

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

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

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

EHQMS System Manual

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



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5 Leadership, Commitment and Worker Participation

5.1 Leadership & Commitment

5.1.1 General

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

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

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

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

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

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

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

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

5.3.6 Managers & Supervisors

All Managers and Supervisors demonstrate their commitment to the development and improvement of the management system through the provision of necessary resources, through their involvement in the internal audit process and through their proactive involvement in continual improvement activities. Emphasis is placed on improving both the effectiveness and efficiency of key system processes.

All Managers and Supervisors are responsible for the execution of the business plan and the implementation of our policies, processes and systems described in this integrated manual. All Managers and Supervisors are responsible for planning and controlling the management system processes within their area of responsibility, including the establishment and deployment of operational level objectives and the provision of resources needed to implement and improve these processes.

5.3.7 Workers & Contractors

All workers and contractors are responsible for the quality of their work and implementation of our policies and procedures applicable to the processes that they perform. Workers and contractors who are responsible for product quality have the authority to stop production to correct quality problems.

Workers and contractors are motivated and empowered to identify and report any known or potential problems, and to recommend solutions to aid subsequent risk management and corrective action activities.

All workers and contractors are encouraged to participate and engage with occupational health and safety management processes. At our facilities, [your organization](#) appoints [Health and Safety Representatives](#) and [Advisors](#), [First Aiders](#) and [Fire Marshals](#) as required by local conditions, and as determined by documented risk assessments. Employees who share a workspace are required to cooperate and coordinate their actions to ensure safe undertakings.

5.4 Consultation & Participation of Workers and Contractors

[Your organization](#) recognizes that the involvement of workers in the integrated (OH&S) management system and the processes that support it are a key requirement of effective OH&S management that enables our organization to make informed decisions.

Worker participation and consultation is ensured via the engagement of all employees, at all applicable levels and functions within our organization. Workers include contractor and agency staff who perform work on-site, as well our organization's direct employees. Time, training, information and resources for participation are provided whilst obstacles and barriers to participation are removed entirely or minimized when they cannot be removed.

[Health & Safety Representatives](#) and [Health & Safety Advisors](#) are involved in the following activities, in conjunction with the relevant workers:

1. Incident investigation;
2. Hazard identification;
3. Risk assessment;
4. Implementing and monitoring appropriate hazard mitigations.

Changes to the management system are controlled via the management of change process to ensure unintended consequences are recognized, mitigated, or eliminated prior to implementation of the proposed

Top management and their direct reports are responsible for communicating the corporate policies as well as the importance of meeting customer, statutory and regulatory requirements to employees within their respective departments.

They ensure that our policies and objectives are understood and applied to the daily work of the organization through the establishment of measurable goals and objectives. Internal communication occurs on an on-going basis and is achieved through various mechanisms as appropriate:

1. Regular meetings and briefings;
2. Training sessions and training material;
3. Display boards, memorandums, letters;
4. Website, intranet, internal e-mails;
5. Product and process performance data analysis and audit results;
6. Targets, objectives, scorecards, KPIs, management system manual and procedures;
7. Corrective action and non-conformance reports.

7.4.3 External Communication

Your organization determines the need to communicate information externally to our interested parties, as defined in Section 4.2, regarding the effectiveness of our management system. In most instances, external interested parties (such as consumers, stockholders, neighboring communities, etc.) are the main driving force for our organization to implement our management system. The various processes or means of external communication may include as appropriate:

Interested Parties	Needs & Expectations	Possible modes of Communication
Customers	Price, reliability & value	Publications in the media and focus groups
Distributors & retailers	Price & logistics	Industry association publications and press releases
Owners/shareholders	Profitability & growth	Annual reports or newsletters of performance
Suppliers	Beneficial relationships	Publications via website, meetings or questionnaires
General Public	Environmental responsibility	IMS visibility via company website
Health & Safety Executive	Health and safety responsibility	Compliance submissions, audit results and AFRs
Environment Agency	Environmental responsibility	Compliance submissions and audit results

Your organization ensures that all external communications are authorized prior to release. Where required, advice appropriate to the context of the communication may be sought concerning the content and dissemination of certain external communications.

1. **Internet** - Information about our IMS is communicated externally via our website.
2. **Enquiries** - **Our organization** is subject to the Freedom of Information Act and GDPR which requires a response to external requests for information within specific timescales.
3. **Social Media** - **Our organization** manages a *Twitter* account to share information, encourage behavioural change and promote events. Similarly, **our organization** utilizes an official *Facebook* page.

All social media is coordinated by our **Marketing Department**. Responses to external communications are recorded if they are transmitted by email or letter. In each case the response is retained and controlled in accordance with the requirements for documented information.

Supporting documentation:

Ref.	Title & Description
10	Communication & Participation Procedure

8 Operation

8.1 Operational Planning & Control

8.1.1 Quality Operational Planning & Control

Your organization establishes and implements documented plans and procedures that describe the processes identified in Section 4.4 and the controls required for the provision of products and services in cognizance to our objectives, the potential for planned or unintended change, and the risks and opportunities identified in Section 6.1.1. During the planning phase, Top management, the QEHS Manager and other responsible personnel identify the following parameters:

1. Objectives and requirements for the product or service;
2. Verification, validation, monitoring, inspection and test requirements;
3. Documented information to demonstrate conformity;
4. Related life cycle aspects, impacts and mitigations;
5. Documented information to demonstrate conformity;
6. Necessary resources; or outsourced processes and their controls;
7. Criteria for process performance and product/service acceptance;
8. Potential consequences and mitigation to change affecting input requirements;
9. Resources necessary to support the ongoing operation and maintenance of the product.

