

Electron

Electromechanical LLC.



Integrated (QHSE) Management System Manual

Doc #: EEM-IMSM-01

Prepared by :		
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Effective Date		





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0 introduction

Integrated Management System

Integrated Manual is a reflection of the Integrated Management System followed in **Electron Electromechanical LLC. (herein after said EEM)** and is in accordance with the ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 Standards. It is a controlled document. Uncontrolled copies, although, may be provided at the discretion of the Top Management.

The purposes of this manual are to:

- Define the scope of the Integrated Management System applied in **EEM**,
- Give details of and justification for not applicable clauses,
- Describe the interactions between the processes,
- Define the authorities and responsibilities of the top management personnel,
- Provide general procedures (or reference to them) for all activities necessary for the Integrated Management System,
- Present our Integrated Management System to our client(s) or other interested parties in order to inform them what specific controls are in place and implemented.

Management Representative (MR) is responsible for updating, maintaining, and distributing the respective documents of the IMS. No alterations can be made in this manual without prior approval from the Top Management.

Company Profile

Company profile is attached

1.0 Scope

EEM has developed and implemented an Integrated Management System to satisfy the needs of its clients, comply with applicable laws and regulations and improve the Integrated Management of the company. The Integrated Management System complies with the requirements of the international Standards **ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018**. It covers quality, environment, health and safety-related activities of the concerned departments or areas.

IMS demonstrates **EEM**'s ability to consistently provide products and/or service that meets or exceeds the client and applicable regulatory requirements (if any). In addition to this, it also aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirements.

Scope of Certification:

“Trade License copy is attached”



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2.0 Normative References:

The following reference documents have been used in the preparation of EEM's IMS manual.

ISO 9000:2015	Quality Management Systems – Fundamental and Vocabulary
ISO 9001:2015	Quality Management Systems – Requirements
ISO 9004:2009	Quality Management and Quality System Elements (Guidelines for Performance Improvements)
ISO 19011:2011	Guidelines for Internal Auditing of QMS
ISO 14001-2015	Environmental Management system- Requirements
ISO 45001:2018	OHS management system
ISO 31000 -2009	Risk Management

3.0 Terms & Definitions

TERMS	DEFINITIONS
Audit	Systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.
Conformity	Fulfillment of specified requirements
Continual Improvement	Recurring process of enhancing the management system in order to achieve improvements in overall performance consistent with the organization's policy
Contract Review	Systematic activities carried out by the supplier before signing the contract to ensure that requirements for quality are adequately defined, free from ambiguity, documented and can be realized by the supplier.
Corrective Action	Action to eliminate the cause of a detected nonconformity
Defect	Non-fulfillment of an intended usage requirement or reasonable expectation, including one concerned with safety.
Environmental Aspect	Element of an organization's activities or products or services that can interact with the environment
Environmental Impact	Any change to the environment, whether adverse or beneficial. Wholly or partially resulting from an organization's environmental aspects
Hazard	Source, situation, or act with a potential for harm in terms of human injury or ill health, or a combination of these
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
Inspection	Activity such as measuring, examining, testing or gauging one or more characteristics of an entity and comparing the results with specified requirements in order to establish whether conformity is achieved for





TERMS	DEFINITIONS
	each characteristic.
Integrated Management	All activities of the overall management function that determine the policy, objectives and responsibilities, and implement them by means such as planning, control and improvement within the system.
Management Review	Formal evaluation by top management of the status and adequacy of the management system in relation to the policy and objectives.
Objective Evidence	Information, which can be proved true, based on facts obtained through observation, measurement, test or other means.
Policy	Overall intentions and direction of an organization related to its quality, environment, health and safety as formally expressed by the top management
Procedure	Specified way to perform an activity
Process	Set of inter-related resources and activities which transform inputs into outputs (resources may include personnel, finance, facilities, equipment, techniques and methods)
Product	Result of activities or processes
Qualification Process	Process of demonstrating whether an entity is capable of fulfilling specified requirements
Quality Assurance	All the planned and systematic activities implemented within the quality system, and demonstrated as needed, to provide adequate confidence that an entity will fulfill requirement for quality
Quality Control	Operational techniques and activities that are used to fulfill requirements for quality
Record	Document which furnishes objective evidence of activities performed or results achieved
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)
Specification	Document stating requirements
Traceability	Ability to trace the history, application and location of an entity (a product, process or an activity) by means of recorded identification
Verification	Confirmation by examination and provision of objective evidence that specifies requirements have been fulfilled



