, objectives, requirements and planned activities, and report the results;

— **Act**: take actions to improve performance, as necessary.

Risks and opportunities
Potential adverse effects (threats) and potential beneficial effects (opportunities).

Interested party
Person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity

Environmental aspect
Element of ITIS activities or products or services that interacts or can interact with the environment.

Environmental impact
change to the environment whether adverse or beneficial, wholly or partially resulting from ITIS environmental aspects.

Terms details on OHS Management System

Hazard

source, situation, or act with a potential for harm in terms of human injury or ill health or a combination of these.

Risk:

combination of the likelihood of an occurrence of a hazardous event or exposure(s) and the severity of injury or ill health that can be caused by the event or exposure(s).

Acceptable risk

Risk that has been reduced to a level that can be tolerated by the organization having regard to its legal obligations and its own.

Hazard identification

process of recognizing that a hazard exists and defining its characteristics.

ill health

identifiable, adverse physical or mental condition arising from and/or made worse by a work activity and/or work-related situation.

incident

work-related event(s) in which an injury or ill health (regardless of severity) or fatality occurred, or could have occurred.

Occupational Health and Safety (OH&S)

conditions and factors that affect, or could affect, the health and safety of employees or other workers (including temporary workers and contractor personnel), visitors, or any other person in the workplace.

Risk Assessment

process of evaluating the risk(s) arising from a hazard(s), considering the adequacy of any existing controls, and deciding if the risk(s) is acceptable.

Workplace

any physical location in which work related activities are performed under the control of the organization.

END OF TEXT