The output of this planning activity includes, as appropriate, documented plans, resource schedules, processes and equipment requirements, procedures and design outputs.

Design and development activities targeted at controlling risks are supported by documented information. This documentation relates the design activities to the identified risks in a way that provides objective evidence that the nature and extent of the design control is reasonable and appropriate to the degree of risk.

8.1.2 Environmental Operational Planning & Control

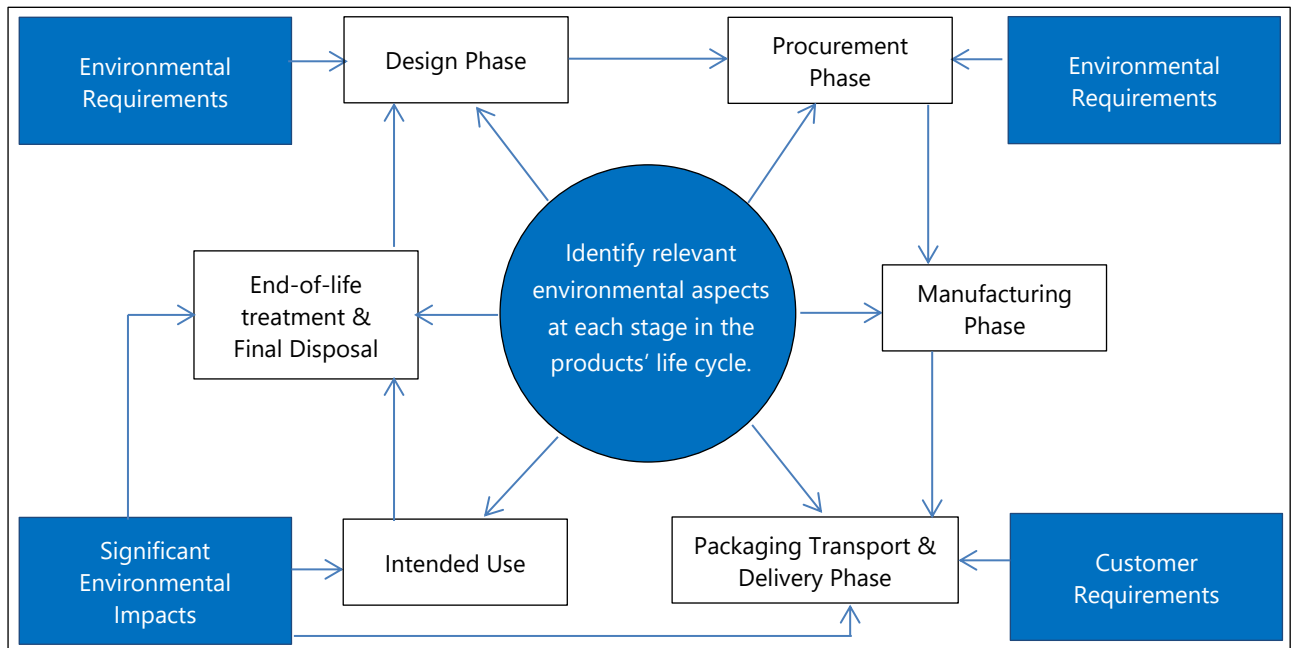
Your organization considers the environmental requirements and aspects that can be controlled and influenced during each phase of the product life-cycle. Where applicable, a life cycle approach is taken within our operational controls so that the environmental impacts at each stage of the life-cycle are identified, assessed, and controlled, or influenced. Refer to Figure 7 below.

By identifying and documenting information about the relevant environmental aspects (6.1.2) and compliance obligations (6.1.4), we are able to prevent or mitigate adverse impacts during each life-cycle phase:

1. Design phase;
2. Procurement phase;
3. Manufacturing phase;
4. Packaging, transport and delivery phase;
5. Intended use;
6. End of life treatment and final disposal.

The relevant environmental management operational procedures are also applicable to outsourced processes including those undertaken by contractors, the level and extent of control or influence is defined. The controls identified do not absolve us of the responsibility to conform to client, statutory and regulatory requirements but instead they enhance our capacity to effectively manage our supply chain.

Figure 7 The Life-cycle & Environmental Requirements



Our organization does not control or influence all of the activities of each outsourced process. Only those where our organization has responsibility for conforming to environmental requirements, in accordance with our aspects, impacts and compliance obligations, are controlled or influenced.

Your organization establishes and implements documented plans and procedures that describe the processes (Refer to Section 4.3) and the controls required for the provision of products and services in cognizance to the objectives, the potential for planned or unintended change, and the risks and opportunities identified in Section 6.1. During this planning phase, management or other responsible personnel identify the following parameters:

1. Objectives and requirements for the product or service;
2. Verification, validation, monitoring, inspection and test requirements;
3. Documented information to demonstrate conformity;
4. Document information to demonstrate process effectiveness;
5. Necessary resources; or outsourced processes and their controls;
6. Criteria for process performance and product/service acceptance;
7. Potential consequences and mitigation to change affecting input requirements;
8. Resources necessary to support the ongoing operation and maintenance of the product.

The output of planning activity includes documented plans, resource schedules, processes, equipment requirements, procedures and design outputs.

8.1.3 OH&S Operational Planning & Control

Your organization has established and implemented a system to identify and assess occupational health and safety hazards, refer to 6.1.3, and to implement the appropriate operational controls to mitigate the resulting risks. Occupational health and safety procedures are implemented by all teams and departments using the appropriate management system documentation to ensure that all activities, products and services meet the applicable regulatory standards.