4 Context of the organization

4.1 Understanding context of the organization

EEM recognizes that the issues of the organization of great consideration. So the Issues which are external and internal are handled with the following ways

External Issues:

EEM considers risk depending on its context. EEM analyses the external issues as “Strength, Weaknesses, Opportunities and threats (SWOT)” or “Political, Economic, Social-cultural, Technological, Legal and Environment (PESTLE) also Political, Economic, Social-cultural, Technological PEST” when required. As opportunities and threats section of SWOT covers the external factors. PESTLE or PEST gives clear, broad and precise analysis for external factors.

Internal Issues

EEM considers the internal issues which affects or prevents the IMS success or improvement. EEM internal issues may be listed as “Overall performance of the organization, resource factors (infrastructure, environment of the operation, organizational knowledge), human aspects, operational factors and governance of the organization etc.

During the annual business planning cycle EEM carries out SWOT analysis. It enables the organization to understand the organization strength and weakness identify external and internal opportunities that can be exploited and helps prepare in advance for threats they face. It offers also its leaders to compare and benchmark their performances with the competitors and know exactly the current situation of the organization.

Reference DI: Risk and opportunity Procedure

4.2 Understanding the needs and expectations of interested Parties

EEM determines the interested parties and the requirements of the interested parties that are relevant to the QHSE management System. EEM also monitors and review information about these interested parties and their relevant requirements. Some of the interested parties for EEM may be as customers, end users or beneficiaries, owners, shareholders, bankers, external providers, employees and others working on behalf of the organization, legal and regulatory authorities (local, regional, state/provincial, national or international), trade and professional associations, local community groups, non-governmental organizations, local neighboring organizations/activities in the locality, competitors etc.

Reference Documented Information: Context of the Organization Procedure

4.3 Determining the scope of the integrated management system

EEM established and implemented the QMS, which is maintained and continually improved according to the requirements of the ISO 9001:2015 standard including processes needed and their interactions.

EEM determines the processes needed for the QMS and their application through the organization.

EEM determines required inputs and desired outputs of the processes, criteria and methods needed for effective operation and control of these processes, as well as resources needed and responsibilities and authorities for processes in the QHSE Plan.

The integrated management system defined applies to all types Products / Services executed by the company. This section describes the structure of the documented QHSE management system





established and implemented by the organization. The documented QHSE system covers all departments in the organization except financial matters / Accounts. QMS of EEM covers the Following scope of activities.

For the scope of the company

Building Contracting

Reference Documented Information: Trade License

4.4 QHSE Management System and its process

EEM has established documented, implemented and maintains an Integrated Management System and continually improves its effectiveness in accordance with the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 Standards.

EEM identifies the processes needed for the Integrated Management System and their application throughout the organization (refer to process flow chart) (ie., management activities, provision of resources, service realization and measurement), determines the sequence and interaction of these processes, determines criteria and methods needed to ensure that both the operation and control of these processes are effective, ensures the availability of resources and information necessary to support the operation and monitoring of these processes, monitors, measures and analyzes these processes, and implements actions necessary to achieve planned results and continual improvement of these processes (see the related procedures & process flow chart).

These processes are properly managed in accordance with the requirements of the standards.

Where EEM chooses to outsource any process that affects its provided service conformity with requirements, adequate control over such processes (such as receiving inspection and/or measurement / monitoring at different stages) is exercised.

Control of such outsourced processes is identified within the Integrated Management System (if any) as well as through the life time of the executed project.

An outsourced process list is prepared by each operation manager at the beginning of each project showing the related processes, provider and the followed control measures / acceptance criteria of such processes.

Such outsourced processes may include;

- 1- Civil Works
- 2- Calibration services
- 3- Laboratory tests done at third party laboratories
- 4- Electromechanical works
- 5- Corrective maintenance activities
- 6- Publicity and publication services
- 7- Machinery, etc.

Not Applicable clauses

The following clauses and/or sub-clauses are considered excluded due to the nature of the activities of EEM:

- a) Design and development (ISO 9001:2015, Clause # 8.3)



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This clause is not applicable in the scope of work of **EEM**. As all of the provided services (construction, civil and electromechanical services) are done according to the client's submitted specifications and requirements which are in various forms (e.g. bills of materials, drawings, designs, etc.), hence no design activities are performed by **EEM** and therefore the clause 7.3 is not applicable.





5.0 Leadership

5.1 Leadership and Commitment

5.1.1 General

Top management (represented by the Top Management) provides evidence of its commitment to the development and implementation of the Integrated Management System and continually improves its effectiveness by communicating to the concerned departments the importance of meeting client as well as statutory and regulatory requirements, establishing the policy, ensuring that objectives are established, conducting management reviews, and ensuring the availability of resources.

5.1.2 Customer Focus

Top Management ensures that client requirements are determined and fulfilled with the aim of enhancing customer satisfaction.

5.2 QHSE Policy

Top Management ensures that the QHSE policy is appropriate to the purpose of the establishment, includes a commitment to comply with requirements and continually improve the effectiveness of the Integrated Management System and prevention of pollution, injury and ill health, includes a commitment to comply with applicable legal requirements and with other requirements to which the organization subscribes, provides a framework for establishing and reviewing objectives and targets, is documented, implemented and maintained, is communicated to all persons working for or on behalf of the organization with the intent that they made aware of their individual obligations, is available to interested parties, and is reviewed periodically for continuing suitability as per procedure for Management Review, EEM-IP-06.

5.3 Resources, Roles, Responsibility, Accountability and Authority

Top management at EEM ensures the availability of resources essential to establish, implement, maintain and improve the Integrated Management System. The roles, responsibilities, accountabilities, authorities and their interrelation are defined and communicated in various forms such as:

- Job Descriptions
- Organizational Chart
- Procedures
- QHSE Manual

5.4 Participation and Consultation

EEM ensures that appropriate communication processes are established, implemented and maintained internally between all levels and that communication takes place regarding the effectiveness of the Integrated Management System, policy, reported non-conformities (see documented procedures, office memos, meetings minutes,....etc.), communication with contractors and other visitors to the workplace, receiving, documenting and responding to relevant communication from external interested parties.





A procedure was also established, implemented and maintained for the participation of workers and consultation with contractors where there are changes that affect the IMS.

6.0 Planning

6.1 Actions to address risks & opportunities

6.1.1 General

EEM has developed a risk management frame work that enables them to manage various organizational risks and opportunities. EEM determines all risk and opportunities that can also affect the performance of QMS.

EEM addresses risk and opportunities as

- Identify what risk and opportunities are
- Analyze and prioritize the risk and opportunities in the organization
- Plan actions to address the risk and opportunities
- Implement the plan

Reference Documented Information: Risk Management Procedure

6.1.2 Environmental Aspects, Hazard Identification, Risk Assessment and Determining Controls

EEM has established, implemented and is maintaining a procedure, **Hazard Identification, Risk Assessment and Environmental Impact Assessment**, EEM-IMSP-17, for the ongoing hazard and environmental aspects identification, risk assessment, and determination of necessary controls.

6.1.3 Compliance Obligation

Management Representative (MR) ensures that a procedure was established, implemented and maintained to identify and have access to the applicable legal requirements to which the organization subscribes, and to determine how these requirements apply to the management system. The MR is also responsible for keeping the information updated.

Consistent with its commitment to compliance, the company has established, implemented and maintained a procedure (see EEM-IMSP-18) for periodic evaluation of compliance with legal requirements.

Records of the results of evaluation will be kept.

6.2 Objectives, Targets and Programmes

Top Management ensures that objectives, including those needed to meet requirements for the provided service are established, implemented and maintained at relevant functions and levels within EEM. The objectives are measurable and consistent with the policy, including the commitments to prevention of pollution, to compliance with applicable legal requirements and with other requirements to which the organization subscribes, and to continual improvement.





A programme shall also be established, implemented and maintained for achieving the objectives which includes the designation of responsibility and authority for achieving objectives at relevant functions and levels of the organization and, the means and time-frame by which the objectives are to be achieved.

All departmental/sectional heads/related project managers are responsible to establish the objectives in close coordination with their departmental staff and get it approved by the Top Management. All objectives are properly planned in relation to the action to be taken, time frame, etc.

Management Representative (MR) is responsible to periodically monitor the progress with the departmental heads / Project Manager and provides feedback to top management / CEO.

6.3 Planning of changes

When the organization determines a need for changes to the QHSE Management System, top management takes responsibility to carry them out in a planned manner.

Top management plan changes to the QMS considering the purpose of the changes and potential consequences, integrity of the QMS, and allocation or relocation of responsibilities and authorities

7 Support

7.1 Resources

7.1.1 General

EEM determines and provides the resources needed to implement and maintain the QHSE management system and continually improves its effectiveness, and enhances customer satisfaction by meeting customer requirements.

7.1.2 People

EEM ensures that all those staff whose work may affect conformity of the service is competent on the basis of appropriate education, training, skills and experience. The Management Representative (MR) maintains and updates (when necessary) the **Competency Matrix**,

7.1.3 Infrastructure

EEM determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes the buildings, workspace and associated utilities, process equipment (both hardware and software), and supporting services such as transport or communication.

7.1.4 Work Environment

EEM determines and manages the work environment needed to achieve conformity to service requirements.



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EEM provides all necessary physical, environmental and other factors such as temperature, noise, weather, lighting or humidity for the conformity of the product and workers.

7.1.5 Monitoring and measuring resources

A procedure of **Calibration**, EEM-IMSP-14, is established, documented, implemented and maintained to determine the monitoring and measurement to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity of service to determined requirements.

EEM establishes processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment are calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification are recorded, are adjusted or re-adjusted as necessary, are identified to enable the calibration status to be determined, are safeguarded from adjustments that would invalidate the measurement result, are protected from damage and deterioration during handling, maintenance and storage.

If a monitoring, testing and/or measuring device is found giving in accurate/in-correct readings, it is up to the Project Manager to decide the validity of re-performing the previous readings done using this device case by case.

Incase EEM will use any software base measuring device its soft will also be calibrated after planned interval to confirm the proper functioning of the device

7.1.6 Organizational Knowledge

EEM fulfills requirements for the handling of organizational knowledge in the following four phases, which are analogous to the PDCA cycle:

- Determine the knowledge necessary for the operation of processes and for achieving conformity of products and services
- Maintain knowledge and make it available to the extent necessary
- Consider the current organizational knowledge and compare it to changing needs and trends
- Acquire the necessary additional knowledge.

EEM always considers Organizational knowledge gained from:

Internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services);

External sources (e.g. s standards; academia; conferences; gathering knowledge from customers or external providers).





7.2 Competence and Training

A procedure of **Competence, Training EEM-IMSP-07**, is established, documented, implemented and maintained to determine the necessary competence for concerned staff whose work may affect service conformity and/or performing tasks for it or on its behalf, provide training to satisfy these needs, evaluate the effectiveness of the actions taken, ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the objectives, and maintain appropriate records of education, training, skills and experience.

Upon completion of each training, an evaluation of the effectiveness of the training is conducted through several means (e.g. Training Evaluation Record, Performance monitoring, etc.).

7.3 Awareness

EEM provides training for all employees in the skills and knowledge required to carry out their duties safely, efficiently and to the desired standard.

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

- a) The QHSE policy;
- b) Relevant QHSE objectives;
- c) Their contribution to the effectiveness of the QHSE management system, including the benefits of Improved performance;
- d) The implications of not conforming to the QHSE management system requirements

7.4 Communications

Top management realizes the usefulness of internal and external communication process to help the organization achieve the QHSE objectives and participation of employees in best practices.

Effective internal communication system is established throughout the organization through:

1. Notice board
2. Internal Memos
3. Intercom facility- for oral communication
4. E mail
5. Display of QHSE policy and objectives
6. Circulars
7. Monitoring and Measurement Reports – Trend Charts, Histograms, Monthly reports, etc.
8. Audit schedules
9. Management Reviews / minutes of meetings
10. Internal training activities.

External Communication

EEM communicates with external interested parties with regards to its significant QHSE aspects. EEM management is responsible to ensure that communication from external parties is received, documented & responded in an efficient manner

7.5 Documented Information

7.5.1 General

Documentation includes the following:

- IMS Policy
- IMS Objectives



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- IMS Manual
- Procedures
- Technical documents / procedures to ensure the effective planning, operation and control of its processes, safety standards
- Records

7.5.2 Creating and updating

A procedure of **Document Control, EEM-IMSP-01**, was established, documented, implemented and maintained to define the controls needed to approve documents for adequacy prior to issue, to review and update as necessary and re-approve documents, to ensure that changes and the current revision status of documents are identified, to ensure that relevant versions of applicable documents are available at points of use, to ensure that documents remain legible and readily identifiable, to ensure that documents of external origin necessary for IMS are identified and their distribution controlled, and to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

7.5.3 Control of documented information

Records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the Integrated Management System. Records shall remain legible, readily identifiable and retrievable.

A procedure of **Control of Records, EEM-IMSP-02**, is established, documented, implemented and maintained to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.





8.0 Operation

8.1 Operational Planning and Control

EEM plans and develops the processes needed for product/service realization. Planning of product realization is consistent with the requirements of the other processes (as mentioned in 4.1 - General Requirements) of the Integrated Management System.

In planning product/service realization, EEM determines (as appropriate) objectives and requirements for the provided service (Construction, civil & electromechanical works), the need to establish processes, documents, and provide resources specific to the service, required verification, validation, monitoring, inspection and test activities specific to the service and the criteria for service acceptance, records needed to provide evidence that the realization processes and resulting service fulfill requirements. The output of this planning is developed in a suitable form.

EEM has identified and planned those operations that are associated with the identified significant environmental aspects and hazards consistent with its policy, objectives and targets, in order to ensure that they are carried out under specified conditions, by establishing, implementing and maintaining a documented procedure to control situations where their absence could lead to deviation from the policy, objectives and targets, and stipulating the operating criteria in the procedure, and establishing, implementing and maintaining procedures related to the identified significant environmental aspects and hazards of goods and services used by the organization and communicating applicable procedures and requirements to suppliers, including contractors and other visitors in the workplace.

8.2 Determination of requirements for products and services and Emergency preparedness

8.2.1 Customer Communication

A procedure on “**Corrective Action, Control of non conformities & Customer Complaints, QP04**” and “**Customer Satisfaction, QP05**” are established, documented, implemented and maintained to determine and implement effective arrangements for communicating with customers in relation to service information, enquiries, contracts or order handling, including amendments.

8.2.2 Determination of Requirements Related to the Product/Service

A procedure on **Contract Review, EEM-IMSP-09**, is established, documented, implemented and maintained to determine requirements specified by the client, including the requirements/criteria for processing tenders/inquires, risk assessment and tender study, requirements not stated by the customer but necessary for specified use or known and intended use, statutory and regulatory requirements related to the product/service, maintenance services, warranty services (if any), final disposal of waste and any additional requirements determined by EEM.

The Project Manager, Quantity Surveyor, and in accordance with the Top Management ensure that all customer requirements are realized and specified very clearly.

Contracts between EEM and its clients (whether private or governmental sector) clearly identifies such agreed requirements and specifications.





8.2.3 Review of Requirements Related to the Product/Service

A procedure on **Tendering / Contract Review, EEM-IMSP-09**, is established, documented, implemented and maintained to review the requirements related to the product/service (construction, civil & electromechanical works).

This review is conducted before the submission of tenders (if any), acceptance of contracts or orders, acceptance of changes to contracts or orders requirements and ensures that service requirements are properly defined, contract or order requirements differing from those previously expressed are resolved, and **EEM** has the ability to meet the defined requirements.

Records of the results of the review and actions arising from the review are maintained. Where the customer communicates verbally, the requirements are confirmed before acceptance.

Where service requirements are changed, the related Project Manager and in accordance with the Top Management ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

8.2.4 Emergency Preparedness

EEM has established, implemented and maintained a procedure (see **EEM-IMSP-20**) to identify potential emergency situations and potential accidents and how to respond to such emergency situations.

The company will respond to actual emergency situations and accidents and prevent or mitigate associated adverse effect.

The procedure will be periodically reviewed and, where necessary, revise it, in particular, after the occurrence of accidents or emergency situations.

8.3 Design and Development

This clause is not applicable in the scope of work of **EEM**

8.4 Control of externally provided products and services

8.4.1 General

A procedure of **Purchase Control, EEM-IMSP-11**, is established, documented, implemented and maintained to ensure that purchased products, materials or items conforms to specified purchase requirements. The type and extent of controls (such as receiving inspection or evaluation) applied to the Supplier and the purchased product are dependent upon the effect of the purchased product on subsequent product / service realization and/or the extent of impact on the quality of the provided product or service.

EEM evaluates and selects Suppliers based on their ability to supply product in accordance with the procedure for **Supplier/Subcontractors Evaluation, EEM-IMSP-12**. Criteria for selection:





qualification and periodical evaluation/re-evaluation are established. Records of the results of evaluations and any necessary actions arising from the evaluation are maintained.

8.4.2 Type and extent of control of external provision

Procedures of **Receiving Inspection, EEM-IMSP-13**, is established, documented, implemented and maintained to establish and implement the inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements before accepting them into the stores or using them in subsequent operations.

Verification of purchased products may take place at **EEM**'s premises or in the supplier's location, especially in cases related to buying equipment, tools, etc., where a qualified person representing **EEM** may visit the supplier location and inspect the items, then prepare a report (if needed/requested from CEO) summarizing the results.

8.4.3 Information for external providers

Purchasing information describes the product to be purchased, including (where appropriate) requirements for approval of product, procedures, processes and equipment, requirements for qualification of personnel, and Integrated Management System requirements. **EEM** ensures the adequacy of specified purchase requirements prior to their communication to the Supplier/Sub-contractor.

8.5 Service/Product Provision, Operational Control and Emergency Preparedness

8.5.1 Control of Service/Product Provision

A procedure on **Project Management & Inspection, EEM-IMSP-10**, is established, documented, implemented and maintained to plan and execute projects under controlled conditions which include, (as applicable) the availability of information that describes the characteristics of the service (see related drawings, agreements, material approvals, contract and tender documents,...etc), the availability of work instructions (if required), the use of suitable equipment, the availability and use of monitoring and measuring devices and the implementation of monitoring and measurement.

During the maintenance period (usually one year after initial hand over) and before the final hand over of the project, validation of certain processes (e.g. painting, welding, plastering processes...etc.) by **EEM** may be conducted in the following cases:

- Where such processes are conducted by **EEM** project team and not sub-contracted, since in case of sub-contracting, the subcontractor is responsible for performing any validation according to the contract signed between him and **EEM**,
- Where a complaint is received during the maintenance period and in relation to such processes (e.g. painting, welding, plastering processes...etc.).

8.5.2 Identification and Traceability

Procedures of **Project Management & Inspection, EEM-IMSP-10**, is established, documented, implemented and maintained to identify the service by suitable means throughout project execution (where appropriate).





Project status with respect to monitoring and measurement requirements is also mentioned in various documents (e.g. daily reports, monthly reports....etc.).

Where traceability is a requirement, **EEM** controls and records the unique identification of the project phases' status. With related purchasing documents, purchased items can be traced back to the Supplier.

IMS documents (e.g. procedures, policiesetc.) are also properly identified using several schemes like the name, code, revision, date of issueetc.

8.5.3 Property belonging to customers or external providers

In the case where clients provide **EEM** with certain properties (e.g. drawings, personal data, intellectual properties like designs and specifications....etc.), special conditions and actions are taken at **EEM** for:

- Receiving inspection of such items,
- Storing & protecting such properties,
- Communicating any damage which may occur on them while still under **EEM**'s custody.

Such communication is done through a formal letter to the client and an agreement is reached in order to compensate the client (if requested).

8.5.4 Preservation

Several methodologies are established, documented, implemented and maintained to preserve the conformity of product/item during internal processing and delivery to the intended destination. This preservation includes identification, handling, storage and protection.

The receiver will be provided with a copy of the purchasing documents (e.g. LPO) in order to be able to verify that the received items are according to specifications,

All received items are subject to receiving inspection (**refer to EEM-IMSP-13**), if found acceptable, they are accepted in the workplace/site store according to special documentations (e.g. receiving vouchers....etc.).

In case where a stored item is found damaged, a study is done to verify reasons actions are sought to prevent re-occurrence while accounts supervise the disposition actions (**refer to EEM-IMSP-15**).

Where rejected items are identified, they are either marked or placed in designated rejection areas at the store or the project site and segregated from other conforming items until a decision is made regarding them in accordance with accounts / CEO / PM.

8.6 Release of Product/Service

EEM monitors and measures the characteristics of the service (construction, civil and electromechanical works...etc.) to verify that service requirements and customer specifications are fulfilled. This is carried out at appropriate stages of the service realization process in accordance with the planned arrangements. Evidence of conformity with the acceptance criteria is maintained. Records indicate the person(s) authorizing release of the service (in-process inspection, initial handover and final handover).





Service release and handover are not proceeded until all the planned arrangements (see 7.1) have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer (initial and final handovers).

Monitoring of the conformity of materials used in project execution (water, cement, concrete, iron...etc.) are done at EEM's sub-contracted third party laboratory or under the supervision of the client representative / consultant. Such third parties are approved by EEM.

A procedure of **Project Management & Inspection, EEM-IMSP-10**, is established and implemented for that regard.

8.7 Control of nonconforming process outputs, products, and services

EEM ensures that it is provide services (construction, civil and electromechanical works...etc.) which do not conform to requirements is identified and controlled to prevent its unintended use or release. Procedures of **Project Management & Inspection, EEM-IMSP-10**, and **Corrective Actions, Control of non-conforming Products, and Customer Complaints, EEM-IMSP-04**, are established, documented, implemented and maintained to define controls and related responsibilities and authorities for dealing with nonconforming service.

Client is invited to inspect project phases, initial handover and final handover (after maintenance period), in case a snag list is identified, project team allocates all resources to rectify all snags and the client/consultant is invited for re-inspection.

Records of the nature of non-conformities and any subsequent actions taken, including concessions obtained are maintained. When nonconforming service is corrected, it is subject to re-verification to demonstrate conformity to the requirements. When nonconforming service is detected after release (within the maintenance period) or use has started, EEM or its sub-contracted supplier takes action appropriate to the effects, or potential effects, of the nonconformity.

9 Performance Evaluation

9.1 Monitoring, measurement, analysis, and evaluation

9.1.1 General

EEM plans and implements the monitoring, measurement, analysis and improvement processes needed to demonstrate conformity of the provided service (Construction, civil & electromechanical works ...etc.) to ensure conformity of the Integrated Management System IMS, and to continually improve the effectiveness of the Integrated Management System.

This includes determination of applicable methods, including statistical techniques (see doc. # EEM-IMSP-16), and the extent of their use.

EEM applies suitable methods for monitoring and, where applicable, measurement of the Integrated Management System processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action are taken (as per doc. # EEM-IMSPP-04) as appropriate, to ensure conformity of the service.

The monitoring and measurement also includes the key characteristics of its operations that can have a significant environmental impacts and hazards. It should also include information to monitor





performance, applicable operational controls and conformity with the company's objectives and targets, proactive and reactive measures of performance.

9.1.2 Customer Satisfaction

As one of the measurements of the performance of the Integrated Management System, **EEM** monitors information relating to customer perception as to whether the customer requirements are fulfilled.

A procedure of **Customer Satisfaction, EEM-IMSP-05**, is established, documented, implemented and maintained to define the method for obtaining and using information on customer perception with regard to satisfaction.

9.1.3 Analysis and Evaluation

A procedure of **Data Analysis, EEM-IMSP-16**, is established, documented, implemented and maintained to determine, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the Integrated Management System and evaluates where continual improvement of the Integrated Management System can be made. This includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provides information (at a minimum) relating to customer satisfaction, conformance to service requirements, characteristics and trends of processes and services including opportunities for preventive action, and suppliers.

9.2 Internal Audit

EEM conducts internal audits at planned intervals to determine whether the Integrated Management System conforms to the planned arrangements (see 7.1), to the requirements of **ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018** Standards and to the Integrated Management System requirements established by **EEM**, and is effectively implemented and maintained.

Audits are planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits.

The audit criteria, scope, frequency and methods are defined. Selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors do not audit their own work.

A procedure on **Internal Audits, EEM-IMSP-03**, is established, documented, implemented and maintained to plan and conduct audits, report results and maintain records.

The management responsible for the area being audited ensures that actions are taken without undue delay to eliminate detected non-conformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results.

According to the policy of **EEM** the internal audits may be conducted by a third party (consulting firm) based on a mutual agreement of assessment and according to specified conditions.





9.3 Management Review

9.3.1 General

A procedure of **Management Review**, **EEM-IMSP-06**, is established, documented, implemented and maintained to review EEM's Integrated Management System, at planned intervals, ensure its continuing suitability, adequacy and effectiveness, assess opportunities for improvement and the need for changes to the Integrated Management System, including the policy and objectives. Records from management reviews are maintained.

The frequency of conducting management review meetings are *at least twice a year*.

9.3.2 Review Input

Following are, *at a minimum*, the matters taken into consideration during management review:

- Results of audits (both internal and external) and evaluations of compliance with legal requirements and with other requirements to which the organization subscribes
- Customer feedback
- Communications from external interested parties, including complaints
- Process, environmental and OH&S performance and service conformity of the organization
- Extent to which objectives and targets have been met
- Suppliers/sub-contractors performance evaluations
- Status of corrective actions
- Follow-up actions from previous management reviews
- Legal and statutory requirements
- Planned changes that could affect the Integrated Management System
- Changing circumstances, including developments in legal and other requirements related to environment, health and safety
- Recommendations for improvement

9.3.3 Review Output

As a result of management review, the decisions related to improvement of the effectiveness of the Integrated Management System and its processes, improvement of the provided services (construction services) related to customer requirements, resource needs are taken and related action initiated, any decisions and actions related to possible changes to policy, objectives, targets and other elements of the Integrated Management System, consistent with the commitment to continual improvement

10 Improvement

10.1 General

The defined QHSE management system is aimed at continuous improvement in all processes, achievement of customer satisfaction and growth of the organization. Various control mechanisms used for measuring the performance are aimed to identify the weakness in the system and hence for improvements. Procedures are established for corrective actions (improvement actions), which are communicated throughout the organization.





10.2 Non conformity and Corrective Action

EEM takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.

A procedure on **Corrective Actions, Control of non-conforming Products, and Customer Complaints, EEM-IMSP-04**, is established, documented, implemented and maintained to define requirements for reviewing nonconformities (including customer complaints) and investigating incidents, determining the causes of nonconformities, evaluating the need for action to ensure that nonconformities do not recur, determining and implementing action needed, records of the results of action taken, and reviewing corrective action taken.

10.3 Continual Improvement

EEM continually improves the effectiveness of the Integrated Management System through the use of the **QHSE policy, QHSE objectives, audit results, analysis of data, corrective actions and management review.**

